

## **Troubleshooting Guide - ADP Workforce Now Candidate Profile**

### **Errors on Profile**

Errors on your ADP profile will be highlighted in red.

Please be sure to carefully review the content and make sure the information appears in the correct section.

- To correct any errors, click on the red text and edit the information in the provided text box. You must correct ALL errors in ALL sections before you are able to save your profile.
- Do not click “Save profile” until all errors are corrected, or you will lose your progress.

### **Error listed in Employment Section, but when clicked on, no error is visible**

If no other errors are visible in your employment section it could be an issue with the “Contact employer” radio button.

If you are okay with your employer being contacted, select “Yes”.

If you are not okay with your employer being contacted, click “Yes” and then click back to “No” and save. That should rectify the situation.