IN THE BUSINESS OF YOUR SUCCESS℠

Employee Self Service Quick Reference Card

Contents

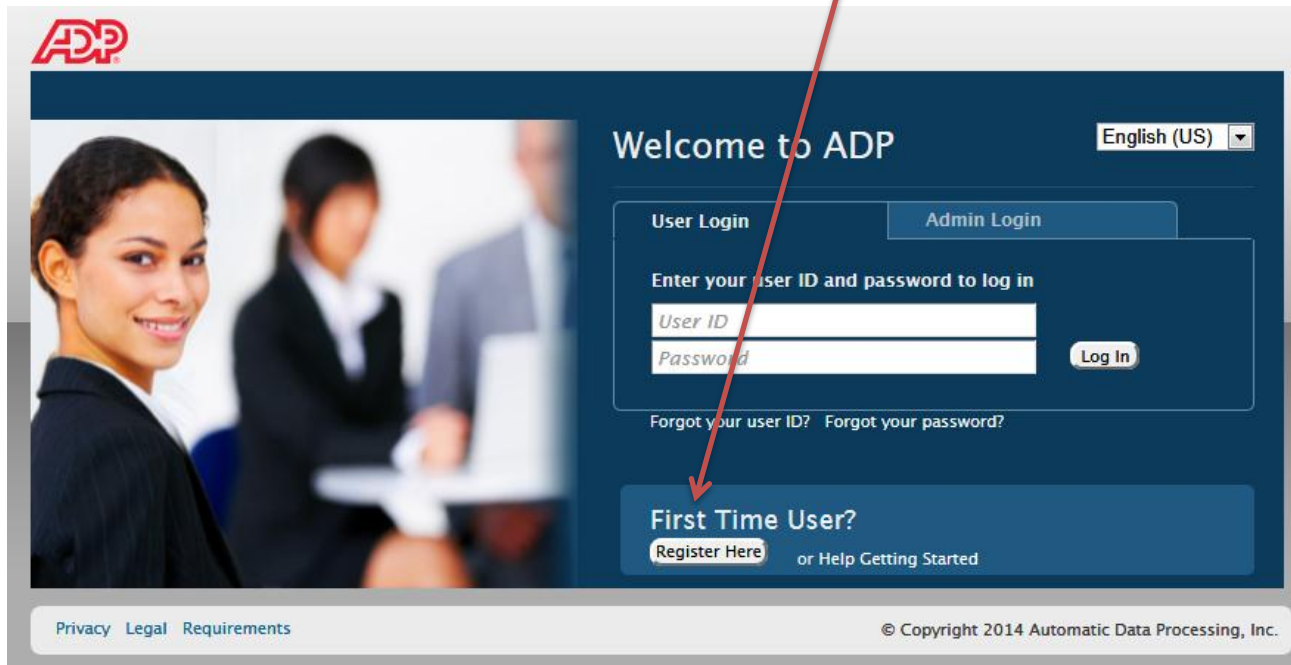# Self Service Registration

Welcome! ADP is committed to protecting your privacy and ensuring that only you can access your personal information. To assist us in meeting that commitment, you must register with us before using our services.

Visit https://workforcenow.adp.com then select [Register Here]

The following screen will appear.   Enter the following Registration code: **Deainc-Welcome**

ADP

Before you register, help us find you in our records.

Registration code*   Enter Registration Code Here   Go

What is this?

ADP

Before you register, help us find you in our records.

Registration code*   ACMEJM–ACMEJM   **Start over**

What is this?

<Name of Your Organization>

If this is not your organization, click Start over

First name*   John

Last name*   Smith

Select either Employee ID or SSN/EIN/ITIN*

The options available on this page might vary based on your organization's setup.

⦿ **Employee ID**   1234

◯ **SSN, EIN, or ITIN**

Type it again

Birth month and day*   March   ▼   /   21   ▼

Confirm

ADP

Before you register, help us find you in our records.

Registration code*	ACMEJM–ACMEJM

Start over

What is this?

ACME

First name* | John
Last name* | Smith

Select either Employee ID or SSN/EIN/ITIN*

○ **Employee ID**   1234

○ SSN, EIN, or ITIN

Type it again

Birth month and day*   March ▼ / 21 ▼

Confirm

> If your name is not being retrieved, contact Jeff Herrick, Payroll Administrator, for assistance.

We found you!   ⊗

We have found John Smith in our records. If this is you, click Register Now to begin your registration. If this is not you, click Cancel and check your entries.

If your entries are correct, but your name is not being retrieved, close your browser. Contact your organization's administrator for assistance.

Cancel   Register now

Register for ADP Services

John Smith

Enter your contact information How will this be used by ADP?

Email address*	john.smith@testcompany.com		⦿ **Work** ◯ Personal
Mobile phone number	United States ▾	555-555-5555	◯ Work ⦿ **Personal**

☑ I authorize ADP to send me text messages regarding my account at the number I have provided, according to ADP's Text Messaging Terms and Conditions.

> Notifications from DEA or ADP will be sent to this email/mobile phone. You may also use this information to retrieve your forgotten user ID or password.

View your user ID and create a password

User ID* JSmith@ACMEJM

Password* ·········   Password Strength: Good

Passwords must be at least 8 characters long and contain at least 1 letter and 1 number. Passwords are case sensitive.

Confirm password* ·········

> If you don't have an iPay user ID, you have the option to create your own user ID.

> Create a strong password to protect your account. Passwords are case-sensitive.
>
> Your user ID and security answers are not case-sensitive.

In case you forget your user ID or password

Question 1* In what city was your father born? (Enter full name of city only) ▾

Your answer* Madrid

Question 2* In what city was your mother born? (Enter full name of city only) ▾

Your answer* New York

Question 3* What was the name of your first pet? ▾

Your answer* Bubbles

> Enter answers that you will remember later. If you ever forget your user ID or password, you will be required to respond with the exact answers to confirm that you are the rightful owner of the account.

Register now

![ADP logo]

Your registration for ADP services is complete!

➡ **Things to do for your account**   ✔ **Your available ADP services**

Activate your email and mobile phone
ADP has sent you a confirmation message to
john.smith@testcompany.com and 973-974-5000.

Respond to this message within 24 hours so we can activate
your contact information.

Did not receive a confirmation message? Contact your
organization's administrator for assistance.

[ADP Security Management]

[Self Service]

Your registration is complete. You can use your user ID and password to access your ADP service.

- You must activate your email and mobile phone number to receive important notifications from your organization or ADP.
- Manage your account information to keep it accurate.

Activate Your Email Address

Once you are registered, ADP will send you an email with instructions on how you can activate your email address. Click the link in the email you received from ADP to complete the activation.

From: SecurityServices_NoReply@adp.com
To: <your email address>

Subject: ADP Generated Message: Activate Your Email Address

<First Name Last Name>
Thank you for setting up your account with ADP.

As part of the services ADP provides to you, ADP will contact you by email when important changes occur to your account.
If you forget your login information, ADP can even send your user ID and password to this email address if you activate.
You have requested this notification service as part of your registration with ADP.

Click on the link to activate your email for contacts from ADP: <Your activation link>

Need help or have questions about your account?
Contact your organization's administrator for assistance

This email has been sent from an automated system. DO NOT REPLY TO THIS EMAIL.

Activate Your Mobile Phone (Updated!)

If you provided a mobile phone number during registration, look out for a text message from ADP. Reply with the code to activate your mobile number.

Note: In the United States, the message will come from sender "90206"; the sender will vary in other countries.

Need Help? Forgot Your Password?

Once registered, you can use your user ID and password to log in and access your ADP service. If you forget your password, you can use the "**Forgot your password**?" link on your ADP service web site to reset your password.

During this process, you will be required to verify that you are the rightful owner of the account to protect your personal information.

Complete the following steps.

1. Enter your user ID to identify yourself.

2. Select the reset method.

- Request temporary password to be sent as a text message to your activated mobile phone number.

- Request temporary password to be sent via email to your activated email address.

- Request to answer security questions and reset the password on the screen.

Note: If you have not yet activated your email address and/or your mobile phone numbers, the email and text message options will not be available to you. Use the option to reset your password on the screen.

Reset Your Password

Step 1	Step 2	Step 3	Step 4	Step 5
Identify Yourself	Select Reset Method	Verify Information	Reset Password	Confirmation

Step 2 of 5: Select Reset Method

To protect your information, the password to your account cannot be retrieved and must be reset. Depending on the option you select, you will be required to comple additional steps to verify your identity. Standard text and data charges might apply from your mobile phone carrier.

Select the contact information to which you have immediate access to continue this process.

Reset Method: *

- ⦿ Send a temporary password to my mobile phone number ending in: 4133

- ○ Send a temporary password to my email address: jxxxxx@adp.com

- ○ Reset my password online (For your security, the password you enter will be masked.)

ⓧ Cancel   ◀ Previous   ▶ Next   ✔ Done

Note: Depending on the reset method you select, the next set of steps will differ.

Using your activated mobile phone number or your email address

3. Enter the answer to your security question(s) to continue.

Reset Your Password

Step 1	Step 2	Step 3	Step 4	Step 5
Identify Yourself	Select Reset Method	Verify Information	Reset Password	Confirmation

Step 3 of 5: Verify Information

Enter the answer to the security question. Answers are not case sensitive.

Question: What was your childhood nickname that most people do not know?

Answer:* [   ]

4. Upon successful verification of your security answer(s), a temporary password will be sent to your mobile phone number or email address.

Use your temporary password to log in to your ADP service and choose your new password when prompted.
Note: If you are unable to reset your password, try a different option. If the problem persists, contact your organization's administrator for assistance.

Using the option to reset your password online

3. Select the option to be asked identity questions on screen. (**Recommended option!**)

Reset Your Password

| Step 1 Identify Yourself | Step 2 Select Reset Method | Step 3 Verify Information | Step 4 Reset Password | Step 5 Confirmation |

Step 2 of 5: Select Reset Method

Select an option to continue this process. Standard text and data charges might apply from your mobile phone carrier.

Online Reset Method: *

○ Send an access code to my mobile phone number ending in: 4133

○ Send an access code to my email address:jxxxxx@adp.com

◉ Ask me identity questions on screen ← Recommended Option!

❌ Cancel   ◀ Previous   ▶ Next   ✓ Done

4. Enter the identity verification information to confirm your identity.
Important: The options on this page may vary based on the ADP services your organization has purchased.

Reset Your Password

Step 1	Step 2	Step 3	Step 4	Step 5
Identify Yourself	Select Reset Method	Verify Information	Reset Password	Confirmation

Step 3 of 5: Verify Information

Your Social Security number (SSN) / Federal Employer Identification number (FEIN) / Individual Taxpayer Identification number (ITIN) is used to identify you during this process. ADP does not share this personal information with any third-party vendor.

Last 4 Digits of SSN, EIN, or ITIN: *   [   ]

Confirm Last 4 Digits of SSN, EIN, or ITIN: *   [   ]

Birth Month and Day: *   [▼] [▼]

❌ Cancel   ◀ Previous   ▶ Next   ✓ Done

5. Enter answers to your security questions to continue.

Reset Your Password

Step 1	Step 2	Step 3	Step 4	Step 5
Identify Yourself	Select Reset Method	Verify Information	Reset Password	Confirmation

Step 3 of 5: Verify Information

Enter the answer to the security question. Answers are not case sensitive.

Question: What was your childhood nickname that most people do not know?

Answer:*

6. Upon successful verification of your security answers, you will be prompted to select and confirm your new password.

Reset Your Password

Step 1	Step 2	Step 3	Step 4	Step 5
Identify Yourself	Select Reset Method	Verify Information	Reset Password	Confirmation

Step 4 of 5: Reset Your Password

Passwords must be at least 8 characters long and contain at least 1 letter and 1 number. Passwords are case sensitive. It is recommended that passwords be 12 or more characters and contain a mix of upper case and lower case letters, numbers, and special characters.

New Password: *

Password strength:

Confirm New Password:
*

Congratulations! You have successfully reset your password. Use your new password to log in to your ADP service.
Note: If you are unable to reset your password, try a different option. If the problem persists, contact your organization's administrator for assistance.

Need Help? Forgot Your User ID?

Once registered, you can use your user ID and password to log in and access your ADP service. If you forget your user ID, you can use the "**Forgot your user ID**?" link on your ADP service web site to retrieve your user ID. During this process, you will be required to verify that you are the rightful owner of the account to protect your personal information.

Complete the following steps.

1. Enter your first name and last name exactly as they exist in your organization's records. Enter an email address or mobile phone number associated with your account.

2. Select the delivery method to retrieve your user ID:

- Request your user ID to be sent via email to your email address.

- Request your user ID to be sent as a text message to your mobile phone number.

- Request to answer a security question and retrieve your user ID on the screen.

Note: If your email is shared with other users in your organization, you must use the option to retrieve your user ID on the screen.

Retrieve Your User ID

Step 1	Step 2	Step 3	Step 4
Identify Yourself	Select Delivery Method	Verify Information	Confirmation

Step 2 of 4: Select Delivery Method

Depending on the option you select, you will be required to complete additional steps to verify your identity. Standard text and data charges might apply from your mobile phone carrier.

- ⦿ Send my user ID to my mobile phone number ending in: 4133

- ◯ Send my user ID to my email address: jxxxxx@adp.com

- ◯ Display my user ID

❌ Cancel   ◀ Previous   ▶ Next   ✔ Done

Note: Depending on the method you select, the next set of steps will differ.

Using your mobile phone number or your email address

3. Verify that your mobile phone / email address is correct. Your user ID will be sent to your mobile phone number or email address.
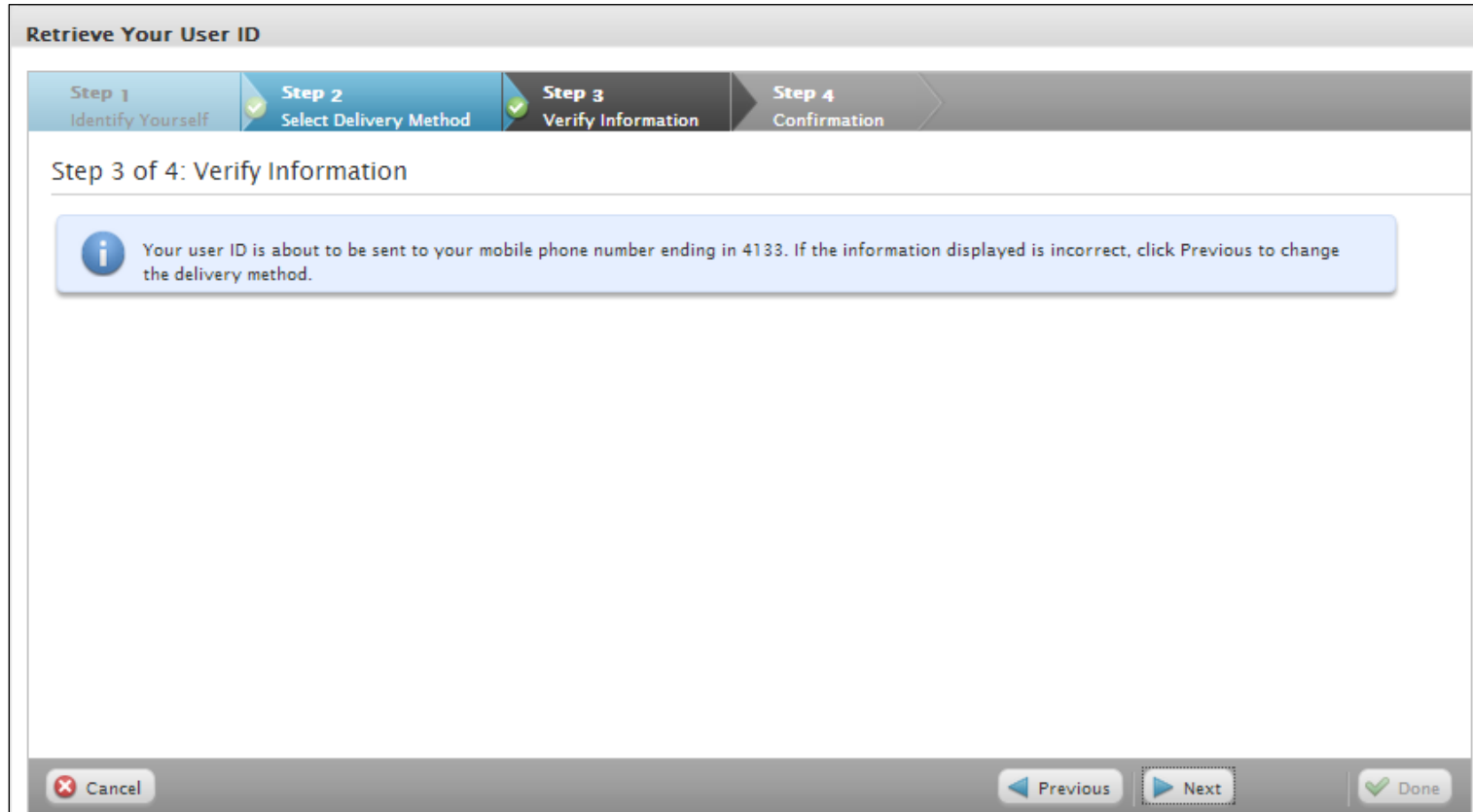
Retrieve Your User ID

| Step 1 Identify Yourself | Step 2 Select Delivery Method | Step 3 Verify Information | Step 4 Confirmation |

Step 3 of 4: Verify Information

> ℹ Your user ID is about to be sent to your mobile phone number ending in 4133. If the information displayed is incorrect, click Previous to change the delivery method.

❌ Cancel   ◀ Previous   ▶ Next   ✔ Done

Congratulations! You have successfully retrieved your user ID. Use your user ID to log in to your ADP service account.
Note: If you are unable to retrieve your user ID, try a different option. If the problem persists, contact your organization's administrator for assistance.

Using the option to display your user ID on the screen

3. Enter the answer to your security question to continue.

Upon successful verification of your security answer, your user ID will be displayed on the screen.

Congratulations! You have successfully retrieved your user ID. Use your user ID to log in to your ADP service account.
Note: If you are unable to retrieve your user ID, try a different option. If the problem persists, contact your organization's administrator for assistance.