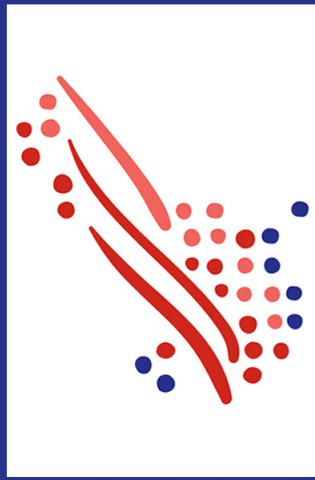


# Associate User Guide for ADP Lyric HCM





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# Associate Registration


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## Registering Associate in ADP Lyric HCM

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**Before you begin:** Practitioners send registration emails to associates via the User Management dashboard in ADP Lyric HCM. Once done, each associate receives an email with a unique URL to complete their registration.


1. Copy and paste your personalized link into a new Google Chrome window.

 Google Chrome is recommended for optimal use of all ADP Lyric HCM features.

2. Select **New to ADP Lyric?**

3. Complete the following required fields:

- **First Name**
- **Last Name**
- **Personal Email Address**

 Entering a personal email makes sure that you maintain access to your personal information and profile in the event you are no longer employed by your company.

4. Select **Next**.



 Leave this window open. Once you receive an authentication code, you need to paste it into this window.

Create a username and password.

## Creating a Username and Password in ADP Lyric HCM

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**Before you begin:** Each associate will receive an email at their personal email address with the Multi-Factor Authentication code.

1. To verify the account, you must copy and paste the code from the email you received into the Chrome browser window that you left open during the begin registration step.
2. Create a **Username** and **Password** with the following details:
  - The **Username** is a unique identifier with 5 - 30 characters.  
 Usernames may include only the following characters: A-Z, a-z, 0-9, periods (.), underscores (\_), and dashes (-).
  - The **Password** is a unique value with basic restrictions noted in the **Password Requirements** area on the account setup page.  
 You can't use your last five passwords, and the password can't be from a common list of frequently used passwords.
3. Select the acknowledgment checkbox.
4. Select **Create Account** to finalize registration.

## Creating and Updating Contact Methods for Multi-Factor Authentication in ADP Lyric HCM

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ADP requires a two-step login for all practitioners using ADP Lyric HCM. After completing initial registration, users can create or update contact methods for Multi-Factor Authentication (MFA).

1. Select your profile icon.  
 Your initials display as your profile icon until you upload a profile picture.
2. Select **Account Settings**.
3. Select **Your Profile**.
4. In **Contact Details**, select **Manage**.  
 The **Contact Details** depend on whether you have email addresses or phone numbers defined or verified yet.
5. Select **Email** or **Phone Number**.
6. In the Manage window, update the email address or phone number details.

7. Select **Update**.

**Result:** The updated email or phone number displays a **Verify** link.

8. Select **Verify** to verify the new contact information.

# Homepage Features

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## ADP Lyric HCM Homepage Overview

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The ADP Lyric HCM Homepage offers a personalized experience for associates. It allows customized homepages designed for different groups, such as Legal Entities, Enterprise Units, Office Locations, and specific associate criteria. Personalization features include greetings tailored to associates based on HR events, rich text formatting for custom content, and easy-to-use widget and link configuration.

The Contextual Home provides quick access to important information and content relevant to the user who is logged in. Homepage profiles enable clients to adjust the homepage experience for various associate groups. You can assign each profile to a specific legal entity or enterprise unit.

Homepage profiles work independently from one another. Associates will see the homepage that matches the profile assigned to their legal entity or enterprise unit. If an associate is part of multiple profile assignments, they will view the first profile listed. If no profile is assigned, the default homepage profile displays.

The Homepage includes the following features:

- Customization: Homepages can be configured differently for various associate groups.
- Personalization: Homepage greetings are customized for each associate based on HR events.
- Simpler Helpful Links Configuration: All helpful links (previously called “quick links”) can be created and updated on one screen.
- Rich Content Support: This feature lets clients add custom rich-text content to the homepage.

# Your HR Associate Profile

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## Accessing Your Profile and Employment Information in ADP Lyric HCM


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**Your Profile** centralizes all your personal and employment data in multiple tabs:

- Personal Info
- Org Info
- Work Details
- Benefits
- Time
- Compensation
- Career Profile

Your company's configuration with ADP determines the tabs displayed in your profile. Some sections of your profile may not be available to edit.

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.


## Editing Your Personal Info in ADP Lyric HCM

---

Some sections of your profile may not be available to edit. This depends on your organization's requirements and configuration. In the **Personal Info** tab, you can update:

- **Legal Name**
- **Preferred Name** : How it displays to other associates
- **Name Pronunciation**
- **Pronoun**
- **Identification and Work Authorization**
- **Addresses**
- **Demographic Details**
- **Contact Details**
- **Profile Image**
- **Additional IDs** : To support external payroll data transfers

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.


2. Select **Your Profile** icon.
3. Select **Personal Info** tab.
4. Click **Manage**.
5. Select **Edit**.
6. Update as needed.
7. Click **Save**.

## Viewing Org Info in ADP Lyric HCM

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In **Org Info**, you can view:


- **Manager**
- **Direct Reports**

- **Peers**
- Link to **View In Org Chart**
- 1. Select your profile icon button.  
 Your initials display as your profile icon until you upload a profile picture.
- 2. Select **Your Profile**.
- 3. Select **Org Info** tab.
- 4. Click **Reporting Structure**.

**Result:** The position details are displayed.

## Viewing Work Details in ADP Lyric HCM

---

1. Select your profile icon button.  
 Your initials display as your profile icon until you upload a profile picture.
2. Select **Your Profile**.
3. Select the **Work Details** tab.

**Result:** The following details display:

- **Work Agreement**
  - Start Date
  - Work Relationship Type
  - Associate Classification
  - Legal Entity
- **Work Assignment**


- Position
- Manager
- Pay Type
- Location and Cost Center Allocations
- **Work Timeline**
- **Worker Info**

## Viewing Current Benefits in ADP Lyric HCM

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The Benefits page includes links to the portal of each benefit provider. Details like eligibility, available plans, providers, and more can vary depending on the employer.

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.

3. Select the **Benefits** tab.

4. Select the **Benefit Deductions** tab.



- These estimates may differ from the actual amounts deducted per paycheck.
- Retirement will list a percentage of per paycheck.


## Current Benefits, Dependents & Beneficiaries Benefit Profiles in ADP Lyric HCM

Benefit Profile	Information displays to associates
<b>Current Benefit</b>	<ul style="list-style-type: none"> <li>• Current benefits elected</li> <li>• In-Force elections</li> <li>• Benefits effective dates</li> <li>• Covered dependents</li> <li>• Pre-tax amount, post tax amount, surcharge, credit per pay period.</li> </ul>
<b>Dependents &amp; Beneficiaries</b>	<ul style="list-style-type: none"> <li>• Dependent demographic information with the option to <b>Edit</b>.</li> <li>• Beneficiaries demographic information with the option to <b>Edit</b> and <b>Add</b>.</li> <li>• Beneficiaries designation with the option to <b>Edit</b> and <b>Add</b>.</li> </ul>

## Viewing Benefits Enrollment in ADP Lyric HCM

Follow the steps to view the Benefits available to you during your open enrollment period.

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.
3. Select the **Benefits** tab.
4. Select the **Enrollment** tab.

The options are vendor-specific and determined by your employer.

5. Select the providers to enroll.

## My Time Tab in ADP Lyric HCM

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In **My Time**, you can view and update:

- Clock In/Out - if applicable
- Timecard
- Schedule
- Transfer Hours
- Time off
  - Request Time Off
  - Available Balance
  - Upcoming Time Off
  - Peer Availability
  - Upcoming Holidays
- Leave of Absence
- Additional Time Features

## Managing Clocking In and Clock Out in ADP Lyric HCM

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1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.


2. Select **Your Profile**.
3. Select **My Time** tab.
4. Select the **Clock In/Out**.
5. Select **Clock In** and **Clock Out** to confirm the punch was successful, indicated by a green circle.
6. Select **Recent Punches** to see previous time punches.

## Transferring Hours in My Time in ADP Lyric HCM

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You can transfer hours to a different Department, District or Region at Clock In.

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.
3. Select **My Time** tab.
4. Select the **Clock In/Out**.
5. Select the **arrow** next to the clock.
6. Select **New Account**.
7. Select where to transfer your hours.

The most common is Department but confirm with your employer.

8. Search by the department number or name and select **Search**.
9. Select the department.
10. Click **Select**.

**Result:** The new department will display.

11. Select **Punch**.

## My Time in ADP Lyric HCM

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In Timecard, you can:

- Approve your timecard.
- View summary of total hours by Pay Code.
- Review hours by day.
- View your schedule with time off shown on the calendar.

## Approving My Timecard in ADP Lyric HCM

---

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.

3. Select **My Time** tab.


4. Select the **Timecard** tab.

5. Select **Approve Timecard**.

## Requesting Time Off in ADP Lyric HCM

---

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.

3. In the **My Time** tab, select **Time Off** tab.

4. Select **Request Time Off**.

5. Select the **Time Off Type**.

Vacation, Sick

6. Select **From** and **To** dates.

7. Select **Adjust** to modify the hours off.

You can adjust the default set number of hours off.

8. If configured by your company, you will see the **Team Availability** section.

- a. Select **View** to verify your team members are not off during this time.

9. Select **Submit Request**.


Depending on your company's configuration, the view may differ.

10. Under Upcoming Time Off, verify if your submitted request now appears as Pending.

## Viewing Approved Time Off Requests in ADP Lyric HCM

---

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.
3. Select **My Time**.
4. Under **Available Balance**, verify the request is **Approved**.

**Available Balance** displays the updated total with the deduction of the hours from your request.

## Canceling a Time Off Request in ADP Lyric HCM

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1. In the search bar, enter and select **View my Time Off**.
2. Look for the pending time off request you want to cancel.
3. On the request's row, select the action or ellipses icon.
4. Select **Cancel**.
5. When prompted, select **Yes**.

**Result:** Your Upcoming Time Off updates the status to No Upcoming Time off. and **Available Balance** displays the updated total.


## Searching for Canceled Requests in ADP Lyric HCM

---

1. In the search bar, enter and select **View my Time Off**.
2. To review canceled requests, either filter by status or select **View All Time Off Requests**.
3. Update the **Period** field, to view the canceled request details.

## Viewing Compensation in ADP Lyric HCM

---

1. Select your profile icon button.  
 Your initials display as your profile icon until you upload a profile picture.
2. Select **Your Profile**.
3. Select the **Compensation** tab.
4. Select the **Compensation** tab.
5. To view current or past compensation details, select the **Record Type**.
  - Current
  - Past
  - All
  - Current and Future
6. Select the **Compensation Type**.
7. To view details per compensation, select **Manage** on the compensation's row.
8. Select **View**.

## Viewing Career Profile in ADP Lyric HCM


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You can view, add, and edit your qualifications as you continue to grow.

- **Prior Employment**
- **Linkedin Profile**
- **Education**
- **Skills**

- **Mobility preferences**
- **Licenses & Certifications**
- **Languages**
- **Memberships**
- **Awards**
- **Hobbies & Interests**

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.


2. Select **Your Profile**.

3. Select the **Career Profile** tab.

## Viewing License or Certification Status in ADP Lyric HCM

---

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.

3. Select the **Career Profile** tab.

You can also access this page using search->enter and select **View My Licenses & Certifications**.


4. Under **Licenses and Certifications**:

A color coded status appears next to each license or certification. Example: Active, Expired.

## Adding Licenses and Certifications in ADP Lyric HCM

---

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.

3. Select the **Career Profile** tab.

You can also access this page using search->enter and select **View My Licenses & Certifications**.

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. Search for the **License or Certification** by entering the license and certification code or name.

6. Complete the required fields.

7. To upload a copy, select the **Upload Arrow** icon.

8. Select the **Media Editortype**:


- **Upload from file**
- **Upload from webcam**

9. Select **Save**.

## Requesting a New Type of License or Certification in ADP Lyric HCM

---

1. Select your profile icon button.

 Your initials display as your profile icon until you upload a profile picture.

2. Select **Your Profile**.

3. Select the **Career Profile** tab.

You can also access this page using search, enter and select **View My Licenses & Certifications**.


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. Select **Haven't found your license or certificate type?**.

6. Complete the required fields.

7. Select **Submit Request**.

 If a license or certification requires a manager or HR approval, it is placed in Pending status.

## Completing Your Onboarding Tasks in ADP Lyric HCM

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1. In the search bar, enter and select **Onboarding**.

2. To view pending tasks, select **Pending** tab.

3. To view overdue tasks, select **Overdue** link.

4. For task completed outside of ADP Lyric HCM, check the circle to mark it complete.

**Result:** You will see a step to confirm that you have completed the action.

5. To view completed tasks, select the **Completed** tab.

6. At the top right under **Meet the Team**, review the links:

- **View All Team Members**
- **Org Chart**

## Viewing and Acknowledging Company Policies in ADP Lyric HCM

1. In search, enter and select **View My Company Policies**.

You will go to the **My Policies** tab. All the policies are segmented into 3 sections based on the priority of the user acknowledgment status.

2. View or acknowledge the policy as required.

Action	Steps
To view policy content for acknowledged policies,	<ol style="list-style-type: none"> <li>a. Select the <b>ellipses</b> for acknowledged policy.</li> <li>b. Select <b>View Policy</b>.</li> <li>c. Under <b>View Policy Document</b>, select the policy document or PDF.</li> </ol>
To review and acknowledge new policy,	<ol style="list-style-type: none"> <li>a. Select <b>ellipses</b> next to the policy that requires action.</li> <li>b. Select <b>View Policy</b>.</li> <li>c. Under <b>View Policy Document</b>, select the policy document or PDF.</li> <li>d. Review the policy content.</li> <li>e. Under <b>Acknowledgment Required</b>, select the checkbox.</li> <li>f. Select <b>Save</b>.</li> </ol>

## Acknowledging Your Policies in ADP Lyric HCM

1. In the search bar, enter and select **Manage Company Policies**.
2. Select **My Policies** tab.
3. Select **Active** tab.

All policies display with the **Acknowledgment Status**.

4. To open the policy, select the policy name.
5. In the new window, to open and review the policy, select the link under **Policy Document**.
6. Select **Acknowledge Policy** check-box.  
Your **My Policies** tab is updated based on your actions.
7. Select **Save**.

## Viewing the Signed Policy Document with the Audit Trail in ADP Lyric HCM


---


1. In the search, enter and select **Manage Company Policies**.
2. Under **My Policies**, select the Completed policy.
3. Open and review the policy letter along with the Audit trail.

Example: When was the policy assigned, who assigned it, when did the associate acknowledge the policy, when did the manager approve it, and when was the last document saved.

## Processing Annual Enrollment for HWSE in ADP Lyric HCM

---

1. Select your profile icon button.  
 Your initials display as your profile icon until you upload a profile picture.
2. Select **Your Profile**.
3. To view the Benefits available to you during your open enrollment period, select the **Benefits** tab.
4. Select the **Enrollment** tab.
5. To enroll in HWSE, select **ADP Benefits Dashboard**.

 The options are vendor specific and are determined by your employer. You may also see recurring payroll deductions where there is no Plan Administrator, such as charitable contributions, if offered by your employer.


**Result:** The ADP Benefits Dashboard banner highlights:

- The days left to enroll in benefits.
- The enrollment effective date.
- The **Enroll now** button to make your elections.

6. To review your current benefits, select **Current Benefits**.
7. To review all benefits, select **All Benefits**.
8. To review information about you and others, select **Manage Information**.
9. To read the documents provided by your employer, select **View Forms and Documents**.

This will give more information about plans and their cost.

10. To make elections, select **Enroll Now**.
11. Select **Add Dependent** if needed.
12. Select **Add Beneficiary**, as needed.
  - a. Select **Edit** and **Remove** beneficiaries as needed.
13. Select **Next** and follow the steps to enroll in benefits.

 As you enroll in benefits, you may be prompted to answer survey questions that affect your eligibility or plan cost. This depends on your employer.

14. Verify the estimated cost of your elections.
  - Per Paycheck
  - Per Month
  - Per Year
15. To move to next section, select **Go to**.
16. Select to view:

- **Your Elections**
- **Other Available Elections**
- **Waived Benefits**

17. To make changes within your enrollment period, select **Change plan**.

Verify who is covered in the plan and make changes as needed.

- a. Choose the plans you need and select **Save Selected Plan**.
- b. To remove or decline coverage, select **Waive Benefit**.
- c. Expand the **Did you know** section to view the breakdown of your employers contributions.

18. Select **Next: Confirm elections**.

19. Review the disclaimer message.

20. Select **I agree and confirm elections**.

**Result:** A confirmation number will appear to show that your elections have been successfully submitted.

21. Review the **Notifications** section for time-sensitive activities that may require your attention.

These activities may include:

- Document uploads to verify your dependents.
- Answer questions on your insurance carriers website.

# Mobile App

## Downloading and Logging in to the ADP Mobile App

After you complete the initial registration on your desktop, you can download the free mobile app.

To download the app:

1. In Google Play or the Apple App Store, enter and search for **ADP Mobile Solutions**.
2. Download and install the app.
3. If this is your first-time using MyADP and your company allows Single Sign On access, follow the self-registration process:
  - a. At the log in page, tap **New? Get Started**.
  - b. When prompted with **Are you sure?** tap **Yes, I'm sure**.

If	Then
You have a registration code	Tap <b>Yes</b> and enter the registration code.
You do not have a registration code	Tap <b>No</b> and follow the guided workflow to enter additional information.

- c. Enter the **userID** and **password** you use for your company's network or Identity Provider.
  - d. Tap **Next**.
4. If you have already registered for an account with MyADP, log in with your existing credentials.

## Reviewing Your Home Screen Overview

The mobile app home page displays useful information, important actions that might need your attention, and quick access to key functions.

- Select your profile image to access your **Profile**, provide **Feedback**, edit your **Settings**, and **Sign Out**.
- Use the **Search** bar to search for features.
- The alerts bell will indicate if there are items for your attention.
- The messages icon will open a messages dialog.
- You can use the filter icon to select the items on your **Snapshot**.
- The menu bar offers quick access to:
  - **Timecard**
  - **Pay**
  - **Time Off**
  - **Schedule**
  - **Benefits**
  - **Tax**
  - **All Features**
- The **Snapshot** displays your **Last Pay Statement** take home pay, **Schedule**, next **Time Off** date, and your **Retirement** account balance. Select **Show** to see your totals.
- The navigation bar offers quick access to:
  - **Home**: Select to return to the home page from other pages.
  - **To Do**: Select to see your current **Tasks** and **Notifications** (like policies you need to acknowledge).
  - **Search**: Select to find **My Team**, **Directory**, and other features.
  - **All Features**:

## Things To Do

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The mobile homepage opens with the **Things to Do** page. This section shows new recommended tasks that need to be completed.

In the top-right corner, a red dot on the bell icon indicates new notifications waiting for your review.

The Things To Do page also lists Suggested Actions such as:

- Clock In/Out
- View Your Pay
- Request Time
- Other actions related to the ones you often perform

## Your Profile

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To explore different sections of your Associate Profile, tap on your profile image. These sections include:

- **Professional:** This tab lets you view **Work Information**, **Org Chart**, and update your profile picture, background image, as well as licenses and certifications.
- **Personal:** This tab allows you to view and update your **Personal Information**, **Demographic Information**, and **Emergency Contacts**.
- **Compensation & Benefits:** This tab provides access to your compensation details.



- These links are dependent on your employer's configuration in ADP Lyric HCM.
- Some edits may require HR verification/approval (as determined by your employer).

## Managing Your Personal Details

---

1. In ADP Mobile app, tap **You**.
2. Tap **Personal Details** to review and edit your information.

- Name
- Bio
- Address
- Contact Details
- Emergency Contacts

Some edits may require HR verification/approval (as determined by your employer).

## Viewing My Pay

---

1. In the ADP Mobile app, tap **You**.
2. Tap My Pay to view an overview of your pay and details by pay date.
3. To view the statement details, tap **View Details** for Current, YTD and Compare details.

## Managing Direct Deposit Account

---

1. In the ADP Mobile app, tap **You**.
2. Under **Direct Deposit**, tap **Setup direct deposit** to setup an account.
3. Return to **Edit your accounts(s)**, if needed.
4. Follow the guided steps.
5. Review the changes on the last page and **Submit**.

## Editing Tax Withholdings

---

1. Log into the ADP Mobile app.
2. Select the **Tax Withholding** tab.
3. Select the tax withholding you want to update (federal or state), and then select **Edit** .
4. Follow the guided steps through the process.  
Review the links to additional jurisdiction resources including secondary forms, if needed.
5. Select **Next** to advance through each step.
6. Review your changes and select **Next** to sign your document.
7. Select the checkbox and enter your full name.
8. Select **Submit**.

## Managing Clock In and Clock Out

---

1. Tap **All Features** on the top right corner.
2. Scroll to locate your **Clock**.
3. Tap the arrow to **Clock In/Out**.
4. Tap **Recent Punches** to view.
5. If applicable, you can **Transfer** hours. This is helpful when:
  - a. You have multiple positions and need to indicate which one you're clocking in/out of.
  - b. You are clocking in/out of a different location than you usually work (e.g., not your primary office/work location).

## Managing Your Timecard

---

1. Tap **All Features** on the top right corner.
2. Scroll to locate your **Timecard**.
3. Select the **Pay Period**.
4. Review the **Total Hours** and **Paycode Summary**.
5. Slide the **Show schedule** toggle to the right to view the breakdown of hours worked.
6. Tap **Approve Timecard** to submit for approval.

## Requesting Time Off

---

1. In the ADP Mobile app, tap **You**.
2. Tap **Time Off > Request Time Off**.
3. On Set Time Off Type and Date page, update fields:
  - **Time Off Type**
  - **Start Date**
  - **End Date**
4. Tap **Next**.
5. Set duration in **hrs** field.
6. Tap **Next**.
7. **Add Comments** if needed.
8. Tap **Next**.
9. Review the details entered and tap **Submit for Approval**.

## Requesting a Leave of Absence

---

1. In the ADP Mobile app, tap **Long Term Leave** .
2. Tap **Request Time Off**
3. Review Leave Balances before submitting the request.
4. Tap **Request Leave**.
5. Follow the guided workflow.
6. Tap **Submit**.

## Managing Your Career Profile

---

1. In the ADP Mobile app, tap **You** .
2. Tap **Career Profile**.

You can add and manage:

- Education
- Prior Employment
- Licenses & Certifications
- Skills
- Languages
- Mobility



Your top two StandOut traits will display if configured by your company.

## Completing Onboarding Tasks

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1. Tap **All Features** on the top right corner.
2. Scroll to locate **Onboarding**.
3. Review the welcome message from your manager and tap **Next**.
4. Review your team and tap **Next**.
5. In the **Your Tasks** tab, tap the arrow on a task's row to follow the steps to complete the task.
6. Tap the **Your Resources** tab to review any resources assigned to you.

## Managing Company Policies

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1. In the ADP Mobile app, select the **Search** button.
2. Enter and tap **View My Policies**.

All policies will be displayed and are segmented into three sections based on the priority of the user acknowledgment status.

3. To view Acknowledged policies, tap **View**.
4. To view the new policy, on the Things To Do page, tap **View Policy**.
5. Under Acknowledge Policy, click the link to open and review the policy content.
6. Select the **Acknowledge Policy** check-box and tap **Submit Acknowledgment**.

# Support

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

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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.