

## Summary

### Reported Scenario

- *Employee receives “Server response 422. Please contact your service provider to resolve the issue.” when trying to complete the tax forms in PrismHR Onboarding.*

### Solution

The onboarding module in PrismHR uses address and EIN data run through Symmetry to determine what tax forms a new hire will need to complete during the onboarding process. If the employee gets an error “Server response 422. Please contact your service provider to resolve the issue.” the user will need to ensure all needed data is complete.

#### Items to Review:

1. Employee has a resident address in their Employee Detail record (**HR / Change / Employee Address**). There needs to be a street address, zip code and a GEO Code completed for the formulation of tax forms.



1. The Client Detail record (**Client / Change / Client Details**) must have a completed street address and zip code.



1. The Worksite Location record (**Client / Change / Worksite Locations**) must have a street address and zip code filled in.



1. The Employer Detail record (**Employer / Change / Employer Details**) must have a street address and zip code filled in



1. The Employer Detail record (**Employer / Change / Employer Details**) must have an EIN that is 9 digits



If any one of these items was not complete a user should update the item and the change is dynamic. Once any items are corrected the employee will be able to immediately proceed in the Tax Forms program.

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