

# 10 most frequently asked questions by financial advisors



## HERE ARE SOME TASKS YOU CAN SELF-SERVICE OR INITIATE VIA THE ADP ADVISOR ACCESS PORTAL:

**1. How can I prepare for a Plan Health Review?** The ADP Advisor Access portal allows you to quickly review all of the individual plans that make up your ADP book of business. To prepare for a Plan Health Review, access the Plan Health Dashboard via the Advisor Access portal to explore detailed analytics around plan health and benchmarking.

Log in to the ADP Advisor Access portal and go to Book of Business. Select the heart icon to the right of the specific plan you are preparing to review and choose "Plan Health Report."

**2. How can I make plan-level fund changes?** Many plans can utilize our Fund Changes Online (FCO) feature. If FCO is enabled on your client's plan, you can request fund changes through the ADP Advisor Access portal from the Dashboard by selecting "View All Plans" or "Plan Details" if you have one plan. Select the Plan name and click on the "Investments" tab and then choose the "Manage Funds" option. You will then follow the steps to either Add, Remove, or Replace Funds, located in the upper right portion of the screen.

Fund changes entered by an advisor online must be approved by the plan contact at least 35 days prior to the effective fund change date chosen by the Advisor. Once the plan contact has approved the transaction, the advisor is sent a confirmation email advising that the fund change was approved by the plan (unless the plan does not approve).

Some fund changes may require additional underwriting or a pricing review. If that is the case, you will be alerted and once submitted, your Service Team will forward you a revised proposal for review and approval by the plan sponsor. Once the agreements are signed, an email will be sent notifying the client they can retrieve a detailed fund change letter to distribute to their plan participants.

If the plan is not enabled for our FCO feature, please reach out to your ADP service team or contact. If you are unsure who your service team or contact is, please contact the Advisor Help Desk at 844-237-3548 so that they may assist.

**3. What does ADP provide to help with an upcoming education/enrollment meeting with plan participants?** Access education information from the ADP Advisor Access portal Dashboard view by clicking on the "View All Resources" button from the Resources tile. You should see a link to the "ADP Achieve Engagement Hub" under Additional Advisor Resources where you can locate materials and services to help increase participation and contributions as well as improve asset allocation.

To order Enrollment Kits from the ADP Advisor Access portal Dashboard view, select "View All Plans" or "Plan Details" if you have one plan. Once you click on the plan detail page, you should see a link to the Plan Sponsor Website at the top right corner of the page. When on the Plan Sponsor Website, Enrollment Kits can also be ordered from the Resources menu on the left-side of screen > Forms > Order Enrollment Kits.



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- 4. How can I help a participant make a fund/allocation change?** If the participant is comfortable making their allocation changes online, you can have the participant login themselves and make their allocation changes via mykplan.com. If this is their first time or they are not comfortable making these changes online, have them contact our Participant Service Team at 800-MyK-Plan (800-695-7526). Since these are participant-directed accounts, the participant must be the one to make any and all changes to their account.
- 5. How do I reset my password?** At the login screen, you'll see a "Forgot Your Password?" link below the login fields to reset your password. After clicking the link, follow the prompts to receive a temporary password email to help you reset your password. You will be locked out of your portal account after three failed login attempts. Please reach out to your ADP service team or contact. If you are unsure who your service team or contact is, please contact the Advisor Help Desk at 844-237-3548 so that they may assist.
- 6. Where can I locate general forms?** You can find general forms by logging in to the Plan Sponsor Website and navigating to Resources on the left-side of screen > Forms.
- 7. How can I run reports for my plan?** From the ADP Advisor Access portal Dashboard view, select "View All Plans" or "Plan Details" if you have one plan. Once on the plan detail page you'll see a Resources section in the lower right-hand corner of the screen with links to generate standard and custom reports. From Resources, there is also a link to "Plan Documents" which will take you to the Plan Sponsor Website where you can search employees and view the most current Plan Health Report.
- 8. How can I authorize my assistant to call in on my behalf?** Please complete the [Advisor Assistant Access Form](#) and email it to ADPRS.Eforms@adp.com.

## → CONTACT THE ADP RETIREMENT SERVICES SUPPORT TEAM FOR THE FOLLOWING:

- 9. How can I assist my client make changes to their plan via a plan amendment? Or change products?** Because plan changes require authorization of the plan administrator, the plan administrator must be present on the line regarding these requests when you reach out to your ADP service team or contact. If you do not know your plan contact, please direct the plan administrator to call Client Services directly at 800-929-2170 or you may call in with the plan administrator on the line.
- 10. Who can I contact regarding rollovers, distributions, billing issues, or firm changes?** Please reach out to your ADP service team or contact. If you are unsure who your service team or contact is, please contact the Advisor Help Desk at 844-237-3548 so that they may assist.

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