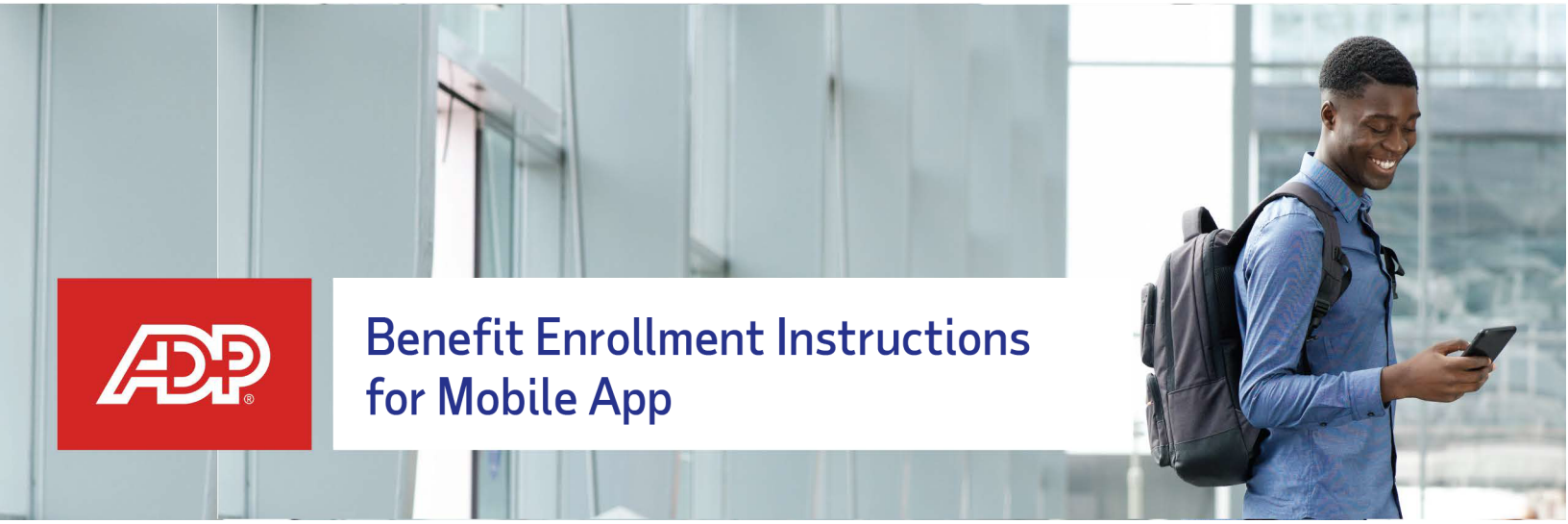

Benefit Enrollment Instructions for Mobile App

The ADP® Mobile Solutions app not only helps keep you connected - it makes enrolling in benefits even easier!

To get started, download the app by scanning the QR code or searching for it in your app store:

GET IT ON Google Play

Download on the App Store

Getting started

- To use the ADP Mobile app in your preferred language, switch the language in your device settings, and the app will adapt to it automatically.
    - Note: If your language is not supported, it will default to English.
- To start enrolling in benefits, log in to the app using your existing credentials for ADP Workforce Now®.
- If you haven't created an account yet, follow the step-by-step instructions below to get registered.

Register using a registration code

- On your ADP Mobile App, click NEW? GET STARTED.
- Click YES if you have a registration code.
- Enter the personal or organizational registration code shared by your administrator.
- Enter your identity information, such as First and Last name, Birth date, Associate ID or Last 4 Digits of SSN, EIN or ITIN. Note: these options may vary.
- You may be asked to verify additional identity information. To continue, answer security questions or enter the verification code sent to your email or mobile number.
- Enter your primary contact information—this will be a frequently used email address and mobile number and will be used to receive account notifications and to verify your identity when needed.
- Set up your user ID and a strong password to complete the registration process for your ADP service account.

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Benefit Enrollment Instructions for Mobile App

Register with your identity information

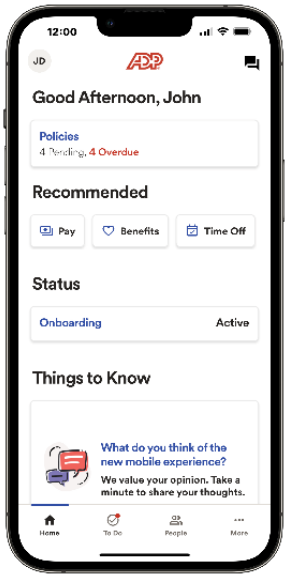
- On your ADP mobile app, click NEW? GET STARTED.
- Click NO if you do not have a registration code.
- Select your Location (US or Canada).
- Enter your identity information, such as First and Last name, Birth date, Employee/Associate ID or SSN, EIN, ITIN. Note: these options may vary.
- You may be asked to verify additional identity information. To continue, answer security questions or enter the verification code sent to your email or mobile number.
- Enter your primary contact information—this will be a frequently used email address and mobile number and will be used to receive account notifications and to verify your identity, when needed.
- Set up your user ID and a strong password to complete the registration process for your ADP service account.

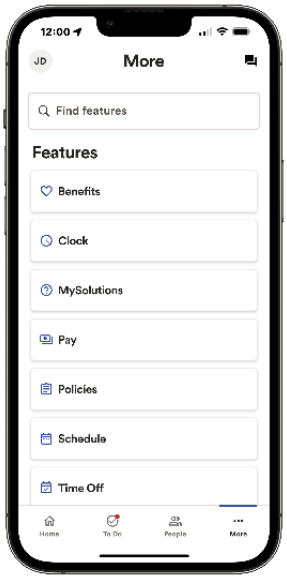
Accessing the Benefits feature

From the **Home** screen, you may find **Benefits** beneath the *Recommended* section.

OR

You may find **Benefits** listed under the Features section from the **More** screen.





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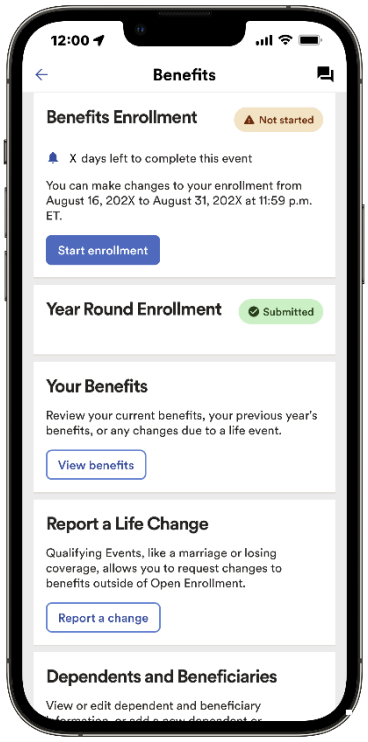
Benefit Enrollment Instructions for Mobile App

The Benefits screen



The Benefits screen allows you to manage various benefit-related tasks. Take a moment to review each section:

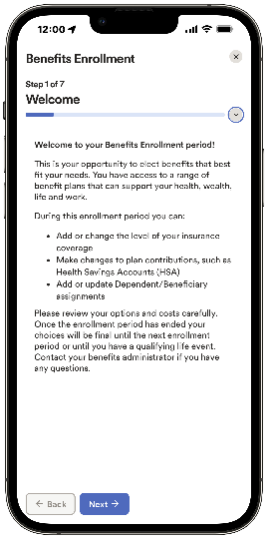
- **Benefits Enrollment:** Active enrollment events and your submission deadline appear at the top of your screen.
- **Year-Round Enrollment:** Manage your Health Savings Account and Commuter Benefits contributions here
- **Your Benefits:** Search for effective coverage dates for a copy of your current/future benefits.
- **Report a Life Event:** Make qualifying changes outside of your regular enrollment window.
- **Dependents and Beneficiaries:** Manage your dependents' personal information here

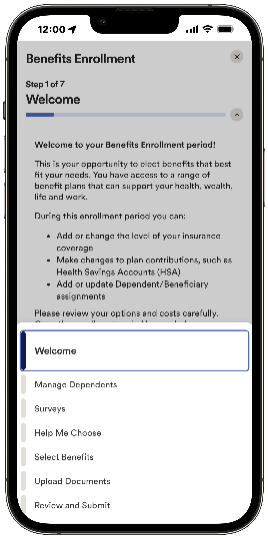
Note: We recommend adding dependents through an active enrollment event.

Enrollment step: Welcome

Once you've started your enrollment, the **Welcome** screen will display first. It may contain important benefits information and a customized message from your employer.

At any point in time, you may tap the drop-down arrow on the right to jump to a different step of the enrollment wizard.





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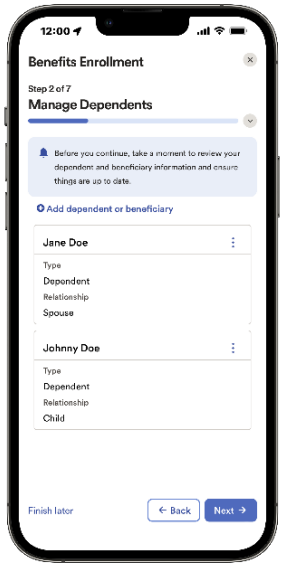
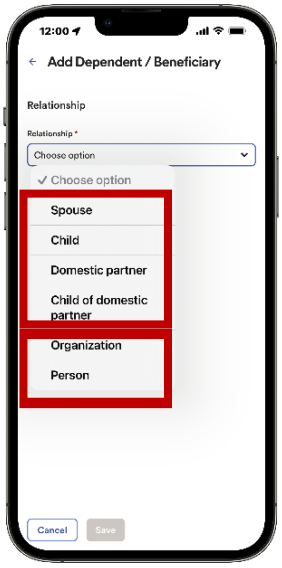
Benefit Enrollment Instructions for Mobile App

Enrollment step: Manage dependents

Review your dependent and beneficiary information for accuracy.

Note: To confirm your dependent has been added to coverage, complete this task on the "Select benefits" step.





Add Dependents:

Select their **Relationship** to you, add **Name, Birth Date, Tax ID (SSN), Address,** and **Contact Info.**

The option to add Domestic Partner/Child of Domestic Partner only displays if recognized by employer.

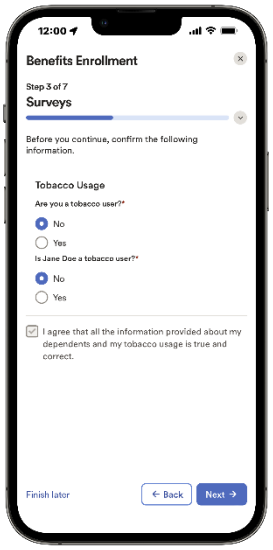
Add Beneficiaries:

Select their **Relationship** to you, add their **Name**, **Address**, and **Contact Info**

Enrollment step: Surveys

The **Surveys** screen will **only** display if your employer requires a tobacco attestation (for you and dependents over age 18).

Answer **Yes** or **No** and agree to the disclosure before proceeding.



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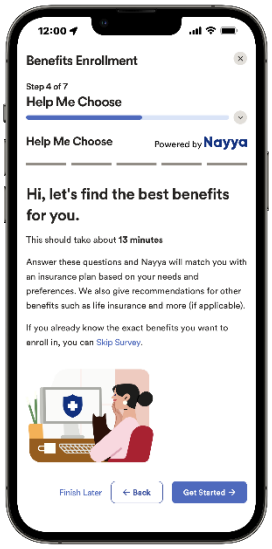
Benefit Enrollment Instructions for Mobile App

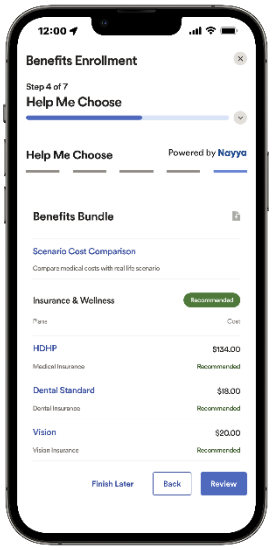
Enrollment step: Help me choose

The **Help Me Choose** screen displays only if your employer offers the feature. This decision support platform, powered by Nayya, walks you through an interview-based survey about your health, lifestyle and financial information.

The tool will recommend the best benefit plan offerings based on your answers. You can skip this survey if you already know the benefits you want to enroll in.

Note: Your responses are entirely confidential.





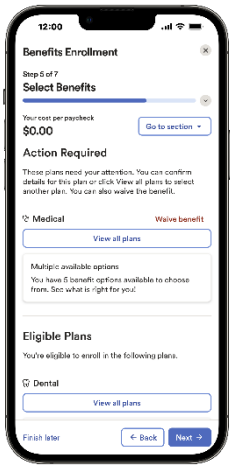
Enrollment step: Select benefits

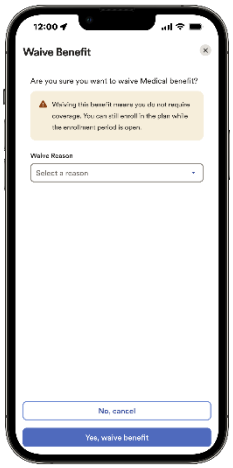
The **Select Benefits** step is where you can view available plans for you and your dependents, if applicable.

The screen is split into three sections:

- **Action Required:** Plans needing your attention.
- **Selected Plans:** Plans you've just selected or are already enrolled in.
- **Eligible Plans:** additional available plans.

Note: The **Waive Benefit** option requires a reason that you did not enroll in the plan. Not every plan requires a waive reason — you may simply skip to the next available plan if you do not want to enroll.





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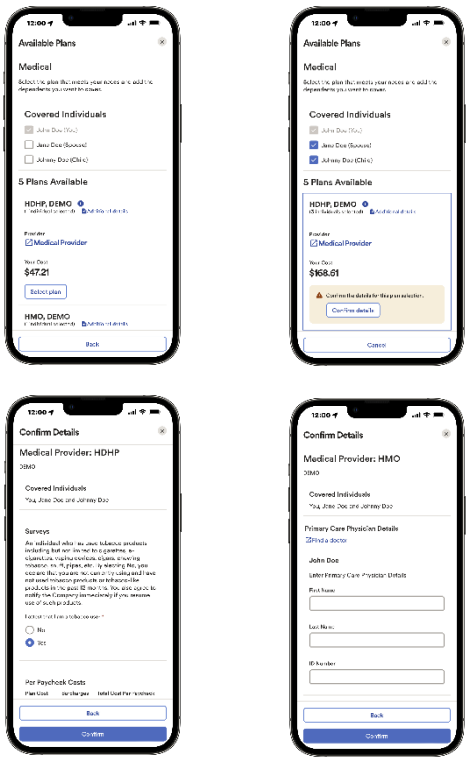
Benefit Enrollment Instructions for Mobile App

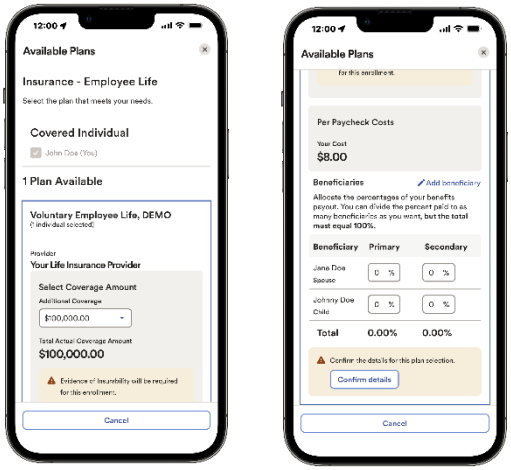
Enrollment step: Select benefits (continued)

- To see available plans in each category, tap **View All Plans**.
- To compare plans, view a summary of coverages in **Additional details**.
- When selecting, or deselecting a dependent under **Covered Individuals**, the plan costs will update automatically, reflecting the true coverage level cost.
- Tap **Select Plan** once you've identified your preferred plan. To view any additional required action for your selected plan, tap **Confirm details.**



For life insurance benefits, assigning a beneficiary to your plan is critical. You may allocate percentages to your **Primary Beneficiaries** (those who will receive the payout) and **Secondary Beneficiaries** (those next in line to receive the payout). If you plan to add beneficiaries under age 18, it is recommended that you speak to your legal counsel regarding questions.

Note: Some insurance companies may require you to complete an Evidence of Insurability (EOI) via online or paper form to approve additional coverage. This is time sensitive.



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Benefit Enrollment Instructions for Mobile App

If you wish to participate in a Health Savings Account (HSA) or Flexible Spending Account (FSA) plan, you may enter the amount you want to contribute per year or pay period.

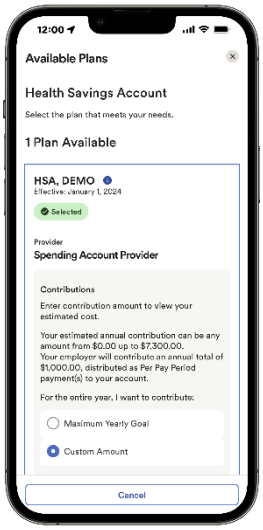
Keep in mind the critical differences between the two:

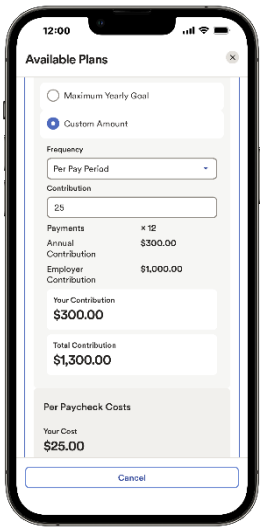
HSA

- Must be paired with a High Deductible Health Plan (HDHP)
- Funds carry over year-to-year.
- Allows employer contributions. (may vary by employer)

FSA

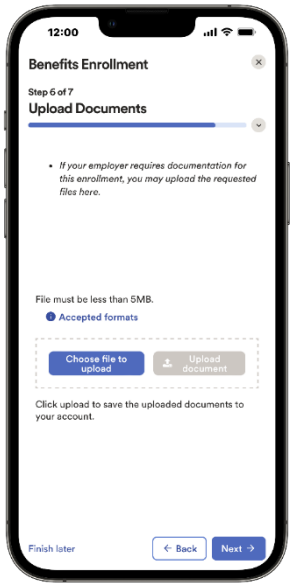
- Doesn't need to be paired with a particular medical plan.
- Use-It-or-Lose-It rules apply; carry-overs are not always allowed.
- No employer contributions.





Enrollment step: Upload documents

The **Upload Documents** step will display **only** if your employer requires you to upload documentation for enrollment. The necessary documents will vary by employer — and you'll see a note on this screen indicating required documents.



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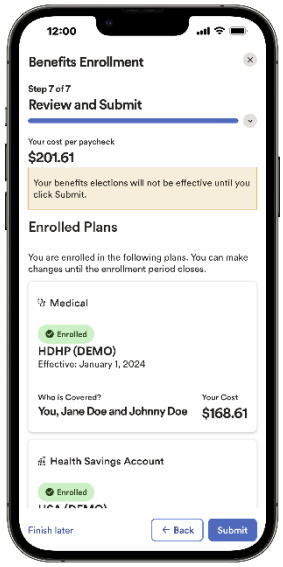
Benefit Enrollment Instructions for Mobile App

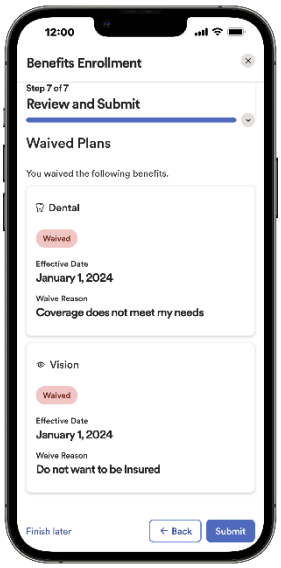
Enrollment Step: Review and Submit

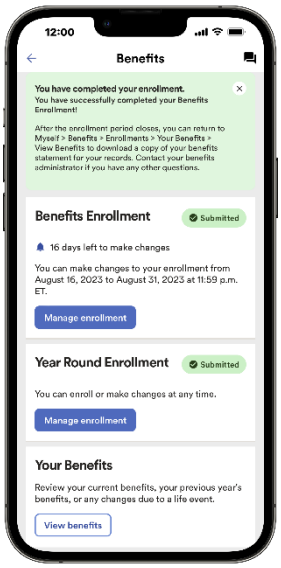
Take a moment to review your **Enrolled Plans**, **Waived Plans**, **Who's Covered** and your total **cost per paycheck**.

Need more time to make decisions? Tap **Finish Later** to save your progress. Before the enrollment period ends, return and tap **Manage Enrollment** to resume the enrollment.

When ready, tap **Submit,** followed by **Yes,** to submit your benefit elections. That is all! After submitting your elections, you'll return to the Enrollments page, where you'll see a confirmation message.







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