Always Designing for People®

# Client Training Catalogue

For Australia & New Zealand

# Contents


About ADP ..... 4
ADP's Enterprise Learning Team ..... 5
ADP's Learning Portal ..... 6
Learning Pathways ..... 8
Payforce Training ..... 9
Payline Training ..... 11
ADP Lyric HCM Training ..... 11
ADP RealTime Training ..... 12
Payforce Training ..... 13
Parameters, Utilities & New Hires for Australia (instructor-led) ..... 14
Payroll Processing in Payforce for Australia (instructor-led) ..... 15
ESS Administrator in Payforce for Australia (online) ..... 16
ESS Administrator in Payforce for Australia (instructor-led) ..... 17
Getting Started with Long Service Leave in Australia (online) ..... 18
Introduction to Payforce for Australia (online) ..... 19
End of Financial Year Training in Payforce for Australia (instructor-led) ..... 20
ADP eService Portal for Clients (online) ..... 21
Organisation Management in Payforce for Australia (instructor-led) ..... 22
Custom Reporting in Payforce for Australia (instructor-led) ..... 23
Leave Management in Payforce for Australia (instructor-led) ..... 24
ESS Timesheets in Payforce for Australia (instructor-led) ..... 25
General Ledger Parameters in Payforce for Australia (instructor-led) ..... 26
Oncosting in Payforce for Australia (instructor-led) ..... 27
System Security in Payforce for Australia (instructor-led) ..... 28
Introduction to Managed Services in Payforce for Australia (online) ..... 29
Parameters, Utilities and New Hires in Payforce for New Zealand (instructor-led) ..... 30
Payroll Processing in Payforce for New Zealand (instructor-led) ..... 31
Payroll Legislation for New Zealand (instructor-led) ..... 32
The New Zealand Difference in Payforce for New Zealand and Australia (online) ..... 33


Copyright @ 2026 ADP, Inc.

Payline Training ..... 34
Victorian Kindergarten Information Session in Payline for Australia (instructor-led) ..... 35
Introduction to Payline Client Services for Australia (online) ..... 36
Troubleshooting Timesheets in Payline for Australia (video) ..... 37
ADP eService Portal for Clients (online) ..... 38
ADP Lyric HCM Training ..... 39
ADP Lyric HCM for Australia (online) ..... 40
ADP Lyric HCM for New Zealand (online) ..... 41
ADP eService Portal for Clients (online) ..... 42
ADP RealTime Training ..... 43
Company Administrator Training in ADP RealTime for Australia (instructor-led) ..... 44
Getting Started with ADP RealTime for Administrator (online) ..... 45
Getting Started with ADP RealTime for Managers (online) ..... 46
ADP eService Portal for Clients (online) ..... 47
Payroll & Specialised Training ..... 48
ADP Global Payroll and Tax Essentials – Australia (online) ..... 49
EPS Payment for Australia (online) ..... 50
A Guide to Superannuation for Australia (online) ..... 51
FAQ ..... 52
What Our Clients Say ..... 54
ADP Office Locations ..... 55

Copyright @ 2026 ADP, Inc.

# About ADP

Welcome to Automatic Data Processing (ADP) Australia & New Zealand's Client Training Catalogue.

ADP brings together decades of experience in the global and local payroll market working with a range of clients across common, complexed and diverse industries. Through our experience we have come to understand many of the challenges that our clients are facing when building competent teams.

Leveraging over 60 years of experience, ADP offers the widest range of HR, payroll, tax, and benefits administration solutions from a single source.

With an already proven design methodology and content strategy, ADP delivers compliant on-demand payroll and tax training to the world's payroll and HR practitioners.

We do this by offering our new and existing clients in Australia and New Zealand best-in-class learning solutions within the ADP suite of products, including Payforce, Payline, ADP RealTime and ADP Lyric HCM.

Copyright @ 2026 ADP, Inc.

# ADP's Enterprise Learning Team

## We bring the knowledge to you

ADP's Enterprise Learning team consists of highly skilled Learning Consultants who provide a range of services including virtual and face-to-face instructor-led training courses across the APAC region.

Knowledge of payroll and HCM prodcuts is at the cornerstone of the team's delivery model to our clients requirements.

Our consultants help with providing knowledge and expertise across the ADP suite of training courses. This includes both payroll and HCM products.

Our goal is to make it easier for your teams by offering flexible training that supports your organisation's compliance needs in this complex area.

### Instructor-led Courses

A course with a group of other participants delivered by an Enterprise Learning Consultant. Virtual instructor-led and face-to-face options are available.

### Online Self-paced Courses

Learn at your own pace at any time through ADP's learning portal.

Copyright @ 2026 ADP, Inc.

# ADP's Learning Portal

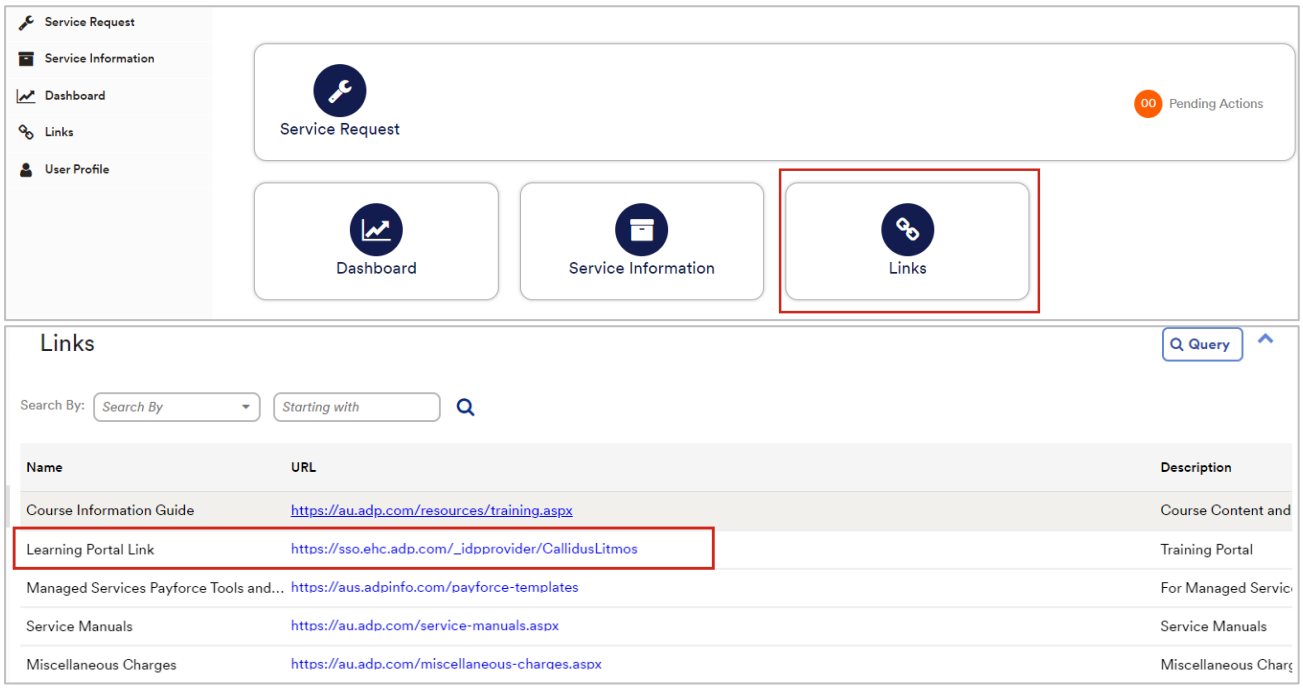
## What is myLearning@ADP?

myLearning@ADP (ADP's Learning Management System) is your central access point to all ADP learning, with the ability to register for training sessions.

myLearning@ADP gives you 24/7 access to product and payroll related courses, allowing you to make the most of your ADP solution.

## How do I access myLearning@ADP?

You can access myLearning@ADP from eService. Log into eService, click **Links** and then click the **Learning Portal Link** as shown below.

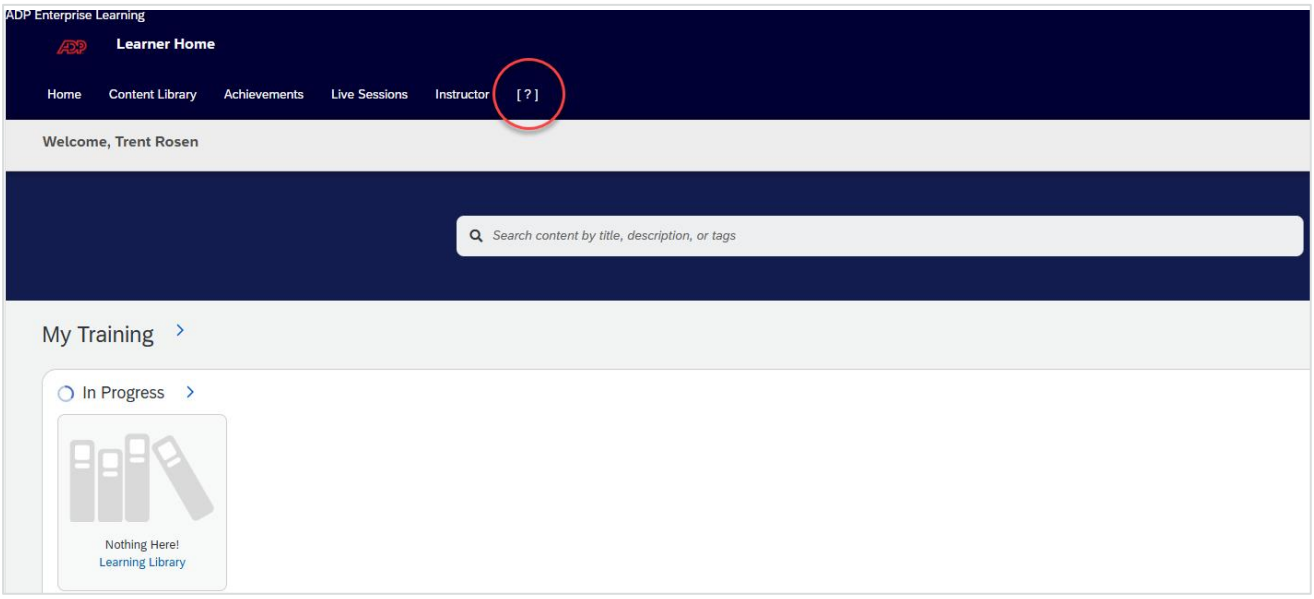



**Note:** For Global Payroll clients using myView, you can access myLearning@ADP through the *Expert* tile available under the **Links** section of the eService portal.

Copyright @ 2026 ADP, Inc.

## How do I use myLearning@ADP?

On the myLearning@ADP portal, you can click the **[?]** icon on the main menu bar to access a *Welcome to myLearning@ADP* video and *How Do I* job aids covering all the learning management tasks you can complete in myLearning@ADP.



# Learning Pathways

To guide you towards achieving specific learning goals and acquiring knowledge and skills, we have suggested learning pathways for all of our ADP products.

Courses are categorised as follows:

- **Getting Started (Quickstart)**: Designed to build a strong foundational base of knowledge and skill in the product or pertinent topic.
- **Advancing Proficiency (Developing Expertise)**: Aimed at enhancing your current knowledge by concentrating on more advanced skills and specific product features/processes.
- **Recommended**: Additional learning to increase your knowledge in the ADP product suite and payroll topics.

**Note:** Some courses are designed specifically for Australia and New Zealand.

Copyright @ 2026 ADP, Inc.

# Payforce Training

We offer instructor-led and online courses for Payroll Services (PS) clients who manage their own payroll processing in-house, and Managed Services (MS)* clients who engage ADP to manage their payroll processing.

** Available to Payforce and Payline clients.*

## Suggested Learning Pathway – Payforce PS Clients (Australia)

### Getting Started

- Introduction to Payforce for Australia (online)
- Parameters, Utilities and New Hires for Australia (instructor-led)
- Payroll Processing in Payforce for Australia (instructor-led)
- ESS Administrator in Payforce for Australia (online)
- ESS Administrator in Payforce for Australia (instructor-led)
- Getting Started with Long Service Leave in Australia (online)
- ADP Global Payroll and Tax Essentials – Australia (online)
- EOFY Training in Payforce for Australia (instructor-led)
- ADP eService Portal for Clients (online)

### Advancing Proficiency

- General Ledger Parameters in Payforce for Australia (instructor-led)
- Oncosting in Payforce for Australia (instructor-led)
- Leave Management in Payforce for Australia (instructor-led)
- Organisation Management in Payforce for Australia (instructor-led)
- Custom Reporting in Payforce for Australia (instructor-led)
- ESS Timesheets in Payforce for Australia (instructor-led)
- System Security Setup in Payforce for Australia (instructor-led)

### Recommended

- EPS Payments for Australia (online)
- A Guide to Superannuation for Australia (online)

Copyright @ 2026 ADP, Inc.

## Suggested Learning Pathway – Payforce PS Clients (New Zealand)

### Getting Started

- Parameters, Utilities and New Hires for New Zealand (instructor-led)
- Payroll Legislation for New Zealand (instructor-led)
- The New Zealand Difference in Payforce for New Zealand and Australia (online)
- ADP eService Portal for Clients (online)

## Suggested Learning Pathway - Payforce MS Clients (Australia & New Zealand)

### Getting Started

- Introduction to Managed Services in Payforce for Australia (instructor-led)
- ADP Global Payroll and Tax Essentials – Australia (online)
- ESS Administrator in Payforce for Australia (online)
- ESS Administrator in Payforce for Australia (instructor-led)
- ADP eService Portal for Clients (online)
- The New Zealand Difference in Payforce for New Zealand and Australia (online)
- Payroll Legislation for New Zealand (instructor-led)

### Advancing Proficiency

- ESS Timesheets in Payforce for Australia (instructor-led)

### Recommended

- EPS Payments for Australia (online)
- A Guide to Superannuation for Australia (online)

Copyright @ 2026 ADP, Inc.

# Payline Training

## Suggested Learning Pathway (Australia)

**Getting Started**

- Client Information Session in Payline for Australia (instructor-led)
- Victorian Kindergarten Information Session in Payline for Australia (instructor-led)
- Introduction to Payline Client Services for Australia (online)
- Troubleshooting Timesheets in Payline for Australia (online)
- ADP Global Payroll and Tax Essentials – Australia (online)
- ADP eService Portal for Clients (online)

**Recommended**

- A Guide to Superannuation for Australia (online)

# ADP Lyric HCM Training

## Suggested Learning Pathway (Australia & New Zealand)

**Getting Started**

- ADP Lyric HCM for Australia (online)
- ADP Global Payroll and Tax Essentials – Australia (online)
- ADP Lyric HCM for New Zealand (online)
- Payroll Legislation for New Zealand (instructor-led)
- ADP eService Portal for Clients (online)

**Recommended**

- A Guide to Superannuation for Australia (online)

Copyright @ 2026 ADP, Inc.

# ADP RealTime Training

## Suggested Learning Pathway (Australia)

### Getting Started

- Company Administrator Training in ADP RealTime for Australia (instructor-led)
- Getting Started in ADP RealTime for Administrator (online)
- Getting Started in ADP RealTime for Managers (online)
- ADP eService Portal for Clients (online)

Copyright @ 2026 ADP, Inc.

# Payforce Training

Copyright @ 2026 ADP, Inc.

# Parameters, Utilities & New Hires for Australia (instructor-led)

This 8-hour virtual instructor-led course introduces Payforce basic navigation and set up of parameters, utilities, and new employee hires in the system.

## Who should attend?

- Payroll Professionals
- Payforce Administrators

## Cost

$850 per person

## Duration

8 Hours (2  x 4 hour sessions split across 2 consecutive days)

## Prerequisites

None

## Learning Objectives

- Logging into Payforce
- Understand system navigation
- Set up parameters
- Search for employees
- Understand Employee Masterfile
- Perform efficient updates
- Produce and print standard reports
- Establshing new hire models

Copyright @ 2026 ADP, Inc.

# Payroll Processing in Payforce for Australia (instructor-led)

This 4.5-hour virtual instructor-led course outlines the payroll process within Payforce for Payroll Administrators, System Administrators and Payforce Administrators.

## Who should attend?

- Payroll Professionals
- Payforce Administrators

## Cost

$850 per person

## Duration

4.5 Hours

## Prerequisites

Recommended: Parameters, Utilities & New Hires for Australia (instructor-led)

## Learning Objectives

- Create payroll transactions
- Make payroll adjustments
- Normal and Prepay transactions
- Process and interpret reports
- Finalise Pay process
- Create and transmit files (eg. AddServ and STP files)

Copyright @ 2026 ADP, Inc.

Getting Started

# ESS Administrator in Payforce for Australia (online)

This 30-minute online course will provide you the administration tasks and skills required to set up your Payforce Employee Self Service functionality.

## Who should attend?

- Payforce Administrators
- Payroll Professionals
- HR Professionals

## Registration

No Cost

## Duration

30 mins

## Prerequisites

Basic knowledge of Payforce

## Learning Objectives

- Logging in to Payforce
- ESS Parameters
- Logging in to ESS
- Menu Parameters
- Workflow
- Administration
- Reports

Copyright @ 2026 ADP, Inc.

# ESS Administrator in Payforce for Australia (instructor-led)

This 4-hour virtual instructor-led course will teach you the skills to create workflows and set up your Payforce ESS functionality.

## Who should attend?

- Payforce Administrators
- Payroll Professionals
- HR Professionals

## Registration

$450 per person

## Duration

4 Hours

## Prerequisites

Recommended: ESS Administrator in Payforce for Australia (online)

## Learning Objectives

- Understand how ESS communicates with Payforce
- ESS Parameter Setup
- Workflow Setup and Maintenance
- Access and Setup Pay Groups
- ESS Administration
- Access ESS Reports

Copyright @ 2026 ADP, Inc.

# Getting Started with Long Service Leave in Australia (online)

This 35-minute course equips clients with the knowledge and skills to understand and manage Long Service Leave (LSL) across Australian states and territories, minimising setup errors and increasing compliance, proficiency, and client satisfaction.

## Who should attend?

- Payforce Administrators
- Payroll Professionals

## Registration

No Cost

## Duration

35 mins

## Prerequisites

Basic knowledge of Payforce

## Learning Objectives

- Understanding state-specific Long Service Leave
- Configuring and troubleshooting Long Service Leave in Payforce

Copyright @ 2026 ADP, Inc.

# Introduction to Payforce for Australia (online)

This 2-hour online course consists of a general overview to the payroll system and provides participants with a good understanding of how processing takes place in Payforce.

## Who should attend?

- Payroll Professionals
- Payforce Administrators

## Cost

No cost

## Duration

2 Hours

## Prerequisites

None

## Learning Objectives

- How to log in and navigate around Payforce
- How to enter and maintain employee data in Payforce
- How to prepare for and run payroll in Payforce
- How to view and print standard reports in Payforce
- How to transmit files to nominated recipients including the ATO
- How to run End of Pay processes and General Ledger in Payforce

Copyright @ 2026 ADP, Inc.

# End of Financial Year Training in Payforce for Australia (instructor-led)

This virtual instructor-led course is available in June each year and outlines the End of Financial Year (EOFY) process within Payforce.

We offer a Comprehensive course for Payroll Practitioners new to Payforce and the EOFY process, and Basic course for Payroll Practitioners who have previous experience.

## Who should attend?

- Payroll Professionals
- HR Professionals
- Finance Professionals
- Payforce Administrators

## Cost

Details made available in May-June each year

## Duration

Details made available in May-June each year

## Prerequisites

Recommended: Payroll Processing in Payforce for Australia (instructor-led)

## Learning Objectives

- Understand Legislation and Payforce changes
- Perform Year End System check
- Perform EOFY payroll resets
- Transmit STP Finalisation File to ATO
- Perform General Ledger Year End Process & produce STP amendments

Copyright @ 2026 ADP, Inc.

Getting Started

# ADP eService Portal for Clients (online)

This 1-hour online course will cover an introduction to the features and functions of ADP's eService system.

## Who should attend?

All ADP clients (Australia and New Zealand)

## Cost

No cost

## Duration

1 hour

## Prerequisite

None

## Learning Objectives

- Recognise the features on the eService home page
- Distinguish the eService roles and understand the procedure for viewing and updating the eService user profile
- Understand the Service Request process
- Identify the procedure for creating a new service request and distinguish various priority levels
- Distinguish between the different SR views and understand the procedure for generating and exporting a query list of SR
- Identify how to follow a service request and recognise how to approve or reject a solution
- Recognise how to use charts in the SR management tab and Payroll management tab

Copyright @ 2026 ADP, Inc.

# Organisation Management in Payforce for Australia (instructor-led)

This 8-hour virtual instructor-led course is designed to assist HR professionals to define their organisation structure using Payforce.

## Who should attend?

- HR Professionals
- Payforce Administrators

## Registration

$850 per person

## Duration

8 Hours (2 x 4 hour sessions split across 2 consecutive days)

## Prerequisites

Understanding your organisation structure

## Learning Objectives

- Navigate the Organisation Management module
- Create organisation units/positions/jobs
- Understanding the HR Masterfile
- Maintain employee employment history
- Produce organisation charts
- Structure HR reports from Payforce
- Integrate the information with ESS and other HR modules

Copyright @ 2026 ADP, Inc.

# Custom Reporting in Payforce for Australia (instructor-led)

This 8-hour virtual instructor-led course introduces the custom reporting functionality within Payforce.

## Who should attend?

- Payroll Professionals
- HR Professionals
- Finance Professionals

## Registration

$850 per person

## Duration

8 Hours (2  x 4 hour sessions split across 2 consecutive days)

## Prerequisites

Basic knowledge of Payforce

## Learning Objectives

- Understand Relational Databases and their structures
- Understand and build custom reports using Windows Defined, User Defined, and Dynamic Report Writer Reports
- Create complex custom reports to include data from various tables
- Create selection criteria to narrow down the scope of the reports
- Use formatting skills to produce professional reports and build mathematical symbolics

Copyright @ 2026 ADP, Inc.

# Leave Management in Payforce for Australia (instructor-led)

This 8-hour virtual instructor-led course is designed to assist, monitor and manage the leave components for your business.

## Who should attend?

- Payroll Professionals
- Payforce Adminstrators
- HR Professionals

## Registration

$850 per person

## Duration

8 Hours (2  x 4 hour sessions split across 2 consecutive days)

## Prerequisites

Introduction to Payforce for Australia (online)
Parameters, Utilities & New Hires for Australia (instructor-led)

## Learning Objectives

- Establish leave pay elements, parameters, and categories
- Maintain existing leave parameters
- Learn the inner workings of Leave within Payforce
- Understand Leave Reports
- Add or attach new and existing employees to leave

Copyright @ 2026 ADP, Inc.

# ESS Timesheets in Payforce for Australia (instructor-led)

This 2.5-hour virtual instructor-led course covers an introduction to the Employee Self Service Timesheet setup and all the steps taken from starting a timesheet, entering a timesheet, editing, and maintaining a timesheet, submitting a timesheet, approving a timesheet, and importing a timesheet within Payforce if applicable.

## Who should attend?

- Payforce Administrators
- Payroll Professionals

## Registration

$450 per person

## Duration

2.5 Hours

## Prerequisites

ESS Administrator in Payforce for Australia (instructor-led)

## Learning Objectives:

- Set up/ check ESS Parameter
- Create and Maintain Display Types
- Create and Maintain Employee Groups
- Create and Maintain Timesheet Administrators
- Create and Manage Timesheet workflows
- End to end Timesheet Process

Copyright @ 2026 ADP, Inc.

Advancing Proficiency

# General Ledger Parameters in Payforce for Australia (instructor-led)

This 4.5-hour virtual instructor-led course covers an overview of the objectives for General Ledger in Payforce. This course will enable you to learn how maintain the General Ledger Parameters in Payforce and produce reports that are custom made for your business.

## Who should attend?

- Payforce Professionals
- Payroll Professionals
- Finance Professionals

## Registration

$850 per person

## Duration

4.5 Hours

## Prerequisites

Basic knowledge of Payforce

## Learning Objectives

- Explain common terms used in the General Ledger (GL) Interface
- Establish and Maintain General Leger Parameters
- Create and maintain General Ledger calculation, posting and Substitution tables
- Run General Ledger Reports
- Troubleshoot General Ledger Reconciliations and reset General ledger End of Financial Year

Copyright @ 2026 ADP, Inc.

# Oncosting in Payforce for Australia (instructor-led)

This 4-hour virtual instructor-led course outlines the setup and process involved for oncosting in Payforce.

## Who should attend?

- Payforce Professionals
- Payroll Professionals
- Finance Professionals

## Registration

$450 per person

## Duration

4 Hours

## Prerequisites

General Ledger Parameters in Payforce for Australia (instructor-led)

## Learning Objectives

- Understand Oncosting in Payforce
- Setup Payforce Oncost Non-leave
- Setup Payforce Oncost Leave Movement
- Process Finalise Costing
- Produce Reports in Payforce

Copyright @ 2026 ADP, Inc.

Advancing Proficiency

# System Security in Payforce for Australia (instructor-led)

This 8-hour course is designed to assist System and Payforce Administrators to set up security measures on Payforce.

## Who should attend?

- System Administrators
- Payforce Administrators

## Cost

$850 per person

## Duration

8 Hours (2  x 4 hour sessions split across 2 consecutive days)

## Prerequisites

Introduction to Payforce for Australia (online)
Parameters, Utilities & New Hires for Australia (instructor-led)
Payroll Processing in Payforce for Australia (instructor-led)

## Learning Objectives

- Create and modify users and user groups
- Define audit trail parameters
- Secure menu and sub-menu access
- Safeguard forms
- Protect files and fields from user defined reports
- Modify reference tables
- Add new codes to the terms of employment register

Copyright @ 2026 ADP, Inc.

# Introduction to Managed Services in Payforce for Australia (online)

This 3-hour online course covers an introduction to the MS partnership including the Payroll Services Manual, key roles and responsibilities, forms, templates, and reporting using ADPs Pay Force Solution.

## Who should attend?

- Client contacts that are new to MS
- Managed Services Client Coordinators

## Cost

No cost

## Duration

3 hours

## Prerequisites

None

## Learning Objectives

- Describe the key steps in the Payforce Managed Services payroll process
- Explain the roles and responsibilities captured in the Payroll Services Manual
- Log in to the Payforce System and navigate the menu
- Navigate within Payforce – Employee Masterfile & HR Masterfile
- Summarise the processing service interactions
- Differentiate between the forms and templates
- Outline the standard reports provided by ADP
- Safely log out of the Payforce System

Copyright @ 2026 ADP, Inc.

# Parameters, Utilities and New Hires in Payforce for New Zealand (instructor-led)

This 8-hour virtual instructor-led course introduces the Payforce System, basic navigation and set up of parameters, utilities, and new employee hires for Payroll Administrators, System Administrators and Payforce Administrators.

## Who should attend?

- Payroll Professionals
- Payforce Administrators

## Registration

$850 per person

## Duration

8 Hours (2  x 4 hour sessions split across 2 consecutive days)

## Prerequisites

Recommended: Payroll Legislation for New Zealand (instructor-led)

## Learning Objectives

- Understand system navigation and search for employees
- Set up parameters
- Perform efficient updates
- Produce and print standard reports
- Enter and maintain employees

Copyright @ 2026 ADP, Inc.

Getting Started

# Payroll Processing in Payforce for New Zealand (instructor-led)

This 4.5-hour virtual instructor-led course is designed to assist Payroll Professionals, System Administrators and Payforce Administrators outlines how to complete NZ Payroll Processing in Payforce.

## Who should attend?

- Payroll Professionals
- Payforce Administrators

## Cost

$850 per person

## Duration

4.5 Hours

## Prerequisites

Recommended: Parameters, Utilities and New Hires for New Zealand (instructor-led)

## Learning Objectives

- Enter payroll data and create payroll transactions
- Explain the payroll and costing process
- Make payroll adjustments
- Process and interpret reports
- Create files for transmission
- Post entries to your General Ledger

Copyright @ 2026 ADP, Inc.

# Payroll Legislation for New Zealand (instructor-led)

This 8-hour virtual instructor-led course is defined to assist Payroll Professionals, HR Professionals, Accountants and Bookkeepers in expanding their New Zealand legislative knowledge.

## Who should attend?

- Payroll Professionals – new and experienced wanting a legislation refresher
- HR Professionals
- Accountants and Bookkeepers

## Cost

$850 per person

## Duration

8 hours (2 x 4 hour sessions split across 2 consecutive days)

## Prerequisites

None

## Learning Objectives

- Outline Inland Revenue Department (IRD) tax and reporting requirements
- Understand the Holiday Act
- Detail KiwiSaver requirements and legislation
- Explain termination types including tax and reporting requirements

Copyright @ 2026 ADP, Inc.

Getting Started

# The New Zealand Difference in Payforce for New Zealand and Australia (online)

This 4-hour online course is designed to assist Payroll Professionals, System Administrative, and Payforce Administrative users uncover the differences between Australian and New Zealand payroll from a NZ perspective using Payforce.

## Who should attend?

- Payroll Professionals
- Payforce Administrators

## Cost

No cost

## Duration

4 Hours

## Prerequisites

Parameters, Utilities & New Hires for Australia (instructor-led) **or**
Parameters, Utilities & New Hires for New Zealand (instructor-led)

## Learning Objectives

- Setting Up NZ Parameters
- Terminating NZ Employees in Payforce
- Creating NZ Alternative Holidays in Payforce
- Setting up NZ Leave Categories in Payforce
- The NZ Employee Masterfile screens in Payforce

Copyright @ 2026 ADP, Inc.

# Payline Training

Copyright @ 2026 ADP, Inc.

# Victorian Kindergarten Information Session in Payline for Australia (instructor-led)

This 3-hour virtual instructor-led course introduces Victorian Kindergarten Payline clients to the product, the features available on the Payline portal, and reports.

## Who should attend?

Victorian Kindergarten employees tasked with processing the payrolls

## Cost

No cost

## Duration

3 Hours

## Prerequisites

None

## Learning Objectives

- Understand the basic payroll process
- Recognise the timeframes for processing payrolls, employee maintenance, and Electronic Funds Transfer
- Navigate the portal, including employee updates, timesheets, Employee Self Service, Electronic Payment Services online, adjustments, and terminations
- Interpret Payline process reports and extracts

Copyright @ 2026 ADP, Inc.

Getting Started

# Introduction to Payline Client Services for Australia (online)

This 2-hour online course covers how to use and understand functions using Payline for clients.

## Who should attend?

All Payline Clients

## Cost

No cost

## Duration

2 hours

## Prerequisites

None

## Learning Objectives

- Getting started with Payline
- The ADP Portal
- Adding and updating employee data
- Employee Terminations
- Processing your payroll
- Reports and pay advice's
- Electronic Payment Service (EPS)
- Employee Self Service

Copyright @ 2026 ADP, Inc.

# Troubleshooting Timesheets in Payline for Australia (video)

This 38-minute course is designed to assist with troubleshooting the timesheet capabilities of Payline for Payroll Administrators and people managers.

## Who should attend?

All Payline Clients

## Cost

No cost

## Duration

38 minutes

## Prerequisites

None

## Learning Objectives

- Understand the fundamentals of the Payline timesheet
- Edit a timesheet after having calculated it
- Manage Employees' Leave
- Be introduced to tips and tricks to make processing easier

Copyright @ 2026 ADP, Inc.

Getting Started

# ADP eService Portal for Clients (online)

This 1-hour online course will cover an introduction to the features and functions of ADP's eService system.

## Who should attend?

All ADP clients (Australia and New Zealand)

## Cost

No cost

## Duration

1 hour

## Prerequisites

None

## Learning Objectives

- Recognise the features on the eService home page
- Distinguish the eService roles and understand the procedure for viewing and updating the eService user profile
- Understand the Service Request process
- Identify the procedure for creating a new service request and distinguish various priority levels
- Distinguish between the different SR views and understand the procedure for generating and exporting a query list of SR
- Identify how to follow a service request and recognise how to approve or reject a solution
- Recognise how to use charts in the SR management tab and Payroll management tab

Copyright @ 2026 ADP, Inc.

# ADP Lyric HCM Training

Copyright @ 2026 ADP, Inc.

Getting Started

# ADP Lyric HCM for Australia (online)

This 1-hour online course covers basic HR and payroll activities using ADP Lyric HCM for client users.

## Who should attend?

- Payroll Professionals
- ADP Lyric HCM Administrators

## Cost

No cost

## Duration

1 hour

## Prerequisites

None

## Learning Objectives

- Navigate and access key features from the home page
- Perform key HR activities such as hiring an associate and maintaining their profile.
- Perform key payroll activities such as running a payroll

Copyright @ 2026 ADP, Inc.

# ADP Lyric HCM for New Zealand (online)

This 1-hour online course covers basic HR and payroll activities using ADP Lyric HCM for client users.

## Who should attend?

- Payroll Professionals
- ADP Lyric HCM Administrators

## Cost

No cost

## Duration

1 hour

## Prerequisites

None

## Learning Objectives

- Navigate and access key features from the home page
- Perform key HR activities such as hiring an associate and maintaining their profile
- Perform key payroll activities such as running a payroll

Copyright @ 2026 ADP, Inc.

Getting Started

# ADP eService Portal for Clients (online)

This 1-hour online course will cover an introduction to the features and functions of ADP's eService system.

## Who should attend?

All ADP clients (Australia and New Zealand)

## Cost

No cost

## Duration

1 hour

## Prerequisites

None

## Learning Objectives

- Recognise the features on the eService home page
- Distinguish the eService roles and understand the procedure for viewing and updating the eService user profile
- Understand the Service Request process
- Identify the procedure for creating a new service request and distinguish various priority levels
- Distinguish between the different SR views and understand the procedure for generating and exporting a query list of SR
- Identify how to follow a service request and recognise how to approve or reject a solution
- Recognise how to use charts in the SR management tab and Payroll management tab

Copyright @ 2026 ADP, Inc.

# ADP RealTime Training

Copyright @ 2026 ADP, Inc.

# Company Administrator Training in ADP RealTime for Australia (instructor-led)

This 4-hour virtual instructor-led course introduces the ADP RealTime system and its typical use for Payroll Administrators and System Administrators.

## Who should attend?

All ADP Realtime Company Administrators

## Cost

No cost during implementation

***Note:*** *Consulting rates may apply post implementation - contact the ADP Learning Support team via eService for a quote*

## Duration

4 Hours

## Prerequisites

None

## Learning Objectives

- Basic navigation and menu options
- How employees use the system
- The Manager's role in the system (timesheets, leave requests, delegation)
- Reporting
- Build Schedules (Basic Scheduler only)
- Common background settings
- Process and export the payroll interface file

Copyright @ 2026 ADP, Inc.

# Getting Started with ADP RealTime for Administrator (online)

This 2-hour online course will introduce the features and functions in RealTime and the connection between RealTime and other systems such as Payforce and Payline.

## Who should attend?

- Payroll Professionals
- ADP RealTime Company Administrators

## Cost

No cost

## Duration

2 Hours

## Prerequisites

None

## Learning Objectives

- Describe the hiring and terminating procedure
- Use mass editing in RealTime to bulk update employee information and time entries.
- Understand manager group permission settings
- Explain cost centre mapping relationship between RealTime and other ADP systems
- Customise RealTime dashboards and review reports
- Maintain public Holiday tables
- Create daily rules and work schedules in RealTime
- Process payroll for import

Copyright @ 2026 ADP, Inc.

# Getting Started with ADP RealTime for Managers (online)

This 2-hour online course introduces the ADP RealTime system and its typical use for People Managers.

## Who should attend?

- Supervisors / Managers that will be scheduling their teams, approving timesheets and leave requests
- Basic Scheduler users only

## Cost

No cost

## Duration

2 Hours

## Prerequisites

None

## Learning Objectives

- Basic navigation and menu options
- How employees use the system
- Manage Employee Timesheets
- Manage Requests
- Employee account maintenance
- Reporting

Copyright @ 2026 ADP, Inc.

Getting Started

# ADP eService Portal for Clients (online)

This 1-hour online course will cover an introduction to the features and functions of ADP's eService system.

## Who should attend?

All ADP clients (Australia and New Zealand)

## Cost

No cost

## Duration

1 hour

## Prerequisites

None

## Learning Objectives

- Recognise the features on the eService home page
- Distinguish the eService roles and understand the procedure for viewing and updating the eService user profile
- Understand the Service Request process
- Identify the procedure for creating a new service request and distinguish various priority levels
- Distinguish between the different SR views and understand the procedure for generating and exporting a query list of SR
- Identify how to follow a service request and recognise how to approve or reject a solution
- Recognise how to use charts in the SR management tab and Payroll management tab

Copyright @ 2026 ADP, Inc.

# Payroll & Specialised Training

Copyright @ 2026 ADP, Inc.

Recommended

# ADP Global Payroll and Tax Essentials – Australia (online)

The Global Payroll & Tax Essentials addresses the critical competency that is knowledge on country specific payroll, tax and legislation. The goal of the program is to provide you, as a practitioner, with foundational knowledge on common elements impacting country specific payroll and thereby enhancing your ability to accurately and effectively support your business needs.

## Who should attend?

- Payroll Professionals – both new and experienced wanting a legislation update
- HR Professionals
- Accountants and bookkeepers wanting to expand their payroll knowledge

## Cost

AUD $164.99 per person

## Prerequisites

None

## Learning Objectives

The learning is presented with increasing level of knowledge complexity, but also with a high level of gamification, ensuring a fun and engaging learning experience, with the added opportunity to self-assess your new earned knowledge.

The content is presented in English language with local language versions as applicable.

Copyright @ 2026 ADP, Inc.

Recommended

# EPS Payment for Australia (online)

This 30-minute online course is an introduction to EPS Payments.

## Who should attend?

Payroll Professionals – both new and experienced.

## Cost

No cost

## Duration

30 mins

## Prerequisites

None

## Learning Objectives

- Define Electronic Payment Services (EPS)
- Recognise the importance of ADPs Australian Financial Services Licence (AFSL)
- Explain how files move from payroll to EPS
- Demonstrate how to access the EPS Payments portal
- Describe the main EPS Payments functions

Copyright @ 2026 ADP, Inc.

Recommended

# A Guide to Superannuation for Australia (online)

This 30-minute online course introduces employers to superannuation legislation and requirements for all employees paid in Australia.

## Who should attend?

- Payroll Professionals – both new and experienced wanting a refresher
- HR Professionals
- Accountants and bookkeepers wanting to expand their payroll knowledge

## Cost

No cost

## Duration

30 mins

## Prerequisites

None

## Learning Objectives

- Understand key obligations in relation to employer-paid superannuation
- Appreciate the consequences of late or short payments of superannuation
- Know how superannuation should be paid and reported and the applicable time frames
- Recognise when a contractor should have superannuation paid

Copyright @ 2026 ADP, Inc.

# FAQ

## When do I receive details for an instructor-led session?

For instructor-led sessions your instructor will send you a calendar invitation to your registered email address with the session details including the meeting link for virtual training.

## What do I do if I misplaced the email with my credentials for the eService portal?

Ensure that you are using the email address that you provided to ADP.

Check your spam folder and, if necessary, your company's IT department to ensure that they don't have a spam block on ADP.

If you cannot locate the email, reach out to your ADP representative who will arrange to have a new email sent to you.

## What do I do if I've forgotten my password to the eService portal?

myLearning@ADP is single sign-on from eService. Once you log into eService you will not need to enter another login and password to subsequently access myLearning@ADP.

Once you have the eService login information, it takes up to 3 business days for myLearning@ADP access to become available.

If you forget your eService user ID or password or want to change your password, you can self-serve via the eService login page.

If you lock yourself out of eService, reach out to your ADP representative who will arrange to have a new temporary password sent to you via email.

Copyright @ 2026 ADP, Inc.

## What costs are associated with training?

Costs for the relevant training courses are listed within this document and appear when registering via myLearning@ADP.

All prices are inclusive of GST.

All listed sessions within myLearning@ADP are public training sessions and provide you with all the information and skills you need to use your ADP solution.

Clients can request/opt to have a private instructor-led training session customised to their needs. Consulting sessions will incur additional charges.

For further information, contact the Learning Support team via eService.

## What is the process to amend a booking, cancel a booking and/or request a refund?

All cancellations must adhere to the Terms and Conditions listed below and are applicable to all training bookings; standard sessions, including those conducted via webinar, and to any consulting programs.

- If a booking is cancelled more than five (5) business days prior to the scheduled course date, without immediate intention to reschedule, a charge of $100 is payable.
- If a booking is cancelled more than five (5) business days prior to the scheduled course date you will remain liable to reimburse ADP for any travel and accommodation expenses which ADP has incurred prior to such cancellation.
- If a booking is cancelled within five (5) business days of the scheduled course date, full fees and charges and any travel and accommodation expenses remain payable to ADP.
- Bookings are confirmed within three business days.
- ADP reserves the right to change course schedules, course pricing, discontinue courses, modify course content, limit class size, cancel courses, and refuse entrance to a course at any time with prior written notice.
- In the case of a course cancellation, confirmed participants will be notified (where possible) at least five business days prior to the scheduled course training date.

All requests (for cancellations, refund requests, date changes, etc) must be submitted via an eService Request.

Copyright @ 2026 ADP, Inc.

# What Our Clients Say

"The facilitators made the ADP payroll training really clear and easy to follow. They were patient and supportive, making sure everyone understood, and no question felt out of place"

"The facilitator makes the course easy to follow and delivers it in a fun and informative way!"

"The facilitator did a great session. Followed through on sending material he said he would. He had a very calming nature and delivery of the content. Was a great presenter!"

"The training has given me confidence that ADP is following the updated payroll system, which will help ensure our processes remain compliant"

"The training was well presented online with ample opportunities to ask questions and clarify."

"I am a fan of in-person training but felt that this online training was just as good as being in the classroom face-to-face setting."

"Having entered with no experience with the product, covering the basics was welcome. I appreciate that the facilitator kept pace throughout and was able to answer the more specific questions. This was a solid introduction to the product and worth the time investment."

"The facilitator had a good knowledge of the product and was very clear in explaining this. Was happy to answer questions along the way whilst also staying on track."

Copyright @ 2026 ADP, Inc.

# ADP Office Locations

## ADP Melbourne

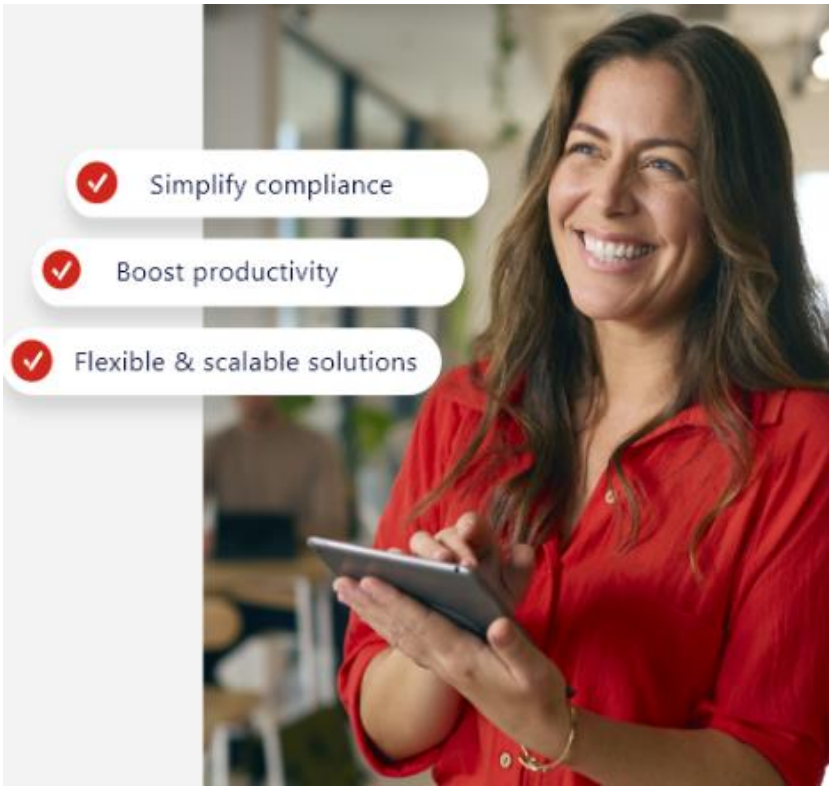
Level 5, 6 Fitzgibbon Street
Cremorne VIC 3121

## ADP Sydney

Level 3, 15 Bourke Road
Mascot NSW 2020

## ADP Fortitude Valley

Level 4, Office 431
470 St Paul Terrace
Fortitude Valley QLD 4006




## Contact us

**Phone:** 1800 000 729
**Fax:** 1800 880 729

## Visit our website and socials

https://au.adp.com

linkedin/company/adpaustralia

@ADP_ANZ

youtube.com/user/ADPANZ

Copyright @ 2026 ADP, Inc.