OVERVIEW

In the event that you need to update your personal information (mailing address, e-mail address, phone number, emergency contact, etc.) you can utilize the ADP self-service application to do so. The mailing address and notification E-mail address you provide are used to send you announcements, Open Enrollment information, medical cards, W-2s, and other important information.

Need Assistance

If you need assistance with these instructions, receive an error message at any step in the process, or have any concerns once you are logged in, please contact our Shared Services Center (SSC) Customer Support team for assistance. Our normal business hours are Monday through Friday 8:00 a.m. – 5:00 p.m. except holidays. You can call us toll free at 1-855-214-2644 or e-mail us at helpdesk@ssc.usg.edu.
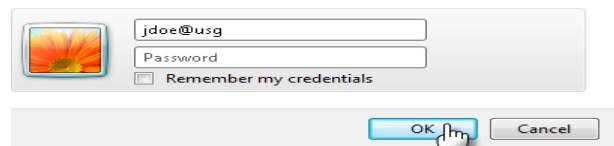
INSTRUCTIONS

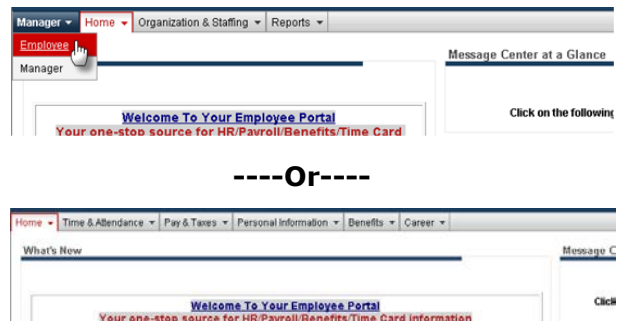| 1. Access the ADP Portal at https://portal.adp.com	
a) Click **User Login**.	
b) Enter your ADP Portal **User name** and **Password**. c) Click **OK**.	

2. Portal Home Page	
a) Depending on your access, you <u>may or may not</u> see the Employee/Manager tab on your home page. If the Employee/Manager tab is displayed, ensure **Employee** is selected. If you are a Manager, point to the **Manager** tab and click **Employee**.	 ----Or----

1005 George J. Lyons Pkwy, Sandersville, Georgia 31082
Toll Free (855) 214-2644 • Phone (478) 240-6500 • Fax (478) 240-6414
E-mail helpdesk@ssc.usg.edu • Website www.ssc.usg.edu
Normal Business Hours: Monday through Friday 8:00 a.m. – 5:00 p.m.
Self-Service support is available at https://answers.ssc.usg.edu

3. To Update an Address

a) Point to the **Personal Information** tab and then click **Addresses**.
Your current information will be displayed on the screen.

b) To update information, click **Edit**.

c) Update necessary changes to your:
  - **Notification E-mail Address**
  - **Home Address**
  - **Mailing Address**
  - **Primary E-mail Address**

d) Click **Save**.

Indicates a required field.

4. To Update a Phone Number

a) Point to the **Personal Information** tab and then click **Phone Numbers**.
Your current information will be displayed on the screen.

4.1. Update an Existing Phone Number

a) Select the telephone number type.

b) Update the number and click **Save**.

Indicates a required field.

4.2. Add a New Phone Number

a) To add a new phone number, click **Add New**.

University System of Georgia Shared Services Center
1005 George J. Lyons Pkwy, Sandersville, Georgia 31082
Toll Free (855) 214-2644 • Phone (478) 240-6500 • Fax (478) 240-6414
E-mail helpdesk@ssc.usg.edu • Website www.ssc.usg.edu
Normal Business Hours: Monday through Friday 8:00 a.m. – 5:00 p.m.
Self-Service support is available at https://answers.ssc.usg.edu

Page **2** of **3**

b) Select the phone number type in the **Type** field.
c) Enter the phone number in the **Phone** field.
d) Click **Save**.

Indicates a required field.

5. To Update an Emergency Contact

a) Point to the **Personal Information** tab and then click **Emergency Contacts**. *Your current information will be displayed on the screen.*

5.1. Update an Existing Emergency Contact

a) Select the contact's name.

b) Update the contact's information and click **Save**.

Indicates a required field.

5.2. Add a New Emergency Contact

a) To add a new contact, click **Add New**.

b) Enter the contact's information.
c) Click **Save**.

Indicates a required field.

☑ Task Complete

University System of Georgia Shared Services Center   Page **3** of **3**
1005 George J. Lyons Pkwy, Sandersville, Georgia 31082
Toll Free (855) 214-2644 • Phone (478) 240-6500 • Fax (478) 240-6414
E-mail helpdesk@ssc.usg.edu • Website www.ssc.usg.edu
Normal Business Hours: Monday through Friday 8:00 a.m. – 5:00 p.m.
Self-Service support is available at https://answers.ssc.usg.edu