



Frequently Asked Questions

Human Resources

Do you offer health benefits?

Yes, information regarding the health benefits offered can be found in your onboarding documents or in the ADP portal under the "Myself" in the menu bar at the top of the page and then click "Enrollments" under Benefits. After reviewing the information, if you have questions contact Human Resources at hr@spstaffing.com.

Do you offer 401k?

Yes! You can find instructions for enrolling online in the ADP portal. Click the "Myself" in the menu bar at the top of the page then click "Retirement Account" under Benefits. (<https://workforcenow.adp.com>).

I got hurt at work! What do I do?

If you need **immediate** medical attention, call 911 or report to the nearest Hospital Emergency department, and then contact Human Resources as soon as you are able.

For any non-emergency incidents, please contact Human Resources to be directed to the nearest clinic. Please note that SearchPros is your employer of record, and any incidents or Worker's Compensation claims must be handled by SearchPros.



Frequently Asked Questions

Payroll Related

When and where can I access my paystubs?

Paystubs are available on paydays via the ADP portal (<https://workforcenow.adp.com>).

All new employees will receive an email from ADP on the Friday of their first week of work to register for online access using personally identifiable information.

To access paystubs:

- Log into ADP.
- Click "Myself" in the menu bar at the top of the home page. Then Click on "pay and tax statements".

How do I submit my time?

All timesheets are recorded electronically and must be submitted weekly. The Onboarding Team sends information on entering your time in the reporting instructions email. Client requirements for time entry vary, so be sure to review the instructions thoroughly. If you cannot find the information, reach out to your recruiter or the Onboarding Team.

Please note that ADP is NOT your timekeeping system. It is only used to provide paystubs and year-end tax documents and to request paid time off (where applicable).

When do I get paid?

Pay cycles are client-specific and indicated in your offer letter. Your funds will be deposited in the account provided during onboarding.

Note: Employees are only paid for hours worked that are documented and approved by the client manager.



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I closed/changed my bank account. What do I do?

To avoid the possibility of fraud, employees are required to log into ADP to make updates to banking/direct deposit information.

After you log in, click on the "Myself" link in the menu bar at the top of the home page. Then select "Payment Options" under "Pay" and update your information.

Once the Payroll Team receives the changes, they will reach out via telephone to verify that you have made these changes. They will ask for personally identifiable information to validate your identity and will ask for the banking information.

Your updated banking/direct deposit information will not be approved/changed until the Payroll Team can verbally verify the changes with you.

***** Please call the Payroll Team ASAP if your bank account has been closed to discuss. *****

I have a new address. How do I update it?

Employees are required to log into ADP to make address changes.

After you log in, Click "Myself" in the menu bar at the top of the home page. Then click "Profile" under "My Information" and update your information.

My name is changing:

Please let the Payroll Team know once you change your name with the Social Security Administration. They will coordinate the update of your name in the SearchPros systems and with the client.



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When will I get my W-2?

As Federal law dictates, W2s will be available through the ADP portal by January 31st.

Note: As documented in the Employee handbook, your W2 is available electronically through ADP.

My assignment ended; when do I get my final check?

Please log into your timekeeping system and make sure all hours have been submitted on your timecard. Once your hours have been approved, our Payroll Team will process them for the next scheduled pay date.

How do I use my sick pay?

Employees will be provided the mandated allotment of paid leave in compliance with state or local law. If you are eligible to receive and use paid leave, you must submit your request(s) for Paid Leave through ADP.

Please remember that your timecard should only reflect hours worked.

Further questions regarding Paid Leave should be addressed to payroll@spstaffing.com.

If you have any additional questions, please reach out to your SearchPros Point of Contact.