

City of West Haven FAQs

This FAQ is designed to answer your basic questions about the changes we are introducing as we transition to ADP solutions for timekeeping, attendance, pay, benefits enrollment and more. We will continue to add to it as each change approaches and in response to your feedback and questions. We have broken the questions down into sections for ease of reference:

1. Who do I contact if I have a question?

Please contact Erin Sweeney at 203-931-6825 or erin.sweeney@whschools.org

2. How do I get started?

The first step is to get registered before **Thursday, January 28, 2021**. Please see the additional flier for how to register.

Employees who choose to punch in/out on the timeclock will need to register their fingerscan at the clock. If you choose to punch in/out via the mobile app, please download the ADP Workforce Manager app on your phone.

3. What is changing as a result of these actions?

We will have a new online system from ADP to help us be more efficient. ADP Workforce Now is a one-stop shop to manage HR, Payroll, Onboarding and Benefits enrollment as well as timekeeping and time off requests through the Workforce Manager. You will also have an option to download and use free mobile apps from ADP to access your information conveniently anywhere, anytime.

ADP will be the place to go to see your pay statements and W-2s, sign up for benefits during annual enrollment or declare a life event (like the birth of a child or marriage), update your personal information, and much more.

ADP also has free mobile capabilities that offer convenient, on-the-go access to manage your payroll, HR and benefits information. In addition, you can opt out of paper pay statements, and use the ADP Mobile App to see your pay statements, tax information, organization news and more.

All employees will use the ADP Workforce Manager tool within Workforce Now for time off requests, and to see your time off balance at any time. Non-exempt employees will use ADP tools to track hours worked.

For managers, ADP Workforce Now will allow you to approve employee time entries, edit timecards, and manage PTO and sick time requests. The tool also allows you to run reports and set up a delegate if you are going to be unavailable.

4. When will the changes happen?

For the Board of Education, the first timepunch will be on a date to be determined and first paycheck in ADP will be on February 24.

5. Why are we making these changes?

At City of West Haven, we're focused on improving the employee experience. That means we are investing in innovative tools to help you be more efficient, to ensure consistency across departments and groups, and developing sustainable processes that drive down manual and paper-based processes.

6. How will we learn more about the tool?

Using any kind of new tool takes time to get used to. We're working hard to anticipate questions and provide you with answers and direction as quickly as possible.

In addition to this FAQ, which we will update regularly, we will have training, job aids and other resources to help bring you up to speed. Please be on the lookout for these materials.

Additionally, we will schedule virtual conferences and in-person meetings as well as other go-to-resources