Safeguarding Your Organization’s Registration Process

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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:

- Newly registering users must complete a Google™ reCAPTCHA challenge to prove they are not a robot.
- 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.

Google reCAPTCHA Challenge

After users enter their identity information, they must click on the “I’m not a robot” check box and answer a quick challenge to prove they are not a robot. They must click on all the images that meet the criteria.

>Note: The challenge might vary slightly based on a user’s browser and its settings.
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.

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](https://netsecure.adp.com) and log on as an administrator.
2. Go to People > Personal Registration Codes.

3. Use the Lock Status search option to find users who are 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.
Select the user and click **Issue Codes > To Selected Users** to send the code by email. Do not select **To All Users**.
The user will receive the code in an email from sender SecurityServices_NoReply@adp.com.

![Email Example]

Welcome, DON BELTRAN

Register today to get access to ADP services. Use the following personal registration code when you register.

Note: This personal registration code is valid for 15 days from the date of issue.

Your Personal Registration Code: bcy0sba

Your employee enters this code during registration.
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.

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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email Address</th>
<th>Lock Status</th>
<th>Code Status</th>
<th>Date Issued</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>BELTRAN, DON</td>
<td><a href="mailto:eburns@testclient.com">eburns@testclient.com</a></td>
<td>Locked</td>
<td>Not Issued</td>
<td>10/17/2016</td>
<td>11/01/2016</td>
</tr>
<tr>
<td>BURNS, ED</td>
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<td>Locked</td>
<td>Not Issued</td>
<td></td>
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</tr>
<tr>
<td>CEFENIA, DARLA</td>
<td></td>
<td>Locked</td>
<td>Not Issued</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.