

Former Team Member Record Access FAQs

1. I've never logged in before. In what format should I create my password?

Your password is the upper case first letter of your last name, then the lower case second letter of your last name, then a dash, then your birthdate as 2-digit month 2-digit day 4-digit year, then another dash, then the last 4 digits of your Social Security number. For example, if your last name is O'Brien and your birthdate is April 7, 1998, and your Social Security number is 901-05-0156, then your password is Ob-04071998-0156

2. I've never logged in before. What if I created my password as described above, but my password is not recognized?

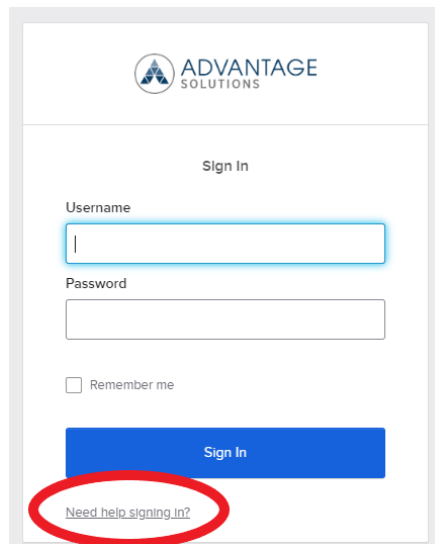
If you encounter issues logging in, please email HRSS@advantagesolutions.net with a description of your problem, and a team member will contact you shortly.

3. I logged in successfully. What if I have questions about my tax forms or pay slip?

If you have questions about your tax forms or pay slip, or see an error that needs to be corrected, please email HRSS@advantagesolutions.net with a description of your problem, and a team member will contact you shortly.

4. I've logged in successfully before. What if I don't remember my password?

Click "Need help signing in?" on the login page and follow the steps to reset your password.



The screenshot shows the Advantage Solutions login interface. At the top is the logo for Advantage Solutions. Below it is the heading 'Sign In'. There are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. A blue button labeled 'Sign In' is positioned below the checkbox. At the bottom of the form, there is a link labeled 'Need help signing in?' which is circled in red.

5. What if I still need help?

If you encounter any issues while accessing your tax forms or payslips, please email HRSS@advantagesolutions.net with a description of your problem, and a team member will contact you shortly.