

### **How do I contact Wisely Card?**

Wisely can be contacted by visiting <https://info.mywisely.com/pay> or by calling 866-313-6901.

### **When do I get my Wisely Card?**

Your Wisely card is ordered on your start date. It takes 10-14 business days to arrive to your home address. Please ensure that the address that you provide to CDCN is your correct mailing address.

### **When will I be paid?**

PDWs will begin to be paid in the pay period corresponding with their OK to Work date. Your Support Broker will send an Okay to Work email with your start date and pay period information. The payroll calendar can be viewed by visiting <https://www.consumerdirectdc.com/forms/> and viewing "Payroll Related Forms."

### **How do I see my pay stub?**

PDWs can view their pay stubs by logging into [www.myadp.com](http://www.myadp.com)

You will have to register first, then you will be able to view your pay stubs and W2 information. Directions to register for ADP can be found by visiting <https://www.consumerdirectdc.com/forms/> and viewing "Payroll Related Forms."

### **When will I receive my first Direct Deposit?**

Your first and possibly second paycheck may be a paper check. Paper checks are necessary until your direct deposit set-up is complete. Paper checks are sent by mail. Delivery time depends on your local postal service and weather and will arrive after the stated pay day on the payroll calendar.

### **What happens if I change my payment method?**

If you change your payment method, please allow two pay cycles for the change to take effect. You will receive a paper check during the change.

### **How to do I read my pay stub?**

Please visit the Forms page of our website at <https://www.consumerdirectdc.com/forms/> and expand the "Payroll Related Forms" section to view or download *How to Read Your Pay Stub* and *Calculating Your Overtime Pay*.