

**Rémunération Globale**  
**Nutreco Canada**  
**Total Rewards**



For today, tomorrow and beyond  
Pour aujourd'hui, demain et au-delà

# TotalAccess

Online Access to Pay and Tax Statements  
Provided by ADP Canada



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## *What do you need before registration?*

TotalAccess is a secured website that is accessible by entering <https://totalaccess.adp.ca> in your internet address field.

You need the following information before you begin your registration which is included in a memo from the Payroll Centre of Excellence or on your pay statement:

- Client number – **498E67**
- Company code(s) – **VD4 or DXV on pay statement**
- Employee ID / File # - **on pay statement**
- Hire date – **Total Access Date on pay statement**

Clicking the **Register Now** initiates the registration process.  
Registration is done once.



You need to read and accept to the **Terms and Conditions of Use** for TotalAccess.

To accept, click the box to check mark it, and then click **Submit**. By default, the check box is grayed out until you scroll down.

An error message occurs if you click submit without accepting the Terms and Conditions of Use.

## How do I register in TotalAccess?

You need to fill in the following sections of the Registration Form:

- Personal Information,
- Employment Information, and
- User Profile

**Register with an existing ADP user account.**  
 Select this if you already have a login account for another ADP product ?

**Personal Information**  
 This helps us identify who you are.

First Name

Last Name

Email  ?

Verify Email

Birthday (mm/dd/yyyy)  ?

**Employment Information**  
 This information would have been provided to you by your HR or Accounting Department.

Client #  ?

Company Code  ?

Employee ID / File #  ?

Hire Date (mm/dd/yyyy)  ?

**User Profile**  
 Select the security questions you want to use and provide an answer for each.

First Question

First Response

Second Question

Second Response

Third Question

Third Response

Password  ?

Confirm Password

|

**Personal Information**  
 This helps us identify who you are.

1 First Name

2 Last Name

3 Email  ?

4 Verify Email

5 Birthday (mm/dd/yyyy)  ?

The following needs to be entered in the **Personal Information** section of this form:

- 1) **First Name**. Enter your first name.
- 2) **Last Name**. Enter your last name.
- 3) **Email**. Enter your email address. The system will forward a temporary User ID to this email address in the event that you have forgotten your existing one.
- 4) **Verify Email**. Re-enter your email address to verify that the email address has been entered correctly.
- 5) **Birthdate**. Enter birth date in a **mm/dd/yyyy** format

## How do I register in TotalAccess?

**Register with an existing ADP user account.**  
 Select this if you already have a login account for another ADP product. ?

**Personal Information**  
 This helps us identify who you are.

First Name

Last Name

Email  ?

Verify Email

BirthDay (mm/dd/yyyy)  ?

**Employment Information**  
 This information would have been provided to you by your HR or Accounting Department.

Client #  ?

Company Code  ?

Employee ID / File #  ?

Hire Date (mm/dd/yyyy)  ?

**User Profile**  
 Select the security questions you want to use and provide an answer for each.

First Question <Please select a question >

First Response

Second Question <Please select a question >

Second Response

Third Question <Please select a question >

Third Response

Password  ?

Confirm Password

|

**Employment Information**  
 This information would have been provided to you by your HR or Accounting Department.

Client #  ? 1

Company Code  ? 2

Employee ID / File #  ? 3

Hire Date (mm/dd/yyyy)  ? 4

The following needs to be entered in the **Employment Information** section of this form, which will be provided by the Payroll Centre of Excellence:

- 1) **Client #.** Enter the alphanumeric identification number that represents your organization as an ADP Client (**498E67**).
- 2) **Company Code.** Enter the **3**-digit company code that represents your current employer.
- 3) **Employee ID /File #.** Enter the employee ID / File # assigned to you by your employer.
- 4) **Hire Date.** Enter the date you were set up in the company code (on the pay statement as Total Access date) mm/dd/yyyy format.

Please contact the Payroll Centre of Excellence if you are uncertain about any of the above information via e-mail at [payroll@nutreco.ca](mailto:payroll@nutreco.ca)

## How do I register in TotalAccess?

**Register with an existing ADP user account.**  
 Select this if you already have a login account for another ADP product. ?

**Personal Information**  
 This helps us identify who you are.

First Name

Last Name

Email  ?

Verify Email

Birth day (mm/dd/yyyy)  ?

**Employment Information**  
 This information would have been provided to you by your HR or Accounting Department.

Client #  ?

Company Code  ?

Employee ID / File #  ?

Hire Date (mm/dd/yyyy)  ?

**User Profile**  
 Select the security questions you want to use and provide an answer for each.

First Question

First Response

Second Question

Second Response

Third Question

Third Response

Password  ?

Confirm Password

|

**User Profile**  
 Select the security questions you want to use and provide an answer for each.

1

2

3

4

5

6

7  ?

8

In the event that you forget or lose your password, you will be prompted to answer these questions in the **User Profile** section of this form:

- 1) **First Question.** Click on the arrow of the drop-down list and select a question. This is a mandatory field.
- 2) **First Response.** Enter the answer to the First Question. This is a mandatory field.
- 3) **Second Question.** Click on the arrow of the drop-down list and select a question. This is a mandatory field.
- 4) **Second Response.** Enter the answer to the Second Question. This is a mandatory field.
- 5) **Third Question.** Click on the arrow of the drop-down list and select a question. This is a mandatory field.
- 6) **Third Response.** Enter the answer to the Third Question. This is a mandatory field.
- 7) **Password.** Your password must be between 8–20 characters, with one numeric value, one upper case character, and one lower case character.
- 8) **Confirm Password.** Re-enter your password here.
- 9) **Receive User ID.** Check your email to receive your user ID. Record your user ID and password in a secure place.

## How do I log-in once registered?

TotalAccess is a secured website that is accessible by entering <https://totalaccess.adp.ca> in your internet address field.



Some points to consider:

- Ensure that you use your assigned User ID when signing in to your account. You will receive this in an email from ADP.
- Set your CAPS LOCK key correctly
- Passwords are case sensitive (“PASSWORD”, “PaSsWoRd” and “password” are not equivalent)

### Step 1

Enter the following details:

- User ID,
- Password,
- Client # (498E67).

### Step 2

- Click **Login Now**.



## How do I set up for electronic pay statements?



**TotalAccess**

Profile  
View Personal Information

**Statements**  
View Pay Statements  
Statements Setup

My Account  
Change User Profile  
Change Password

Welcome CWOLLOEM to TotalAccess

Tuesday, Nov 22, 2011  
3:49:24 PM

**TotalAccess to your Latest Pay Statements** 1  
View Statement for XYZ

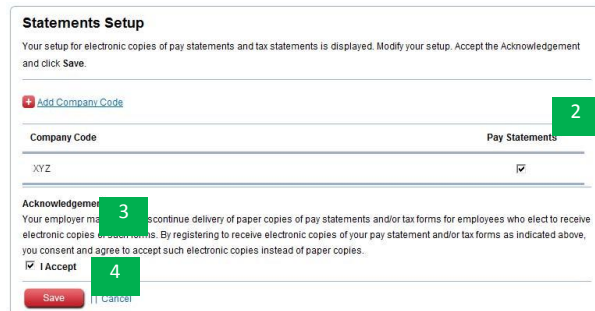
Client #  
C15

Client Name  
Autopay external client 456

Your current company code is  
XYZ

### Step 1

Click **View Pay Statements** in the main menu.



**Statements Setup**

Your setup for electronic copies of pay statements and tax statements is displayed. Modify your setup. Accept the Acknowledgement and click **Save**.

[+ Add Company Code](#) 2

Company Code	Pay Statements
XYZ	<input checked="" type="checkbox"/>

**Acknowledgement** 3  
Your employer may continue delivery of paper copies of pay statements and/or tax forms for employees who elect to receive electronic copies of pay statements and/or tax forms. By registering to receive electronic copies of your pay statement and/or tax forms as indicated above, you consent and agree to accept such electronic copies instead of paper copies.

I Accept 4

**Save** | **Cancel**

### Step 2

Click checkbox to select pay statements for the selected company code.

### Step 3

Read the **Acknowledgment** and click on the **I Accept** radio button

### Step 4

Click **Save**

## How do I view my pay statements?

Pay statements identify your remuneration, deductions and contributions for each period you receive payment from Nutreco. They are available for both viewing and printing.

The View Pay Statements screen displays the pay statements available to view for the company codes in your statement setup. The table of pay statements is organized according to:

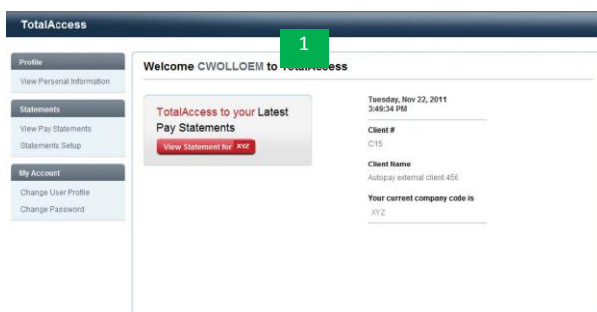
- Pay Date
- Period End Date
- Employee ID / File #
- Net Amount
- Company Code
- Company Name

You need to have Adobe Reader 6.0.1 or later installed on your computer to view electronic pay statements. TotalAccess maintains up to 2 years of pay statements history starting with the payday December 21, 2012.

By default, pay statements are sorted according to Pay Date, with the most recent pay statement appearing on top. To toggle the sort order of a column, click on the column header. A total of 10 pay statements are displayed per page.

You can also download pay statements from this page. You must have a file compression utility installed such as WinZIP to view your downloaded pay statements, which are saved as ZIP files containing PDFs.

To view full details of a pay statement:



### Step 1

Click **View Pay Statements** in the main menu.



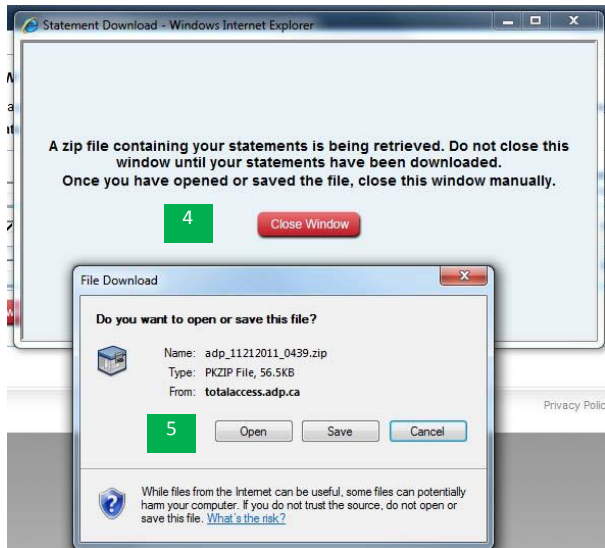
### Step 2

Click the checkbox to select pay statement to view.

### Step 3

Click **Download**

## How do I view my pay statements?



### Step 4

An acknowledgement window appears which you will close once the process is complete.

### Step 5

On the file Download window select **Open**.

## How do I download my pay statements?



### Step 1

Click **View Pay Statement**.

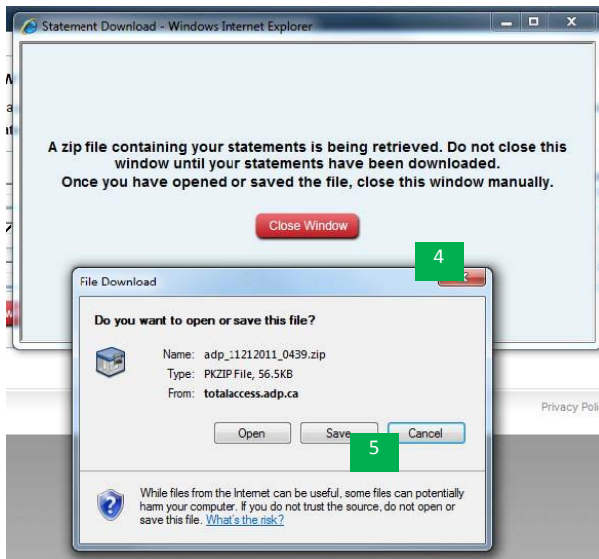


### Step 2

Check the first column checkbox of the pay statement you would like to download or check the heading checkbox to select all pay statements on the current page.

### Step 3

Click **Download**. Only the files you have selected on the current page will be downloaded.

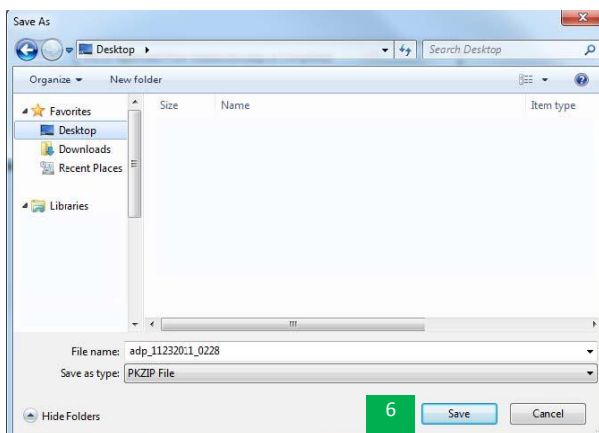


### Step 4

An acknowledgement window appears which you will close once the process is complete.

### Step 5

On the File Download window select **Save**.



### Step 6

Browse the directory you would like to save the file to, enter a new file name (if desired) then click **Save**.

The ZIP file is now downloaded to the specified directory. To view the selected pay statements, open the ZIP file with the file compression utility. The selected pay statements will be displayed as PDF files.

## How do I change my password?

To better protect your account, make sure you:

- Have a password that is easy to remember but difficult for others to guess;
- Memorize your password;
- Never use the same password twice; and
- Do not share your password with anyone.

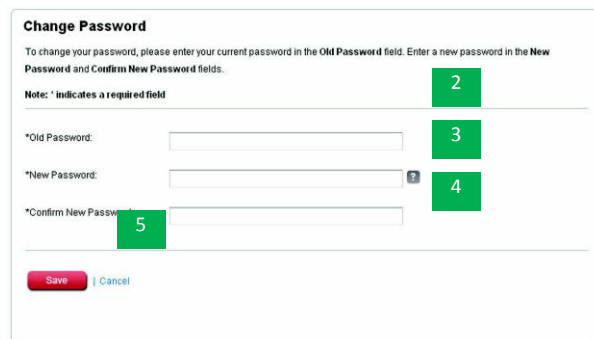
Your password should:

- Consist of a minimum of 8 characters and a maximum of 20 characters
- Contain at least one numeric value
- Contain at least one upper case character
- Contain at least one lower case character



### Step 1

Click **Change Password** in the main menu



**Change Password**

To change your password, please enter your current password in the **Old Password** field. Enter a new password in the **New Password** and **Confirm New Password** fields.

Note: \* indicates a required field

\*Old Password:  2

\*New Password:  3

\*Confirm New Password:  4

5

Save | Cancel

### Step 2

Enter your current password in the **Old Password** field.

### Step 3

Enter your new password in the **New Password** field.

### Step 4

To confirm the new password, enter the password exactly as you did in the **New Password** field in the **Confirm New Password** field.

### Step 5

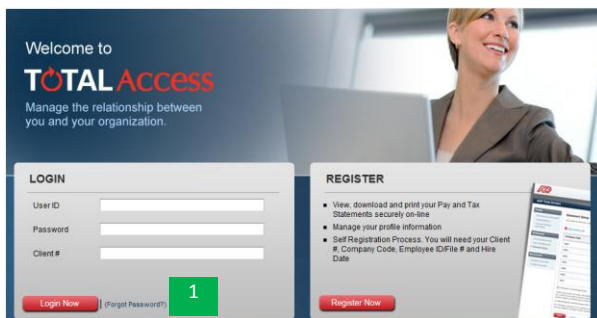
Click the **Save** button.

## What do I do if I forget my password?

If you forget your password, you can obtain a temporary password to be able to login to TotalAccess again.

Some points to consider:

- Without the correct verification information, you will not be able to obtain a new password
- A temporary password is only good for one sign on. You will be asked to create a new password when you use it
- The new password must be between 8 and 20 characters in length, contain at least one numeric value, at least one upper case character, and at least one lower case value.



### Step 1

Click the **Forgot Password** link on the **Login** page.

### Password Reset Form

#### Step 1 : Enter your account information

To verify your identity, provide the account information below, and click Continue.

User ID  2

Client ID

Cancel  Continue 3

### Step 2

On the Password Reset Form, enter your **User ID** and **Client ID (498E67)**.

### Step 3

Click **Continue**.

### Password Reset Form

#### Step 2 : Confirm your security information

To verify your identity, please provide your responses below, and click Submit.

4

First Question : *What is your favourite colour?*

\* First Response :

Second Question : *What is your favourite movie?*

\* Second Response :

Third Question : *What is your favourite TV show?*

\* Third Response :

Cancel  Submit 5

### Step 4

Answer the three security questions that you set up when you initially registered for Total Access.

### Step 5

Click **Submit**.

**Note:** If your responses match the responses on record, a temporary password is emailed to the address saved in your user profile. Use the temporary password the next time you login to TotalAccess.

## How do I change my User

### Profile?

Everyone with access to TotalAccess has a User Profile that manages password and email contact information. Once you are logged in, you can access your profile from the menu bar on every page of TotalAccess. The information entered on this screen will be used as validation of your identity in the event that you lose your password.

TotalAccess

Welcome CWOLLOEM to TotalAccess

Tuesday, Nov 22, 2011  
2:40:24 PM

TotalAccess to your Latest Pay Statements  
View Statement for XYZ

Client #  
C15

Client Name  
Autopay external client 456

Your current company code is  
XYZ

Profile  
View Personal Information

Statements  
View Pay Statements  
Statements Setup

My Account  
Change User Profile (1)  
Change Password

#### Step 1

Click **Change User Profile** in the main menu

Profile  
View Personal Information

Statements  
View Pay Statements  
Statements Setup

My Account  
Change User Profile (1)  
Change Password

**Change User Profile**

Your profile information is displayed. Please modify your profile information and click **Save**.

Note: \* indicates a required field

User ID: CWOLLOEM (2)

\*Email: a@a.com

\*First Question: What is your favourite colour? (3 to 5)  
\*First Response: cdo

\*Second Question: What is your favourite movie?  
\*Second Response: cm

\*Third Question: What is your favourite TV show?  
\*Third Response: zdfg

Save (6) Cancel

#### Step 2

Enter your email address in the E-mail Address field

#### Step 3

Select the first security question in the First Question drop-down list. In the event that you forget or lose your password, you will be prompted to answer this question. This is a mandatory field.

#### Step 4

Enter an answer to the First Question in the First Response field. This is a mandatory field.

#### Step 5

Repeat Step 3 and Step 4 to complete second and third security questions.

#### Step 6

Click **Save**.