



When I Work

Frequently Asked Questions

Which ADP platforms integrate with When I Work?

When I Work integrates with RUN Powered by ADP®.

How much does the solution cost for existing When I Work customers?

Existing When I Work customers with Attendance only or a bundled plan can purchase the connector through ADP Marketplace for \$5 per month. There is no additional cost to your When I Work account.

How much does the solution cost for new When I Work customers?

New When I Work customers can purchase either a Basic Scheduling + Attendance or a Scheduling Pro + Attendance plan. The Basic plan costs \$2.80 per user and the Scheduling Pro + Attendance plan costs \$3.85 per user.

Note: Users are purchased in bundles of 10.

What pay period types do you support?

The When I Work integration supports weekly, biweekly, bimonthly and monthly pay periods.

What data does When I Work send to ADP®?

- Regular hours
- Overtime hours
- Double-overtime hours
- Paid time off (vacation, sick days and holidays)

What data is sent from ADP?

- First and last name
- Email
- Employee phone number
- Departments
- Pay rate

Where can I go for help?

Visit help.wheniwork.com to find help articles related to ADP or to submit a ticket for help.

Our Customer Care team is available seven days per week.

Monday through Friday: Tickets 7 a.m.-10 p.m. CT; live chat 7 a.m.- 7 p.m. CT

Saturday and Sunday: Tickets and live chat 9 a.m.- 4:30 p.m. CT

How often is employee data synced?

Your employee data will sync once per day.

What kind of workforce is When I Work a good fit for?

This integration is a good fit for workforces with primarily hourly workers.

How does the integration work?

The integration syncs from ADP to When I Work by matching employee names by exact first name AND last name OR exact email address. Additionally, you can manually match employees between the two systems.

To sync your payroll, once you've closed out your pay period in When I Work, simply hit "Send to ADP".

About When I Work

When I Work offers an intuitive and unified suite of online scheduling and attendance products tailored to the hourly workforce. With the When I Work integration for ADP, businesses can seamlessly schedule shifts, track employee time and sync those hours into ADP to run payroll. In addition, employee data will be automatically pulled from ADP's system of record into When I Work, helping reduce repetitive data entry.

Visit ADP Marketplace to learn more about When I Work

<https://apps.adp.com/en-US/apps/261919>

The Value of ADP Marketplace

Get everything you need to manage your people better, from hire to retire. Say goodbye to siloed systems, and hello to powerful HR apps all in one place — connected to your ADP solution.

- Easy and secure
- Seamless integration
- Single sign-on



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