MakeShift and ADP Workforce Now FAQ

Can I try MakeShift for free?

MakeShift offers free trials through the ADP Marketplace. We find that a trial is most useful when it is in tandem with your real data. Click "Start a Free Trial" and connect your ADP Workforce Now account to MakeShift for 14 days. There is no auto-billing after your trial expires! If you wish to upgrade after your trial is complete, please return to the ADP Marketplace to upgrade your subscription and enter billing details.

What is required to set up the MakeShift integration with ADP Workforce Now?

A client can purchase the MakeShift App on the ADP Marketplace. To access the Marketplace, the client will need to use their Workforce Now login credentials. The client will consent on the Marketplace and will also a receive an emailed link for secondary consent from ADP. A MakeShift Implementation Specialist will set up an implementation and training plan once this process is complete. Average implementations will take approximately 6-8 weeks, but can be completed as quickly as 2 weeks!

Is there a cost associated with the integration?

There is no cost for integration. There is a one-time implementation fee which includes the support of a MakeShift Implementation Specialist to help set up and train your administrators and schedulers. This fee is $2,500 for clients under 500 employees and/or 5 locations. The fee will increase to $3,500 for clients over 500 employees and/or over 5 locations.

How long is the implementation process?

On average, MakeShift implementation typically takes 4-8 weeks for small to medium-sized businesses and requires approximately 2.5 hours of admin time per week. This timeframe may be adjusted based on client.

How is MakeShift billed?

MakeShift is currently billed per user per month. Pricing varies based on options selected as well as contract term length.

How does the MakeShift integration work with ADP Workforce Now?

MakeShift offers integrations with ADP's Workforce Now, Essential Time, Enhanced Time, Vantage, and Autopay platforms. This includes the ability for ADP clients to sync HR information into MakeShift, schedules and punches from MakeShift to ADP, time off requests from ADP into MakeShift, a flat-file payroll integration and Single Sign-On.

Employee fields that are synced from Workforce Now include: Name, Email, Phone Number, Employment Type and Base Wage. Additionally, sync your published schedules from MakeShift into Essential Time or

Enhanced Time for record-keeping purposes. Time off can be synced from Workforce Now into ADP Schedules to prevent administrators from scheduling staff when they are unavailable.

What are the next steps after purchasing the MakeShift App from the ADP Marketplace?

After purchasing the MakeShift App, ADP will contact the customer via email for authorization to release the API credentials to MakeShift. Once consent has been given, a MakeShift Implementation Specialist will contact you with an implementation plan and set training and kickoff dates.

What version of Workforce Now do you support?

The MakeShift App currently supports Workforce Now version 8.0 and later. The integration does not support older ADP Workforce Now versions.

Who can we reach out for more information?

For all MakeShift related questions and comments, please reach out to us at sales@makeshift.ca.