1 ADP® Security Management Services - User Account Suspension Policy

ADP is committed to protecting your employees and their personally identifiable information linked to their ADP service account. To reduce the risk of fraudulent access, ADP's suspension policy applies to accounts that remain inactive for extended periods of time.

■ **This type of user**	■ **Will be suspended if they fail to log in within the following number of days after this event:**		
	■ Creation	■ Last Login	■ Password Reset
■ **Applicant**	■ 480	■ 480	■ 30
■ **Self Service User**	■ 480	■ 480	■ 30
■ **Administrator**	■ 15	■ 365	■ 15

Steps at Sign In

1. Your user enters their user ID and password on your ADP service web site.
2. If the user's account is suspended, the following page with a reactivate your account link is displayed:

Your account is suspended

If you are an employee, you can try to reset your password to reactivate your account.

If you are an administrator, you must contact your organization's administrator for assistance.

Steps to Reactivate

1. Your user enters their first name and last name exactly as they exist in your organization's records. They will also enter an email address and/or mobile phone number that is associated with their account. Upon successful verification of the information that they entered, their user ID will be displayed. See this step.
2. Your user selects the "I don't know my password" option and selects one of these options:
   - **Option 1 – Get and Enter a Code within 15 Minutes**
     Use this option if the email address or mobile phone number is unique within your organization and the user has access to it. See Option 1.
   - **Option 2 – Answer Security Questions**
     Use this option if the email address or mobile phone number is not unique within your organization's records and the user does not have access to it. See Option 2.
3. Your user enters and confirms their new password and this action reactivates their account. See this step.