When do I contact helpdesk?

Please contact helpdesk for the following issues:

- Citrix, Outlook, or DUO issues

But before you do, please try the following troubleshooting tips first:

- Check that you are using the correct username and password
- Check that your Caps Lock is not on (password is case sensitive)
- Clear your cache
- Restart your computer
- If you are having issues accessing Citrix or Outlook, check that you have approved access through DUO.
- If experiencing issues with Citrix, make sure that you are logging in within work hours
  - if you attempt to login to Citrix outside of your work hours, you will receive an "invalid credentials" error message.
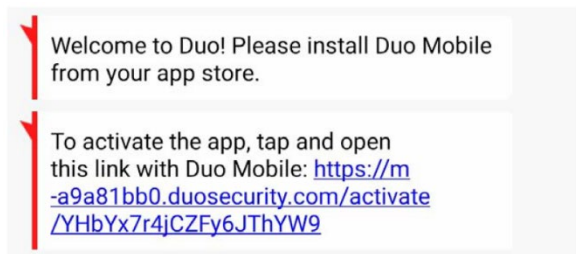
If these tips do not help, please contact **remotesetup@id-edd.com**, your project manager(s) and Victoria Fanone (**Victoria.fanone@id-edd.com**). Make sure that your project code name is included in the email subject line.

Citrix & Duo

I downloaded the DUO app, but how do I receive the activation link?

The activation link will be sent to your mobile device shortly before the review start. If you do not receive this link, please contact **Remotesetup@id-edd.com** and Victoria Fanone (**Victoria.Fanone@id-edd.com**).

Make sure that your project code name is included in the email subject line.

Welcome to Duo! Please install Duo Mobile from your app store.

To activate the app, tap and open this link with Duo Mobile: https://m-a9a81bb0.duosecurity.com/activate/YHbYx7r4jCZFy6JThYW9

How do I access Citrix?

The URL to navigate to the review website is **https://review.id-edd.com**. You should use the citrix credentials that were sent to your personal email to log in. Please ensure that you are using the correct username and password. For example:

Citrix username: firstname.lastname@idedd-review.com
Password: BIRDS/birds/18?

A ticket response will be generated from IT Service Desk (**innovativediscovery@service-now.com**). To keep your ticket up to date, please **Reply All** to the generated email to continue the discussion regarding your issue.

How do I log into Citrix for the first time?

Please view this video for instructions on how to log into Citrix for the first time.

Is technical support available 24-hours – 7-days a week?

ID provides technical assistance from 8am-6pm, Monday to Friday. If your project review hours extend outside the time technical assistance is available and you encounter technical issues that are not resolved within thirty minutes, please stop billing.

Outlook and Reviewer Share Folder

How do I log into Outlook and access the Reviewer Share Folder?

Please view this video for instructions on how to log into Outlook and access the Reviewer Share Folder.

Timekeeping

What website should I use for timekeeping?

Timekeeping will be in Billing Management System (BMS). Please use the following link to access the website: **Billing Management System**.

What is my timekeeping username?

Your BMS username will be your Outlook credentials which will be sent to you prior to the start of the review.

I am having issues logging into timekeeping. Who do I contact?

Please email **MR-HR@id-edd.com**.

What billing increments should I use?

This information will be provided to you by your project manager and is included in the Admin & HR post for your project.

- If your time entry is in **quarter** hours, please record you time rounded to the nears 15 minutes (for example, :00, :15, :30, :45).
- If your time entry is in **tenths**, please record you time rounded to the nears 6 minutes (for example, :00, :06, :12, :18, :24, :30, :36, :42, :48. :54).

When should I bill Admin?

You should not bill to Admin time unless you have been directed by your project manager to do so. If you have a question as to whether you should bill to Admin, please contact your project manager.

Can I bill for my technical downtime?

If the issue lasts longer than 30 minutes, we require that you stop billing until your technical issues are resolved. Should you encounter technical downtime with Citrix, DUO, Outlook, or Relativity please first try the following troubleshooting tips:

- Clear your cache
- Restart your computer

If these tips do not help and you continue to have issues, reach out to **Remotesetup@id-edd.com**, your **project manager(s)**, and Victoria Fanone (**Victoria.Fanone@id-edd.com**). Make sure that your project code name is included in the email subject line.

You are not permitted to bill for issues experienced with timekeeping or ADP.

What do I do if I do not see my correct billing project and position in the timekeeping system?

Select the project *Code Name* corresponding to your time entry by clicking on the drop down box. The user will have access to all of the projects they are currently working on in the drop down box.

If you have already done this and your project/position is not listed, please email **MR-HR@id-edd.com**.

Relativity

I am unable to log into Relativity. What do I do?

First, check that you are using the correct username and password. For example,

Username: firstname.lastname@idedd-review.com
Password: ID!scovery123

If you are using the correct credentials, but you are still unable to log in, send an email to your project manager(s) and cc: Victoria Fanone (**Victoria.Fanone@id-edd.com**). Please make sure that your project code name is included in the subject of the email.

Relativity is telling me to contact the system administrator. Who should I contact?

If ID is not hosting the review, please reach out to your project manager.

If ID is hosting the review, please send an email to your ID project manager(s) and cc: Victoria Fanone (**Victoria.Fanone@id-edd.com**). Please make sure that your project code name is included in the subject of the email.

Relativity is saying my credentials are invalid. What do I do?

First, check that you are using the correct username and password. For example,

Username: firstname.lastname@idedd-review.com
Password: ID!scovery123

If you are using the correct credentials, but you are still receiving this error message, send an email to your project manager(s) and cc: Victoria Fanone (**Victoria.Fanone@id-edd.com**). Please make sure that your project code name is included in the subject of the email.

How do I submit a Relativity password reset request?

Send an email to your project manager(s) and cc: Victoria Fanone (**Victoria.Fanone@id-edd.com**). Please make sure that your project code name is included in the subject of the email.

ADP

I am having trouble accessing ADP. Who do I contact?

Many companies use ADP for Payroll and/or timekeeping, but to log into *our* ADP Workforce Now website, you will need to create or use your innovate account.

- If you are a new hire, your **Associate ID** and **Personal Registration Code** has been emailed to your personal email. You will use this to create your account.
- If you are not new to Innovative Discovery, and you do not currently have an account, you will need to create one using the following registration code: **idiscovery-100**.
- Once complete, a **username** will be created for you (for example: MArmstead@idiscovery).

If you still are having issues logging in, please email MR-HR@id-edd.com.

What is the pay schedule?

You will be paid every Friday for work performed in the previous week. If a holiday falls on a Friday, you will receive your pay on Thursday.

Where can I find my paystub?

You can access your paystub (once available) through the following link: https://workforcenow.adp.com. The path to access paystubs is: *Myself > Pay > Pay & Tax Statements*.