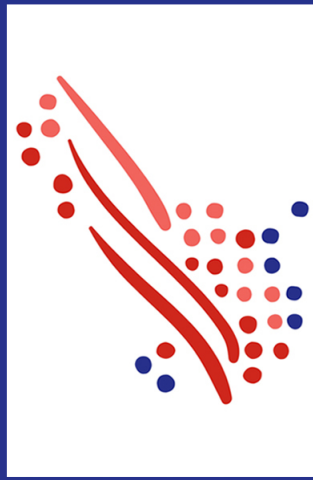


Manager User Guide for ADP Lyric HCM



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About Manager User Guide for ADP Lyric HCM

The Manager Self-Service User Guide assists the Managers in efficiently navigating and completing their tasks within the ADP Lyric HCM. It provides detailed workflows and guidance on key functionalities, ensuring managers can perform their tasks effectively.

The guide covers various aspects of the platform, including:

- Organizational structure through the Org Chart
- Tools for managing direct reports
- Features for handling compensation adjustments and eligibility guidelines.
- Processes for initiating and reviewing job changes
- Managing terminations
- Overseeing career profiles such as licenses and certifications
- Addresses time management tasks like viewing team timecards, approving time off requests, and managing schedules
- Onboarding processes for new hires and managers
- Support resources such as FAQs and contact information

Org Chart

Viewing Direct Reports in ADP Lyric HCM

1. In the search bar, enter and select **View My Org**.
2. To open an associate's HR profile, select their name.
Select **See all reports** to view them in the org chart.
3. To view the rest of the org, select **View In Org Chart**.
4. **Optional:** You can also view your peers.

Compensation


Completing a Compensation Review in ADP Lyric HCM

 A practitioner can impersonate a planning manager.


1. In the search bar, enter and select **Manage Compensation Reviews**.
2. In the **Compensation Reviews** area, select the plan and select **Complete Review**.


Result: Compensation page opens on the **Planning** tab.

3. Review the budgets. You may have more than one budget displayed. Each budget displays the **Budget**, **Spent**, and **Available** amounts.
4. Review any **Alerts** displayed.
5. Check what your awards setting is and do the following:
 - To show only the required awards, turn on **Show Required Awards**.
 - To show all available rewards, turn off **Show Required Awards**.

 Required awards and other rewards available depend on your company's setup.

6. Review your direct reports and the current compensation information displayed. The fields displayed depend on your company's setup.


 You can select an associate's name to view details such as their salary history and other key information.


 If any of your direct reports are also managers, you can select **View** to check the planning details for that manager's direct reports.

7. Select an award entry field for an associate. For example, your company defined a "merit %" and a "merit amount" as award fields. Actual field names depend on your company's setup.

Result: The **Guidelines Ranges** displays detailing **Below**, **Within**, and **Exceeds** guidelines for that associate. Ranges are determined by your company.

8. Enter the award using the guidelines to help.

 You may need to scroll to view the guidelines and the awards fields.


 You can also choose to **Auto-Allocate** the merit increases for all your direct reports. You can still manually adjust each associate as needed.

9. If you want to enter a comment for an associate’s pay increase, select the comment bubble, enter your comments, and select **Submit**.





10. If a promotion is part of this associate’s compensation plan, select **Promotion**, and then select the job and award.


11. If a bonus is part of this associate’s compensation plan:


- a. Scroll to view bonus fields. Fields available depend on what your company has defined.
- b. Select the bonus field and enter the bonus information.

 Bonus guideline ranges display with **Below**, **Within**, and **Exceeds** guidelines and you can use those to help you determine the associate’s bonus. Ranges are determined by your company.

12. When you have finished entering the compensation planning information for your direct reports:

If	Then
None of your direct reports are managers with direct reports	<p>Select Submit plan.</p> <p> If you are missing information for any of your direct reports an error message displays with the details. Fix any errors.</p> <p> A Submit Plan message displays letting you know your plan has been sent to your manager for approval.</p>
One or more of your direct reports are managers who also have direct reports	<p>a. Select Review and approve</p> <p> If you are missing information for any of your direct reports an error message displays with the details. Fix any errors.</p> <p> A Review and approve message displays letting you know you have completed planning for your direct team and that now you need to review and approve your direct reports’ compensation plans. Select Go to approvals to go to the Approvals tab.</p> <p>b. From the Approvals tab, review your direct reports’ compensation plans.</p>

If	Then
	<p>c. Review the plan status. If the planning is complete but you need to send it back to your direct report for them to make changes, select Reject.</p> <p>d. Once you have reviewed all your direct reports completed compensation plans, select Submit Plan for Approval.</p> <p> If you are missing information for any of your direct reports an error message displays with the details. Fix any errors.</p>

 If you need to recall any compensation plans you have submitted, select **Recall submission**, make changes as needed, then resubmit your plan. You can't recall a plan once it has been approved.

Result: The compensation plan proceeds to the next level of approval until it reaches the CEO. Once approved by the CEO, the compensation records are batched for payroll and effective-dated increases are passed to the Human Resource Information System (HRIS).


Send your associates Compensation Statements.

Viewing Eligibility Guidelines in ADP Lyric HCM

1. In the search bar, enter and select **Manage Compensation Reviews**.
2. Locate the associate by making selections in the fields.
3. On the associate's row, select **View**.
4. Select **Actions > View Eligibility Guidelines**.

Rewarding a Direct Report in ADP Lyric HCM

1. In the search bar, enter and select **Manage Compensation Reviews**.
2. Locate the associate by making selections in the fields.

3. On the associate's row, select **View**.
4. Select **Add Compensation > Reward Associate**.
5. Complete the fields.
 -  The **Only show active** checkbox is selected by default. This shows the associate's active work assignments. If there are multiple work assignments, be sure to select the correct one.
6. Select **Submit for Approval**.


Viewing Associate Action History in ADP Lyric HCM

1. In the search bar, enter and select **Manage Compensation Reviews**.
2. Locate the associate by making selections in the fields.
3. On the associate's row, select **View**.
4. Select **Manage > Adjustment History**.

Viewing Direct Reports Compensation in ADP Lyric HCM

1. In the search bar, enter and select **Manage Compensation Reviews**.
2. Locate the associate and select **View**.
3. Select **Manage**:
 - To view the compensation, select **View**.
 - To view a specific compensation record's history details, select **Adjustment History**.
 - To adjust compensation, select **Adjust Amount**.

Adjusting Direct Reports Compensation in ADP Lyric HCM

1. In the search bar, enter and select **Manage Compensation Reviews**.
2. Locate the associate and select **View**.
If the associate has more than one **Position**, be sure to select the correct one.
3. Select **Manage > Adjust Amount**.
4. Select when you want to schedule the adjustment to take affect.
5. Select the **Adjustment Type** and enter the **New Total Amount**.
 You can add multiple adjustment types. Specify the amounts for each.
6. It is recommended that you add a **Note** for the approver.
7. Select the **Adjusting amount will end date the existing record and create a new one** checkbox.
8. Select **Confirm**.

Sending Compensation Statements in ADP Lyric HCM

Completed compensation plans include a Statements tab, which provides a compensation statement detailing the associate's increase. An approved Compensation Review must be completed, and compensation records should already be created for the associates.

1. In the search bar, enter and select **Manage Compensation Reviews**.
2. In the **Compensation Reviews** area, select the plan and select **Complete Review**.

Result: The Compensation page opens on the Statements tab and lists your direct reports.



3. Select the ellipsis on the associate's row to:



You can choose one associate at a time, or you can select multiple associates and perform the same action for all selected.

- **Edit Language**- Select this option to change the language on the statement to another supported language.
- **Preview/Download** - Select this option to preview the statement and download as needed.
- **Send to associate** - Select this option to send the compensation statement to the associate.
- **Generate** - Select this option if there was a late change to the associate's compensation award and you need to re-generate the compensation statement.

Downloading Direct Reports Compensation Statements in ADP Lyric HCM

1. In search bar, enter and select **Manage Compensation Reviews**.
2. Locate the associate by making selections in the search and filter fields.
3. On the associate's row, select **View**.
4. Select **Download Compensation Statements**.
 -  You can also select **Actions > Download Statement**, specify the date, and select **Download**.
 -  You can also download the associates total compensation statement by selecting **Download Rewards Statement**.
5. View and save the statement.

Job Changes

Completing a Job Change in ADP Lyric HCM

Before you begin: Two compensation permissions are available, **No access** or **View only** access when making a job change. To leverage these, work with your Client Service team.

1. In the search bar, enter and select the associate’s name to open their HR profile.
2. Select **Take Action**.
3. When the window opens with the **Job Change Actions**, select the job change type to launch the workflow.

Job Type	Description
Promote	Moving the associate into a higher-level role in a new position under the same or new manager.
Demote	This is the opposite of a promotion. It involves moving the associate to a lower-level role in a new position, either under the same or a different manager.
Transfer	Associate changing departments, or transferring to a new role in a new position.
Data Change	Changing an associate from salary to hourly, changing their cost center, or moving their location. Data changes do not necessarily require changing the position.

4. Select the **Start Date** .
The date must be after the most recent movement, it cannot be before a previous job change or hire action.
5. Select the **Job Change Reason**.
6. Select **Start Job Change**.

Result: A new screen opens to fill **Job Change For** details.

7. Make the required changes within the corresponding sections:


- **Change Details**
- **Position Details**
- **Worker Details**
- **Location Details**
- **Cost Center Details**
- **Compensation Details**

Some sections may not be editable, depending on your configuration.

8. Under Position Details, select Edit.

The following 3 options display for Position Assignment:

- **Keep Current Position Assignment:** Defaults from the current Work Agreement and Work Assignment.
 - **Change Position Assignment:** Defaults the assignment details from the new position.
 - **Create and Assign a New Position:** Defaults from the current Work Agreement and Work Assignment
- a. Select from the options:

If	Then
<p>Keep Current Position Assignment</p>	<ul style="list-style-type: none"> The position will be a shared position, a warning notifies who will be impacted with this job change. To view the list of the impacted associates, select Warning.
<p>Change Position Assignment</p>	<ol style="list-style-type: none"> Select Filter Open Positions to locate the position. Enter the details to search. Select Apply. To select the position, select Select. If the associate's position has direct reports, select an option listed under Vacated Position Information: <ul style="list-style-type: none"> Keep the direct reports with vacated position Direct reports continue reporting to the current manager Move to a new manager Select the Manager as needed. Select Update.
<p>Create and Assign a New Position</p>	<ol style="list-style-type: none"> Select the following to customize the position: <ul style="list-style-type: none"> Job Template Position Title  The Position Code will be blank as it is created when the new position is processed. Select a manager Department Market Select Update.

9. Update the Worker Details section:

a. Select **Edit**.



- Worker details defaults to the associate's Work Assignment, except for FLSA status which defaults to the job template.
- When an associate is transferred to a pay group that is restricted for only specific users to view, make sure the job template for that position is marked as **Confidential**.

b. Update the details.

c. Select **Update**.

10. Update the **Location Details** section:

a. Select **Edit**.

Location Type defaults to the location of the Work Assignment.

b. Select **Add Location**, if the associate has multiple work locations.

c. Enter the **Allocation** percentage for each which totals to 100.

d. To remove a location, select the **trash can** icon on the applicable row.

e. Select **Update**.

11. Update the **Cost Center Details** section:

a. Select **Edit**.

Cost Center defaults to the location of the Work Assignment.

b. Select **Add Cost Center**, if the associate has multiple cost centers for this position.

c. Enter the **Allocation** percentage for each which totals to 100.

d. To remove a cost center, select the trash can icon on the applicable row.

e. Select **Update**.

12. Update the **Compensation Details** section:

a. Select **Edit**.

b. Select **Change base pay**.

c. Complete the fields to update the **Amount**.

To avoid payroll proration for mid-pay period changes, align the **Start Date** with the start of a pay period when possible.

d. Select **Add Additional Pay**, if needed.

e. Select **Update**.

13. Review updated and current information for each section displayed side by side.

14. Select **Submit Job Change**.


Position Assignment

Position Assignment Options

Option	Includes
Keep Current Position Assignment	<ul style="list-style-type: none"> Title change within the current position (example: Manager to Sr. Manager) Job changes where an associate keeps existing direct reports Position reclassification where the former position will not be backfilled
Change Position Assignment	<p>When the associate must vacate one position to occupy a new one with:</p> <ul style="list-style-type: none"> New set of responsibilities Different reporting line New department
Create and Assign New Position Assignment	<ul style="list-style-type: none"> When the associate will fulfill a new position that has not been created yet When changes need to be made to one associate's position, but it is a shared position This option can be configured with a setting to default the associate data to the position This option can be configured to not populate default data

Editing Position Details for Job Change in ADP Lyric HCM

The edit Position workflow streamlines position data in Position Details and Work Details.

1. In the search bar, enter and select the associate's name to open their HR profile.
2. Select **Take Action**.
3. Select **View Position Details**.
4. Select **Actions**.
5. Select **Edit Position Details**.
6. Follow the guided workflow to update the fields as needed.
 -  In the **Review and Submit** step, note the **Effective Date** if cascading the edits to Work Assignment for all associates who share the position.
7. Select **Submit**.

Direct Report Options

If the associate's position has direct reports, in the **Position Assignment** step of the job change workflow, you will see these three options under **Vacated Position Information**:

Option	Information
Keep the direct reports with vacated position	The reporting structure for associates remains unchanged. Associates will temporarily report to the vacated position, and once the position is filled, they will report to the newly assigned associate.
Direct reports continue reporting to the current manager	Reassigns all current direct reports to the newly selected position.
Move to a new manager	Allows you to select any existing manager to become the new manager for the direct reports.

The direct report updates will be processed after the job change is completed. If there is a failure, it will not roll back the job change. A single email will be sent at the completion of the direct report processing to note the success or failure of each direct report transfer.

Editing a Job Change in ADP Lyric HCM

If a job change had incorrect data, you can correct the most recent job change event or in the associate's **Work Timeline**. This is not intended for effective date changes, rather minor data changes such as cost center or location allocation corrections.

1. In the search bar, enter and select the associate's name.
2. Select **Work Details**.
3. In the **Work Timeline** on the right, select the ellipses.
4. Select **Edit Job Change Details**.
5. If the associate has multiple positions, select the position to edit.
6. Select **Edit Job Change**.

Result: The edit option is displayed for five editable sections.

7. Edit as needed.

Field	Steps
Movement Details	<ol style="list-style-type: none"> a. Select Edit. b. Edit the Movement Reason and Comments fields. c. Select Update.
Position Details	<ol style="list-style-type: none"> a. Select Edit. <p>The fields available to edit include:</p> <ul style="list-style-type: none"> • Position • Position Title • Manager Position • Job Template

Field	Steps
	<p>b. Select Update. Based on the Position selection the other fields will update accordingly.</p>
Worker Details:	<p>a. Select Edit. The fields available to edit include:</p> <ul style="list-style-type: none"> • Associate Classification • Worker Type • FLSA Exempt/Nonexempt • Worker Compensation Code • Pay Type <p>b. Select Update.</p>
Location Details	<p>a. Select Edit. The fields available to edit include:</p> <ul style="list-style-type: none"> • Add Location • Delete a location • Change the Primary Location. • Update Allocation for multiple locations. <p>b. Select Update.</p>
Cost Center Details	<p>a. Select Edit. The fields available to edit include:</p> <ul style="list-style-type: none"> • Add/Delete Cost Center • Change the Primary cost center. • Update Allocation for multiple cost centers.

Field	Steps
	b. Select Update .

8. Select **Submit Changes**.

Reviewing Edit Position Requests for Job Change in ADP Lyric HCM

1. On the homepage, scroll to the **Things to Do** section and select **View**.

Result: A side-by-side view of the **Updated** position request and the **Current** position displays.

2. Complete the action by choosing:
 - **Approve**
 - **Reject**

Viewing Position Details in ADP Lyric HCM

1. In the search bar, enter and select my org.
2. Select **View My Org**.
3. Select **Take Action**.
4. Select **View Position Details**.
5. Select through the tabs to view further position details.
6. Select the **Assignments** tab to view:

- **Enterprise Units**
- **Markets**
- **Location**
- **Cost Center**

Changing an Associate's Manager in ADP Lyric HCM


1. In the search bar, enter and select the associate's name.
2. Select **Take Action**.
3. Select **View Position Details**.
4. Select **Actions > Change Manager**.
5. Enter a **Reason**.
6. Select an **Effective Date of Change**.
7. To select the new manager, search by **Associate** or **Vacant Positions**.
8. Select **Change**.

Viewing Pending Job Changes in ADP Lyric HCM




ADP Lyric HCM supports associates with multiple positions. To add or remove work assignments, work with your HR practitioner.

1. Select the checkmark button on the top right to go to your **Things to Do** section and select **View All**.
2. Select **Sent**.
3. Search for the **Job Change** request.
4. If needed, select **Cancel** to cancel the request.

 The request can be canceled anytime before it's approved.

Termination

Terminating an Employee in ADP Lyric HCM

1. In the search bar, enter and select the associate's name.
2. Select the **Take Action** button on the top right.
3. Select **Terminate Associate**.
4. Complete the fields to follow the workflow:
 - **Termination Reason**
 - **Termination Status**
 - **Effective Date:** To avoid payroll proration, align it with the start of a pay period. This will be the end date.
 - **Last Date Worked:** Defaults to the effective date. Edit if needed.
 - **Eligible for Rehire:** Selecting **No** will raise a warning if rehire is attempted.
5. Select **Next**.
6. Review the **Compensation** details and select **Next**.
 -  Two compensation permissions available when terminating an associate, either no access or view-only access. Work with your Client Service team to leverage these options.
7. Review and update the **Position Details** if needed.
8. Select **Next**.
9. Review and update the **Follow-Up Actions** if required.
10. Select **Next**.
11. **Review and Confirm** the details and select **Done**.

Canceling a Termination in ADP Lyric HCM

Only the most recent event can be canceled.


1. In the search bar, enter and select the associate's name.
2. Select the **Work Details** tab.
3. In the **Work Timeline** section, select the ellipses next to **Terminate – Reason**.
4. Select **Cancel Termination**.
5. Complete the fields.
6. Select **Cancel Termination**.

If	Then
The canceled termination date is in the future.	No further action is required.
The canceled termination date is in the past.	The associate must be synced to the company's time product.

7. Select the **Time** tab.
8. Select the **Time Profile** tab.
9. Select **Sync**.


Career Profile

Viewing a Direct Report's Licenses and Certifications in ADP Lyric HCM

1. In the search bar, enter and select **View My Org**.
2. Select the associate's name under **Direct Reports**.
3. From the associate's HR profile, select **Career Profile**.
 You can also select **Profiles > Talent** to access the **Career Profile**.
4. The **Licenses and Certifications** section lists any licenses or certifications for the associate and the status. To view details for a license or certification, select **Manage > View**.



The View Licenses and Certification window opens and displays details such as who it was issued by, valid dates, licenses or certification number, as well as submission and renewal history.

Adding a License or Certification to a Direct Report's in ADP Lyric HCM

1. In the search bar, enter and select **View My Org**.
2. Select the associate's name under **Direct Reports**.
3. From the associate's HR profile, select **Career Profile**.
 You can also select **Profiles > Talent** to access the **Career Profile**.

4. In the **Licenses and Certifications** section, select one of the following:
 - If the associate has no licenses or certifications listed, select **Add Licenses & Certifications**.
 - If a license or certification is listed for the associate, select **Manage > Add New**.
5. In the Licenses and Certifications window, complete the required fields:
 - a. Search for and select the **License or Certification**.
 - b. Enter who it was **Issued By**.
 - c. Select the **From** and **Until** dates.
 - d. Enter the **License or Certification Number**.
6. Select the **Upload file** icon to upload a copy of the license or certification.
7. Select **Save**.

Updating a Direct Report's Licenses and Certifications in ADP Lyric HCM

1. In search bar, enter and select **View My Org**.
2. Select the associate's name under **Direct Reports**.
3. From the associate's HR profile, select **Career Profile**.
 -  You can also select **Profiles > Talent** to access the **Career Profile**.
4. In the **Licenses and Certifications** section, select **Manage > Edit**.
 -  If you only need to extend the valid date range, select **Manage > Renew** and add the new valid **Until** date.
5. In the Edit License or Certification window, change the information as needed.
6. Update a new file if needed.
7. Select **Save**.

Submitting a Request for a New Type in ADP Lyric HCM

1. In search bar, enter and select **My Org**.
2. Select **View My Org**.
3. Select the associate's name under **Direct Reports** to open the associate's HR profile.
4. Select the **Career Profile** tab.
5. In the **Licenses and Certifications** section, select **Manage**.
6. Select **Add License/Certification**.
7. Select the **Haven't found your license or certificate type?** to request it to be added.
8. Complete the required fields.
9. Select **Submit Request**.

If a license or certification requires HR approval, it will be in Pending status.

Timecards

Viewing and Approving Team's Timecards in ADP Lyric HCM

1. In the search bar, enter and select **Team Timecard**.
2. Select **View and Approve Team Timecards**.
3. Select the **Timecard** tab.
4. Use the **Group** and **Time Period** filters as needed.
Each timecard includes:
 - Total Time
 - Breakdown of hours
 - Exception - early punch, late punch, no break, missed punch.
 - Status - Employee Not Submitted, Employee Submitted, Approved
5. Select **View Timecard**.
6. To approve, select **Approve Timecard**.
7. To approve the next associate's timecard, select **Next**.

Transferring Associate's Hours to Another Account in ADP Lyric HCM

1. In the search bar, enter and select **Team Timecard**.
2. Select **View and Approve Team Timecards**.

3. Select the **Timecard** tab.
4. Use the **Group** and **Time Period** filters as needed.
5. Select **View Timecard**.
6. Select the plus icon on the day.
7. Verify the date on the top.
8. Complete the fields in the guided workflow.
9. Select **New Account**.
10. Select the parameters.
11. Select **Save**.
12. To add hours worked on the same day for another account, select **Add Entry** .
13. Select **Save**.
14. To add entries to another day, select **Previous Day** and **Next Day** as needed.

Time Off

Viewing Time Off Requests in ADP Lyric HCM

1. To view the team's time off requests, in the search bar, enter time off.
2. Select **View and Approve Team Time Off**.
3. Select the **Team** tab.

The view defaults to the **Requests** view.

4. Review the two sections:
 - **Pending Requests:** The list of the outstanding requests that require your approval or denial.
 - **All Requests:** All requests such as past and upcoming requests and all statuses such as approved, cancelled, denied, pending with a filtered search.

Viewing Time Off Balances in ADP Lyric HCM

1. In the search bar, enter time off .
2. Select **View and Approve Team Time Off**.
3. Select the **Team** tab.

The view defaults to the **Requests** view.

4. Select the **Balances** tab.
5. Using **Filters**, search and select associates name.
6. In **Summary as of**, select the date of the request.

Result: This updates the projected time off balances for that date.

7. In the Time of Type row, select a request and select the ellipsis.
8. Select **View Activity** for additional information of the selected Time Off.

Approving or Declining a Time Off Request in ADP Lyric HCM

1. To view your team's time off requests, in the search bar, enter time off .
2. Select **View and Approve Team Time Off**.
3. Select the **Team** tab.

The view defaults to the **Requests** view with **Direct Reports only** selected.

4. In **Pending Requests**, use the filters to search for specific requests as needed.
 - **Reporting Manager** shows the list of pending requests of your reports who are managers.
 - **Direct Reports only** shows only the time off requests submitted by your direct reports. To include requests from both direct and indirect reports, turn off this toggle.
5. In the associate's row, select **Review**.
6. Review the request details.
7. Select **Approve Request** or **Decline Request**.

Result: The Time Off dashboard displays the updated status.

Requesting Direct Reports Time Off in ADP Lyric HCM

1. In the search bar, enter time off.
2. Select **View and Approve Team Time Off**.
3. Select the **Time Off** tab.

4. Select the **Myself** tab.
5. Select **Request Time Off**.
6. Select **For Another Associate**.
7. Select the associate.
8. Select **Time Off Type**.
9. Select the **From** and **To** dates.
10. Enter **Comments** if needed.
11. Select **Submit Request**.

Schedules

Viewing and Managing Team Schedules in ADP Lyric HCM

1. In the search bar, enter and select **View Team Schedules**.

Result: The **My Team** schedule lists:

- Open shifts and hours that must be scheduled at the top of the calendar.
- Each associate's schedule.
- Scheduled time off, number of hours off, and type of time off.

2. To create a task and hours for each associate, select **Actions > Create Shift**.
3. To schedule an associate on a specific a day, select the **plus** icon in the calendar for that day.

Onboarding

Reviewing New Hire Onboarding Task by Manager in ADP Lyric HCM

1. In the search bar, enter and select **Manage Team Onboarding**.
2. On the **New Hire Onboarding** tab, filter by **Associate** or **Plan Status**.
3. Select **View** to review a new hire's:
 - **Task**
 - **Due Date**
 - **Status**

Sending Reminders to New Hire Associates for Onboarding Task in ADP Lyric HCM

1. In the search bar, enter and select **Manage Team Onboarding**.
2. Select **Remind All**.
3. When the Send Reminders pop-up appears, select **Send**.

Result: Only the associate receives the email reminder. The manager sending the reminder does not.

Reviewing Manager Onboarding Tasks in ADP Lyric HCM

All tasks completed within ADP Lyric HCM will automatically be marked as **Completed**.

1. In the search bar, enter and select **Manage Team Onboarding**.
2. Select the **Your Tasks** tab.
3. For tasks completed outside ADP Lyric HCM, select the checkbox to indicate the task has been completed
4. Select **Acknowledge**.

You will not be able to close a task without acknowledging the task completion.

Support

Viewing Frequently Asked Questions (FAQs) and Support Contact in ADP Lyric HCM

1. To view the company's FAQs, enter and select **View FAQs**.
2. Use the search and filter fields to locate specific FAQs.
3. View your support contact in the **We're here to help** section.
4. To add support contacts, work with the HR practitioner.