



## WHO TO CONTACT FOR...

## E-MAIL

## RESPONSE TIME

### HUMAN RESOURCES QUESTION ABOUT...

Getting an employment verification letter	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
Missing hours on my timecard	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
Vacation or other paid time off	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days

### PAYROLL QUESTION ABOUT...

Changing direct deposit/bank info	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	5 business days
Tax deductions on my pay statement	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
Changing my tax deduction amounts	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days

## BENEFIT INQUIRIES



1-800-361-6212  
Monday - Friday 8:00 a.m. - 11:30 p.m. EST

General benefits queries	Phone or Email	<a href="mailto:MyLifeAdvisor@adp.com">MyLifeAdvisor@adp.com</a>
Selecting/enrolling in benefits	Phone or Email	<a href="mailto:MyLifeAdvisor@adp.com">MyLifeAdvisor@adp.com</a>
Open enrollment	Phone or Email	<a href="mailto:MyLifeAdvisor@adp.com">MyLifeAdvisor@adp.com</a>

### QUESTIONS ABOUT...

## BENEFIT PROVIDER



1-844-995-17362

Medical or hospital coverage	Empire Blue Cross Blue Shield	<a href="http://www.empireblue.com">www.empireblue.com</a>
Medications or specific drug coverage	Empire Blue Cross Blue Shield	<a href="http://www.empireblue.com">www.empireblue.com</a>
Dental coverage	Empire	<a href="http://www.empireblue.com">www.empireblue.com</a>
Vision coverage	VSP	<a href="http://www.vsp.com">www.vsp.com</a>
Life insurance	MetLife	1-877-237-8701



## ADP WORKFORCE NOW

## EMPLOYEE SELF-SERVICE

### REMINDER...

All US Employees have **two** ADP logins (**different usernames**)

### LOOK FOR...

ADP CANADA



OR

ADP USA



### I WANT TO...

### WHICH LOGIN?

Report a life event / change for benefit coverage



Find the "Support" tile on the home page > click "Report a Life Change"

Download a copy of my pay stub



Myself > Pay > Pay and Tax Statements > View Statement > Print/Download

Update my address on ADP



Myself > My Information > Profile > Address Tile > Click the pencil icon

Request paid time off (Vacation, Sick Day)



Myself > Time Off > My Time Off > Request Time Off > Enter Dates > Select the time off policy > Enter 8 or 4 hours per day or 1 or 0.5 amount per day *(depending on policy)*

Check vacation balance or sick days remaining



Myself > Time Off > Time Off Balances

Reset username or password for US or Canada ADP login

Website or App > Click "Forgot user ID" or "Forgot password"

[Report a life change](#)

Submit a request to ADP TotalSource.

Time Off Policy \*  
 VAC

Reason Code \*  
 Vacation

Duration Type  
 Hours

Make Recurring

Start Time \*  
 8:00 AM

Hours Per Day \*  
 4.00



Mobile app or website

[www.workforcenow.adp.com](http://www.workforcenow.adp.com)

Click:

[Forgot your user ID?](#)

[Forgot your password?](#)