

ADP iPay issues

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Purpose:

Follow this procedure when a user reports any issues with ADP iPay

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

For ADP login issue, help user to login through OKTA, if it does not work, follow the escalation process.

5.

Any other issues with ADP iPay is out of scope for us, hence, follow the escalation process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Product Not Supported

Service

Not found

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Inquiry / Help

Resolution Subcategory

Product Not Supported

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Please direct users to 844-227-5237

Escalation Group

NA

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