



## Common Issues Addressed by the USG Shared Services Center

- ADP Portal Questions**
  - Portal Navigation
  - Password Resets/User ID Inquiry
  - Portal Registration
  - Personal Information Changes
- Paycheck Questions**
  - Missing Check
  - Direct Deposit
  - Incorrect Pay/Hours
  - Pay Statement Inquiries
- Direct Deposit Questions**
  - Options for Direct Deposit
  - Direct Deposit Set Up
  - Direct Deposit Changes
- Benefits Setup & Changes**
  - Beneficiary Information
  - Dependent Information
  - System Navigation
  - Life Change Inquiries (ex. Divorce, Marriage, Birth of Child, etc.)
  - Level of Coverage Inquiries (ex. What level of medical coverage do I currently have?)
- eTime Questions**
  - Adding the Service
  - Entering Time
  - Approving Time
  - Requesting Time Off
  - Manager Missing Employees
  - General Time Card Inquiries

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