1. Alt Id

Hello Izamba,

Thank you for contacting HOV services Help Desk.

We are unable to verify your account with the information provided. Can you please share you ALT ID number, which is located at the top of your paystub. If you do not have a paystub with you, kindly call up the Kelly employee service center at 1-866-535-5948 between Mon – Fri 8am to 8pm EST & obtain the number from them. Once this information is provided we should be able to assist you further with your query.

Your reference ticket number is **1812625**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Thank you,**

**Yogesh Raghupati | CSR | Help Desk  
EXELA TECHNOLOGIES**

T341 International Infotech Park |  Vashi | Navi Mumbai - 400705

O :  +1 800.733.7842

[www.ExelaTech.com](http://www.exelatech.com/) **|** [About EXELA](https://www.exelatech.com/about-us) **|** [EXELA LinkedIn](https://www.linkedin.com/company-beta/11174620/)

2)Assigned a ticket

Hello Omar,

Thank you for contacting HOV Services Help Desk.

We have assigned a ticket to our support team. They will process your request as soon as possible.

Your reference ticket number is **1277734**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [**help.desk@hovservices.com**](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

3) Can you breif with the problem description

Hello Francine,

Thank you for contacting HOV Services Help Desk.

Can you please describe in brief with the problem you are facing when trying to log in to the website.

Your reference ticket number is **1810524**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

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Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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4) Can you check and confirm

Hello Karen,

Thank you for contacting HOV Services Help Desk.

We apologize for the delay and inconvenience caused.

The below issue has been resolved by our support team. Request you to validate and let us know if you are still facing any issue.

Your reference ticket number is **1815581**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

Thanks & Regards,

Yogesh Raghupati

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Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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5) Can you assist

Hello Team,

Can you please check and assist on the below issue.

Reference ticket # **1278953**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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6)Contact internal helpdesk

Hello David,

Thank you for contacting HOV Services Help Desk.

David for the below request you need to contact your internal help desk.

Your reference ticket number is **731049** -1

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

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o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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7) Contact Lieberman helpdesk

Hello Alda,

Thank you for contacting HOV Services Help Desk.

Alda, for the below request you need to contact Lieberman Management services at 1-**312-202-9300** or email to [**service@lmsnet.com**](mailto:service@lmsnet.com)**.**

Your reference ticket number is **17105284.**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

8 )Delete Browsing History

Hello Erica,

Thank you for contacting HOV Services Help Desk.

Please delete the browsing history like caches, cookies and temporary internet files after that close the browser window.

Open fresh browser window and type the below website manually in the address bar and then give try.

Login Link - <https://ebpp.documentdna.com/kellyus/Login.aspx>

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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9) We have escalated to support team

Hello John,

Thank you for contacting HOV Services Help Desk.

We have escalated this to our support team. They will process your request as soon as possible.

Your reference ticket number is xxxxx-1.

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

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o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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10) Incorrect user id

Hello Tammy,

Thank you for contacting HOV Services Help Desk.

Tammy, you are trying to login with an incorrect User ID. Please try to login with the below mentioned link and User ID.

User id: **tammy.johnson**

Link: <https://ebpp.documentdna.com/kellyus/Login.aspx>

Please let us know if you need a password reset.

Your reference ticket number is **1799949**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

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o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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11) Just Enrolled

Hello Quanesha,

Thank you for contacting HOV Services Help Desk.

Quanesha, we are unable to pull up your records with the information provided. Can you please let us know if you have signed up for direct deposits? Also, when did you receive your 1st pay via direct deposit.If you didn’t receive your 1st pay till now then you need to wait till you receive your 1st pay. This website takes 7 to 10 days from the date of 1st pay to show your name in the users list then only it will allow you to register.

Your reference ticket number is **1826439**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

Have a Nice Day!!!

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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12) Kelly Payroll

Hello Beulah,

Thank you for contacting HOV Services Help Desk.

Beulah, this is the Help Desk for the online E-Paystubs and E-W2. For the below request you can contact the Kelly payroll Department at 1-**866-535-5948** (Mon to Fri, 8am to 8pm EST)

Your reference ticket number is **1817369**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [**help.desk@hovservices.com**](mailto:help.desk@hovservices.com)

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**13) Lason Unlock**

Hello Kimberly,

Thank you for contacting HOV Services Help Desk.

Kimberly, we have unlocked the account. Let us know if a password reset is required?

Your reference ticket number is **1277545**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Help Desk Support  
Phone: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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14) Last login date

Hello Octavion,

Thank you for contacting HOV Services Help Desk.

Can you please check and confirm if your below request has been taken care or not? We see your last log in is on **3/1/2018**.

Your reference ticket number is **1816622**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

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o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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15 Multiple Times and Account Lock

Hello Marisol,

Thank you for contacting HOV Services Help Desk.

Marisol, we see that your account was locked, due to which you were not able to see the correct image now we have  unlocked the account. Let us know if a password reset is required?

Your reference ticket number is **732071**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Help Desk Support  
Phone: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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16) Not registered

Hello Richard,

Thank you for contacting HOV Services Help Desk.

Richard, on pulling up your Kelly account we found that you are not yet registered for the online E-Paystubs and E-W2, so you need to get register first by clicking on Register Now option on the right hand side of the login page. For the registration process, you need to have your ALT ID number, which is printed on your paystub or you can get it from the payroll department (1-**866-535-5948**) they work from Mon to Fri. 8am to 8pm EST. To go to the login page click on the below link:

Link: <https://ebpp.documentdna.com/kellyus/Login.aspx>

In addition, follow the five simple steps of registration:

Step1) create your user id (minimum 3-15 characters) in first step and enter the text as seen in image as it is Case Sensitive, click on next.

Step2) Enter ALT ID and last 4 digits of SSN, click on next

Step3) Check in the box for enroll in ew2 and also in Enroll in e-Paystubs(if you wish to) and check in IRS Statement, enter email address, select primary address as email, select notification method as email, do not enter mobile number, click on next

Step4) Select any one picture and enter a caption (describe that picture in a word), select secure question and enter a secure answer for that, click on next.

Step5) Create a Password and confirm It (it should be of minimum 8-15 characters) Click on submit.

Note: If you enroll for the E-W2 you would not receive the hard copy of the W2 sent in the mail.

Your reference ticket number is **17104436**

If you face any issues in registration process, you can call us back on 1-**800-733-7842**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

17 kelly password reset

Hello Bob,

Thank you for contacting HOV Services Help Desk.

Your below request has been taken care off. Please find the login details below:

Login Link - <https://ebpp.documentdna.com/kellyus/Login.aspx>

User ID    : **crawford1**

Password: **GBMeahf9**

You will be prompted to change the password on first logon.

Your reference ticket number is **17104477**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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18 replicate account

Hello Lizette,

Thank you for contacting HOV Services Help Desk.

Can you please help us with an alternate User ID whom we can replicate and provide the same access.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

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o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

19) Blue shield Password reset

Hello Betty,

Thank you for contacting HOV Services Help Desk.

Your below request has been taken care off. Please find the login details below:

Login Link - <https://blueshieldca.documentdna.com/blueshieldca/>

User ID    : **Bwilli02**

Password: **1234**

You will be prompted to change the password on first logon.

Your reference ticket number is **1277774**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

20 Upcoming Pay check

Hello Theresa,

Thank you for contacting HOV services Help Desk.

The paystubs are available simultaneously along with your direct deposit. However, if you wish to find out the amount of your upcoming pay check, you can call up the Kelly paycheck automated number 1-800-762-0811.

Your reference ticket number is 1835576

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

Have a Nice Day!!!

Thanks & Regards,

Yogesh Raghupati

21) We got an update from the support team,

Hello Julissa,

Thank you for contacting HOV Services Help Desk.

Julissa, our support team has updated that, Currently 5 batches (108 docs) under process in OCR system and those are received in last 10 mins before. There is no issue in OCR end.

Your reference ticket number is **1281715**-1

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

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o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

22) W2 in the mail

Hello Marset,

Thank you for contacting HOV services Help Desk.

We verified and found that you are enrolled for the online E-W2s, so you need to login to your account and click on User Profile (to the left of the screen) Un-check in the 2nd box in order to Un-Enroll from the E-W2s and hit submit at the bottom of the page. Then call the kelly payroll department (1-**866-535-5948**) they work from Mon to Fri. 8am to 8pm EST. And update your mailing address and ask them to send the W2’s on your mailing address.

Your reference ticket number is **187096**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

23) We are checking with the support team

Hello Marcos,

Thank you for contacting HOV Services Help Desk.

We are checking this with our concern support team, we will let you know once we have any update.

Your BPOTS ticket number is **1298435**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

24) Can you please help us with the website link

Hello John,

Thank you for contacting HOV Services Help Desk.

Could you please help us with the link ( website address ) you are trying to access.

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

25 Using wrong website

Hello Alex,

Thank you for contacting HOV Services Help Desk.

Alex, we verified and found that you were using the wrong website. Please login to below link and just let us know if u are getting the right security image.

Login Link - <https://ebpp.documentdna.com/kellyus/Login.aspx>

Your reference ticket number is **730637**-1

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

27) we still don’t have an update from support team

Hello Ketan,

Thank you for contacting HOV Services Help Desk.

We still do not have any update from our support team. We are following up on this issue once we have any update we will get back to you

Your reference ticket number is **1502769**

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

cid:image004.png@01D0A37E.ABEE6AC0

28 )Wrong Security Image

Hello Pamela,

Thank you for contacting HOV Services Help Desk.

Pamela, on pulling up your account we found that you are trying to login with incorrect user id, please try to login with the below user id and check if you are getting the correct security Image.

User id: **pamellot**



White Polar Ocean

Login Link - <https://ebpp.documentdna.com/kellyus/Login.aspx>

Do let us know if you still need a password reset?

Note: You get an incorrect security Image when you try to login with an incorrect user id.

Your reference ticket number is **730463**-1

Please contact us again if you have any questions/concerns, we’ll be glad to assist you.

**Have a Nice Day!!!**

Thanks & Regards,

Yogesh Raghupati

Helpdesk Support  
o: +1.800.733.7842

Email: [help.desk@hovservices.com](mailto:help.desk@hovservices.com)

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