

# ADP® Security Management Service

## Safeguarding Your Organization’s Registration Process



### Contents

Safeguarding the Registration Process .....	2
Identity Questions .....	3
Locking of the Registration Process.....	3
How to Unlock a User .....	4
Option 1: Issue a Personal Registration Code by Email .....	5
Option 2: Issue a Personal Registration Code to Screen .....	8
Instruct the User to Register Again .....	8
Reminder: Protect Your Registration Code.....	9

### Disclaimers:

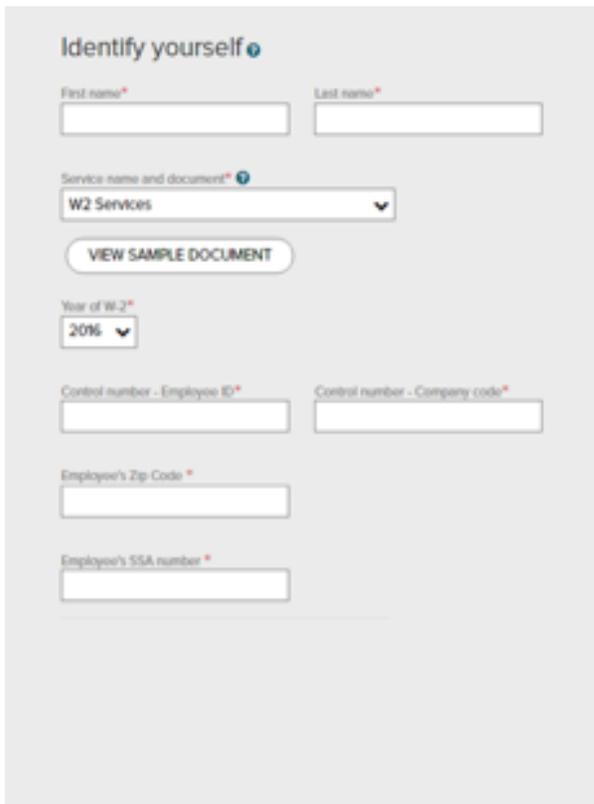
- Previously registered users are not impacted by these security enhancements and do not need to re-register.
- The employee registration process does not apply to administrators and federated users.

## Safeguarding the Registration Process

ADP is committed to protecting the privacy of your users and their personal information. To help us meet that commitment, your users must register with us before using ADP services.

In the Fall 2016 release of Security Management Services, the employee registration process has been enhanced with additional security features to help prevent identity fraud:

- Users must prove they are who they say they are by answering three identity questions.
- Users who repeatedly fail the registration process will be locked out and require a personal registration code from their administrator.



The screenshot shows a web form titled "Identify yourself" with a blue information icon. The form contains the following fields and elements:

- Two text input fields for "First name\*" and "Last name\*".
- A dropdown menu for "Service name and document\*" with "W2 Services" selected and a downward arrow.
- A button labeled "VIEW SAMPLE DOCUMENT".
- A dropdown menu for "Year of W-2\*" with "2016" selected and a downward arrow.
- Two text input fields for "Control number - Employee ID\*" and "Control number - Company code\*".
- A text input field for "Employee's Zip Code\*".
- A text input field for "Employee's SSA number\*".

## Identity Questions

This form of additional verification requires your users to answer correctly three identity questions generated from public records and other commercially available data sources. Users must respond within 30 seconds to each question to prove their identity.

The image shows a screenshot of an identity verification interface. It features three overlapping cards, each titled "Help us verify your identity" with a 30-second timer. The top card has a timer of 00:27, the middle 00:28, and the bottom 00:22. Each card is marked as required with a red asterisk. The bottom card is the most prominent, showing a question: "Do you \_\_\_\_\_?" followed by "Your answer (select one)\*". Below the question are five radio button options: "Answer Choice 1", "Answer Choice 2", "Answer Choice 3" (which is selected), "Answer Choice 4", and "Answer Choice 5". To the left of the cards, there is a vertical list of radio buttons labeled "C", "M", "N", "S", and "I", with "I" selected. Below this list are buttons for "C", "CAN", "CANCEL", and "NEXT".

These questions and answers are not used for any purpose other than to verify the identity of your registering users.

## Locking of the Registration Process

Users who repeatedly attempt to register with incorrect identity information will be locked out of the registration and require assistance from their administrator. Once locked, users must be issued a personal registration code to complete the registration.

## How to Unlock a User

Users with security master, security administrator, and user master security roles can issue personal registration codes to unregistered users who are locked. (This task cannot be performed by user administrators and product users.)

1. Go to <https://netsecure.adp.com> and log on as an administrator.
2. Go to **People > Personal Registration Codes**.

Welcome, Test User | TUser@testclient | Security Master X Log out

Home Myself People Setup Reports 17

Personal Registration Codes ? ↗

Last Name:  First Name:  Code Status: All  Search

Email Address:  Email Status: All  Lock Status: All

Personal registration codes are alphanumeric codes randomly generated by ADP and distributed to users by email or shared by your administrator (verbally or on paper) for registration. A personal registration code expires once used or on the expiration date (whichever is earlier) and can be reissued if it is lost or compromised. To protect your employee's account from fraud due to identity theft, personal registration codes will be issued ONLY to employees with unique email addresses.

Once issued, employees receive their personal registration code in an email from ADP (SecurityServices\_NoReply@adp.com) and use it during registration to create their ADP service account. Click on the email address field to update the unique email addresses of the employees.

Rows Per Page 10 1 - 6 of 6

<input type="checkbox"/>	Name	Email Address	Lock Status	Code Status	Date Issued	Expiration Date
<input type="checkbox"/>	BELTRAN, DON		Locked	Not Issued		
<input type="checkbox"/>	BURNS, ED	eburns@testclient.com	Locked	Not Issued		
<input type="checkbox"/>	CEFENIA, DARLA		Locked	Not Issued		
<input type="checkbox"/>	DE SILVA, LOUISA	lousia.desilva@gmail.com		Not Issued		
<input type="checkbox"/>	FOWLER, LINDA	fowlerl@gmail.com		Not Issued		
<input type="checkbox"/>	GARCIA, ROBERT	rgarcia@testclient.com		Not Issued		

Issue Codes

3. Use the Lock Status search option to find users who are locked.

Lock Status:

- All
- Unlocked
- Locked

4. Hover-over a locked user's name to view and confirm their SSN. Ask the user questions to verify their identity, for example, about their employment history.
5. Select the locked user and provide the personal registration code to them in one of two ways:
  - By email
  - In person or by phone

## Option 1: Issue a Personal Registration Code by Email

A user must have a unique email address in your organization to receive a personal registration code by email. Enter a unique email address for the user and click Save Email Address to update the user's record.

Welcome, Test User | TUser@testclient | Security Master X Log out

Home Myself People Setup Reports 17

Personal Registration Codes ? ↗

Last Name:  First Name:  Code Status: All  Search

Email Address:  Email Status: All  Lock Status: Locked

Personal registration codes are alphanumeric codes randomly generated by ADP and distributed to users by email or shared by your administrator (verbally or on paper) for registration. A personal registration code expires once used or on the expiration date (whichever is earlier) and can be reissued if it is lost or compromised. To protect your employee's account from fraud due to identity theft, personal registration codes will be issued ONLY to employees with unique email addresses.

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Rows Per Page 10 1 - 3 of 3

<input type="checkbox"/>	Name	Email Address	Lock Status	Code Status	Date Issued	Expiration Date
<input type="checkbox"/>	BELTRAN, DON	dbeltran@testclient.com	Locked	Not Issued		
<input type="checkbox"/>	BURNS, ED	eburns@testclient.com	Locked	Not Issued		
<input type="checkbox"/>	CEFENIA, DARLA		Locked	Not Issued		

Issue Codes

Select the user and click **Issue Codes > To Selected Users** to send the code by email. Do not select To All Users.



Welcome, Test User | TUser@testclient | Security Master

[Log out](#)

Home Myself People Setup Reports 17

### Personal Registration Codes

Last Name:  First Name:  Code Status: All  Search   
Email Address:  Email Status: All  Lock Status: Locked

Personal registration codes are alphanumeric codes randomly generated by ADP and distributed to users by email or shared by your administrator (verbally or on paper) for registration. A personal registration code expires once used or on the expiration date (whichever is earlier) and can be reissued if it is lost or compromised. To protect your employee's account from fraud due to identity theft, personal registration codes will be issued ONLY to employees with unique email addresses.

Once issued, employees receive their personal registration code in an email from ADP (SecurityServices\_NoReply@adp.com) and use it during registration to create their ADP service account. Click on the email address field to update the unique email addresses of the employees.

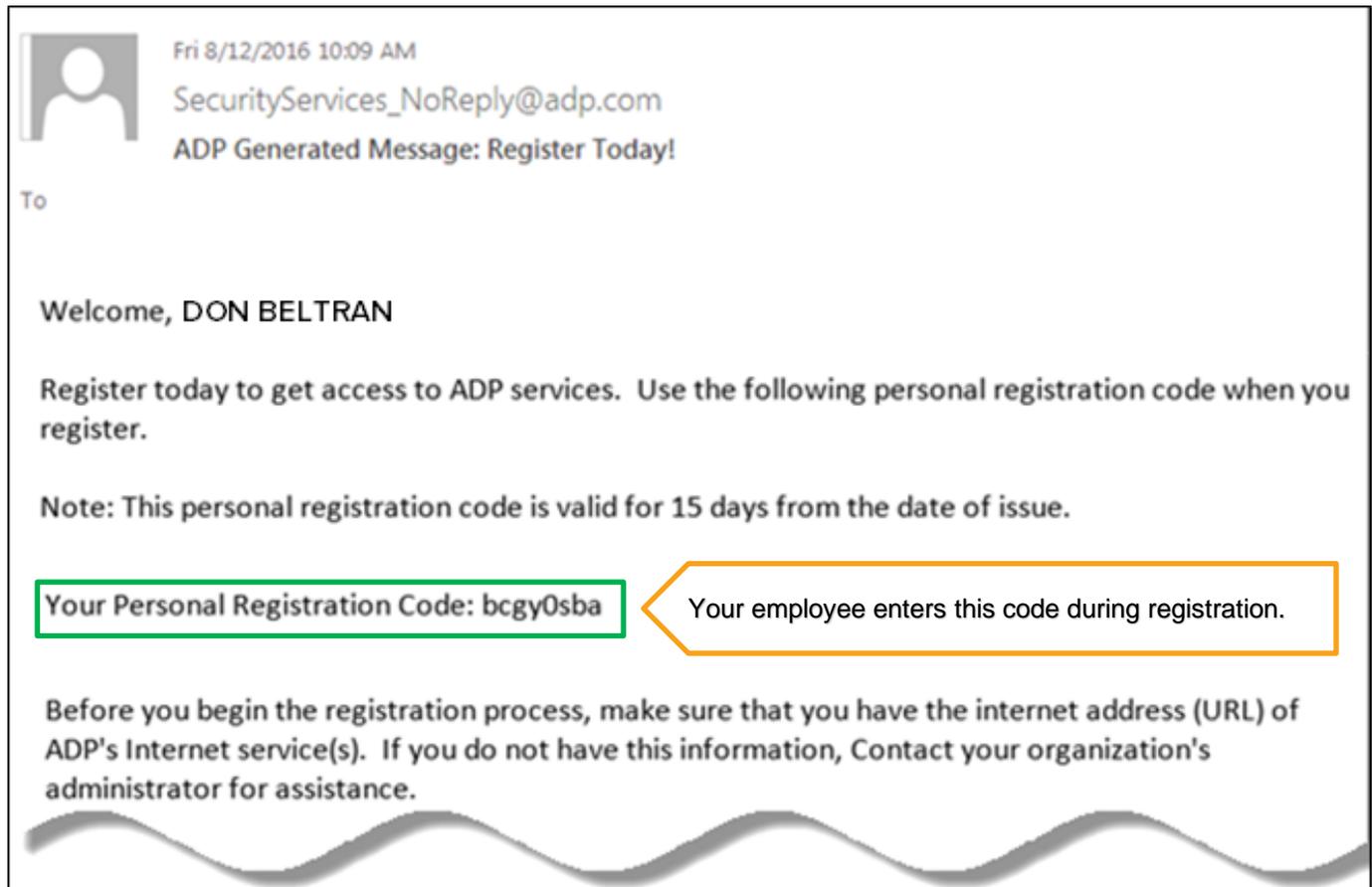
Rows Per Page: 10 1 - 3 of 3

<input type="checkbox"/>	Name	Email Address	Lock Status	Code Status	Date Issued	Expiration Date
<input checked="" type="checkbox"/>	BELTRAN, DON	dbeltran@testclient.com	Locked	Not Issued		
<input type="checkbox"/>	BURNS, ED	eburns@testclient.com	Locked	Not Issued		
<input type="checkbox"/>	CEFENIA, DARLA		Locked	Not Issued		

Issue Codes

- To All Users
- To Selected Users**

The user will receive the code in an email from sender [SecurityServices\\_NoReply@adp.com](mailto:SecurityServices_NoReply@adp.com).



## Option 2: Issue a Personal Registration Code to Screen

Sometimes a user does not have a unique email address or you would prefer to issue them a code in person or by phone. In that case, select the user and click **Issue Code to Screen** to display the code on the page.

Welcome, Test User | TUser@testclient | Security Master X Log out

Home Myself People Setup Reports 17

Personal Registration Codes ?

Last Name:  First Name:  Code Status: All  Search

Email Address:  Email Status: All  Lock Status: Locked

Personal registration codes are alphanumeric codes randomly generated by ADP and distributed to users by email or shared by your administrator (verbally or on paper) for registration. A personal registration code expires once used or on the expiration date (whichever is earlier) and can be reissued if it is lost or compromised. To protect your employee's account from fraud due to identity theft, personal registration codes will be issued ONLY to employees with unique email addresses.

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Rows Per Page: 10 1 - 3 of 3

<input type="checkbox"/>	Name	Email Address	Lock Status	Code Status	Date Issued	Expiration Date
<input type="checkbox"/>	BELTRAN, DON	<input type="text"/>	Locked	Not Issued		
<input type="checkbox"/>	BURNS, ED	eburns@testclient.com	Locked	Not Issued		
<input checked="" type="checkbox"/>	CEFENIA, DARLA	<input type="text"/>	Locked	Not Issued		

Issue Codes

The code is displayed on the screen. As a security measure, the code will be hidden (but remain active) when you navigate away from the page.

<input type="checkbox"/>	Name	Email Address	Lock Status	Code Status	Date Issued	Expiration Date
<input type="checkbox"/>	BELTRAN, DON	<input type="text"/>	Locked	Not Issued		
<input type="checkbox"/>	BURNS, ED	eburns@testclient.com	Locked	Not Issued		
<input type="checkbox"/>	CEFENIA, DARLA	<input type="text"/>		Active Code - ge3vrhvj	10/17/2016	11/01/2016

## Instruct the User to Register Again

Instruct the user to return to the web site of your ADP service and click "Register Now". On the first page, they should enter their personal registration code instead of your organizational registration code. They will then be prompted for one piece of personally identifiable information available in our records.

## Reminder: Protect Your Registration Code

For your organization's protection, you must take the following precautions with your organizational registration code:

- Make the code meaningful and difficult to guess, for example, "MyClientID-UniqueAlphanumericCode," where the numbers and letters represent a significant event, location, name, or other information known only within your organization.
- Treat the code as confidential and do not distribute it to anyone outside of your organization.
  - Distribute the code to your new hires in a welcome packet or custom email.
  - If necessary, display the code on your secure intranet portal—not the public internet.
- Change the code every three months.

**ADP appreciates your support and cooperation to protect your organization, your users, and your data.**