

ADP Security Management Service - Securing Administrator Accounts

Welcome Administrators, a New Sign in Experience Awaits You

ADP is committed to continuous process improvements to reduce friction and enhance the user experience. The administrator sign in experience has been enhanced to offer a visually appealing and casual experience during initial registration, subsequent sign on, and processes such as password change, forgot password, and forgot user ID.

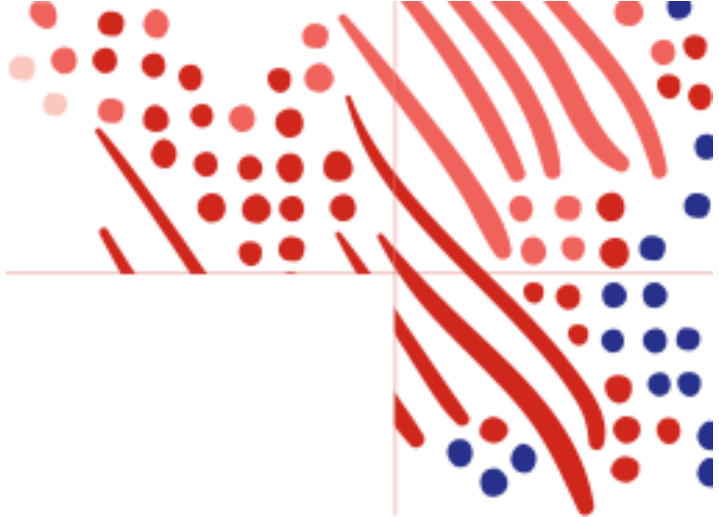
About Administrator Registration

Your administrators complete the security registration process to access the ADP services your organization has purchased. Once registered, administrators can access your ADP services from any computer (private or shared) and on the latest browsers available today. ADP uses enhanced technology to provide this secure and convenient access, so administrators can focus on the tasks to support your organization.

Refer to this document for more information.

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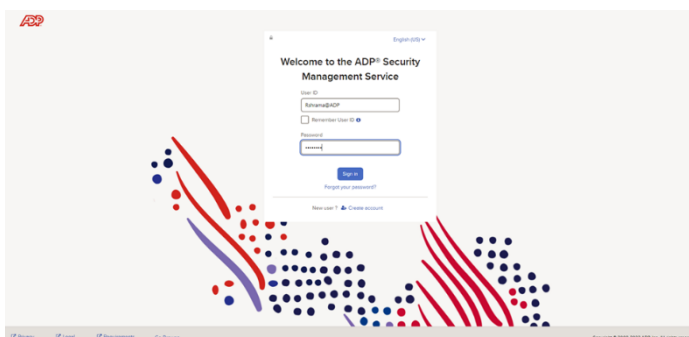


Registration

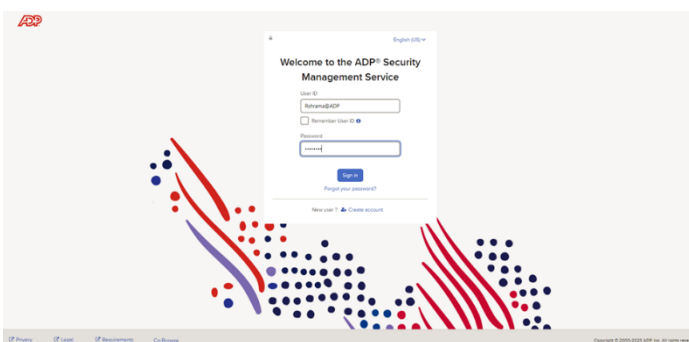
Before You Begin: You will need your user ID, password, and the URL of your ADP service web site. Be sure to keep them handy.

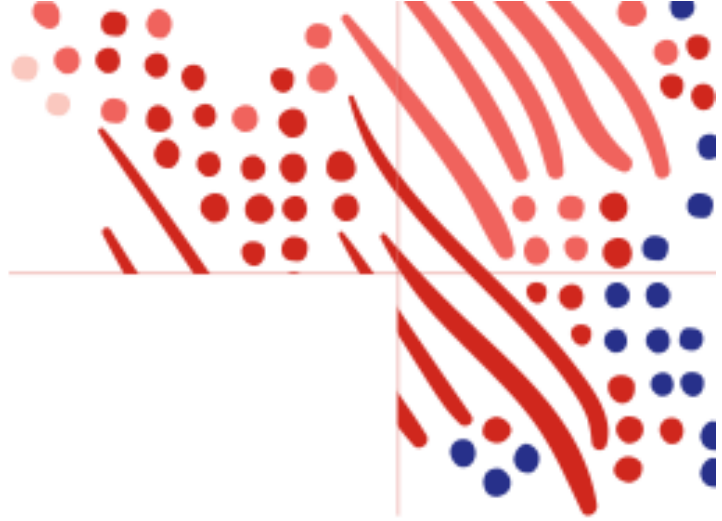
On your ADP service web site, log in as an administrator. Complete the following steps, clicking Submit or Next to continue:

1. Enter your user ID.

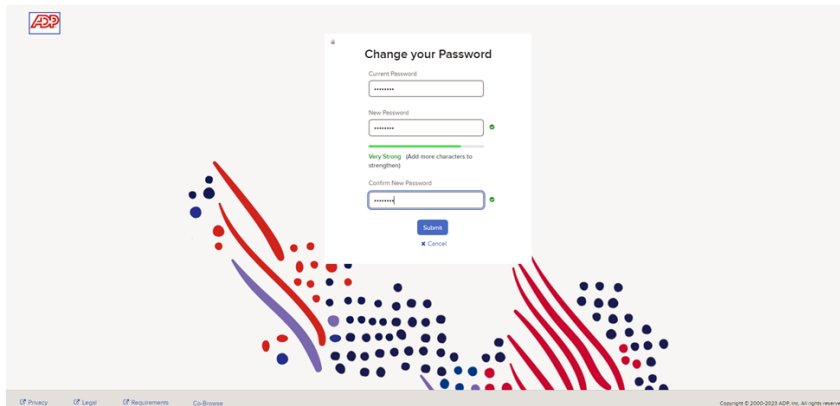


2. Enter the temporary password you received in an email.



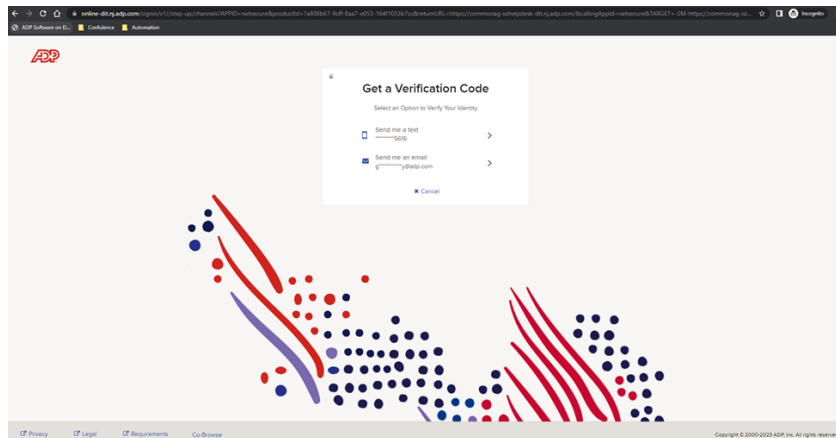


3. Create and confirm the new password.



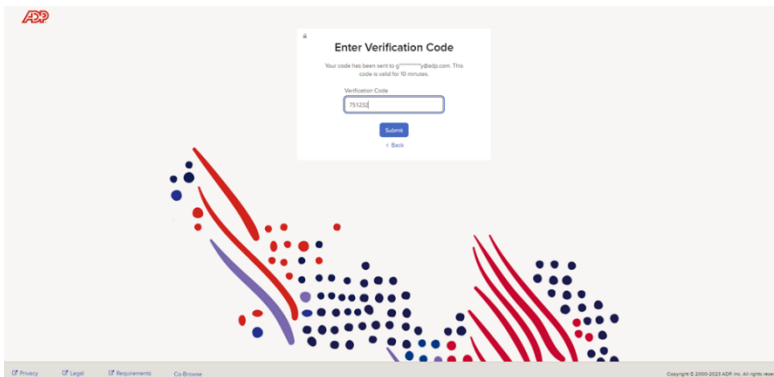
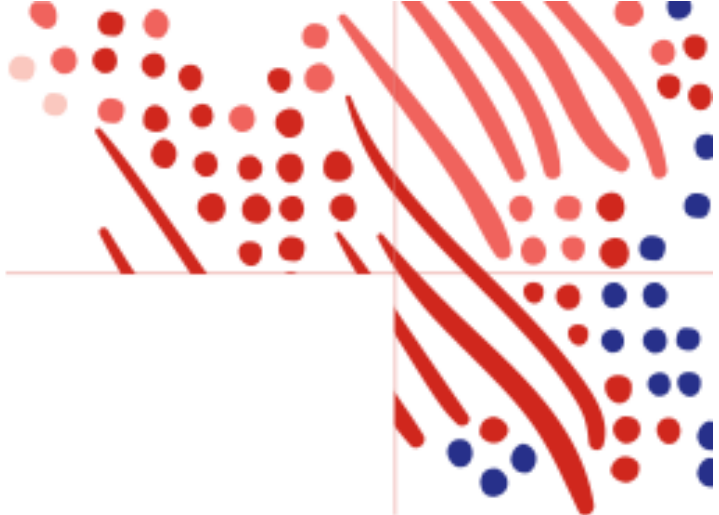
A screenshot of the ADP web interface showing a "Change your Password" modal form. The form includes fields for "Current Password", "New Password", and "Confirm New Password". A strength indicator shows "Very Strong (Add more characters to strengthen)". The form is overlaid on a background with a stylized American flag pattern.

4. If applicable, select the email address or mobile phone number to receive a verification code from ADP.



A screenshot of the ADP web interface showing a "Get a Verification Code" modal form. The form asks to "Select an Option to Verify Your Identity" and offers two choices: "Send me a text" and "Send me an email". The form is overlaid on a background with a stylized American flag pattern.

5. Enter the verification code you received from ADP.

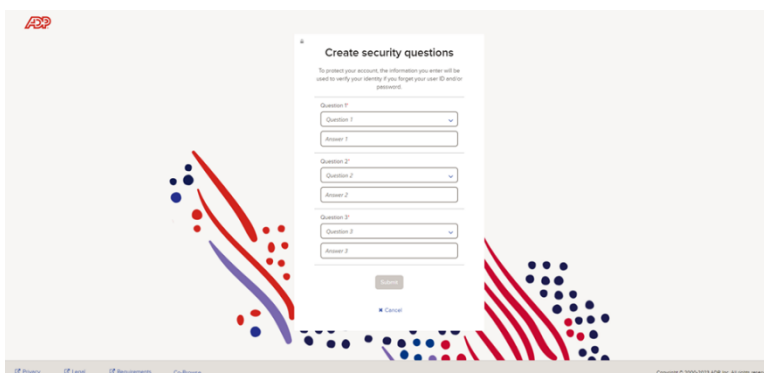


The screenshot shows the 'Enter Verification Code' page. At the top left is the ADP logo. The main heading is 'Enter Verification Code'. Below it, a message states: 'Your code has been sent to g*****@adp.com. This code is valid for 10 minutes.' There is a text input field containing '793232' and a 'Submit' button. Below the input field is a link for 'I don't see it'. At the bottom of the page, there are links for 'Privacy', 'Legal', 'Requirements', and 'Co-Owner', and a copyright notice: 'Copyright © 2010-2023 ADP Inc. All rights reserved.'

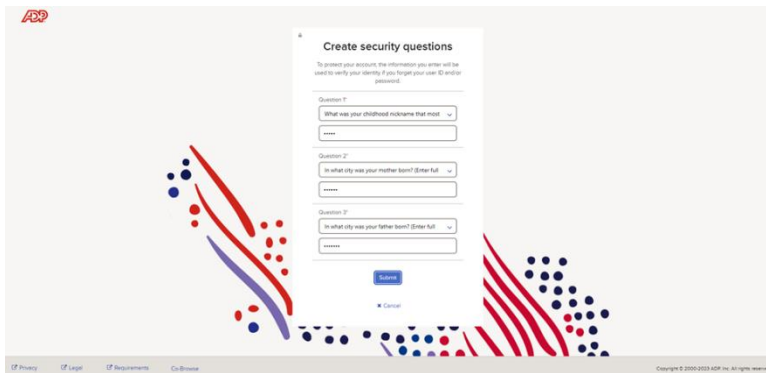
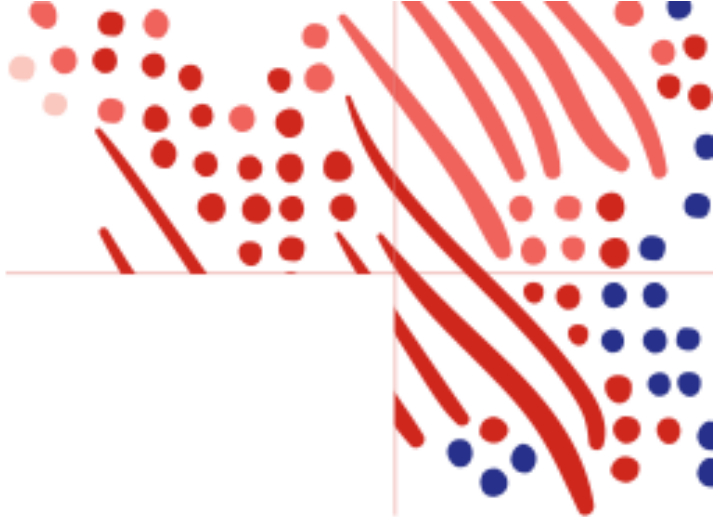
You may need to wait longer for the code to arrive by email. There can be a delay due to Internet traffic, your service provider, fire walls, etc. If you did not receive your code within several minutes, you can request a new code. However, the code previously issued to you (even if it has not arrived) will become invalid.

Note: If prompted, read the Terms and Conditions of use and click Agree.

6. Select three security questions and choose security answers that you can remember.



The screenshot shows the 'Create security questions' page. At the top left is the ADP logo. The main heading is 'Create security questions'. Below it, a message states: 'To protect your account, the information you enter will be used to verify your identity if you forget your user ID and/or password.' There are three sections, each with a 'Question' dropdown menu and an 'Answer' text input field. At the bottom of the form are 'Submit' and 'Cancel' buttons. At the bottom of the page, there are links for 'Privacy', 'Legal', 'Requirements', and 'Co-Owner', and a copyright notice: 'Copyright © 2010-2023 ADP Inc. All rights reserved.'

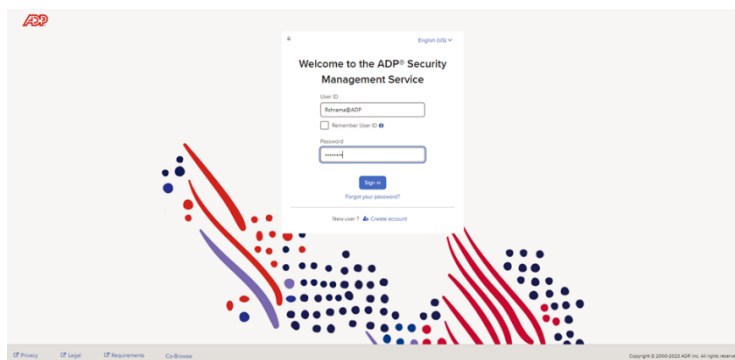


Answers must be at least 2 alphanumeric characters long and are not case sensitive.
7. Click Continue to access your ADP service.

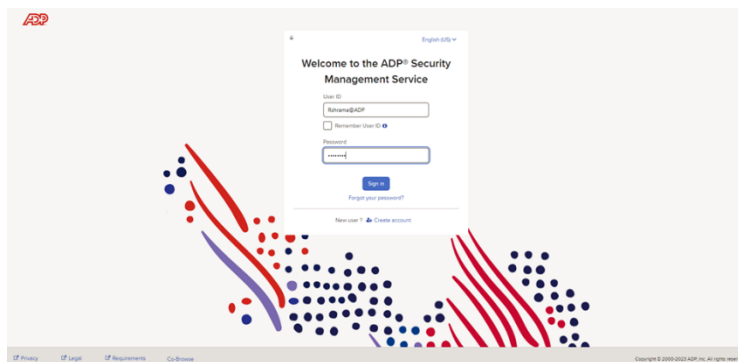
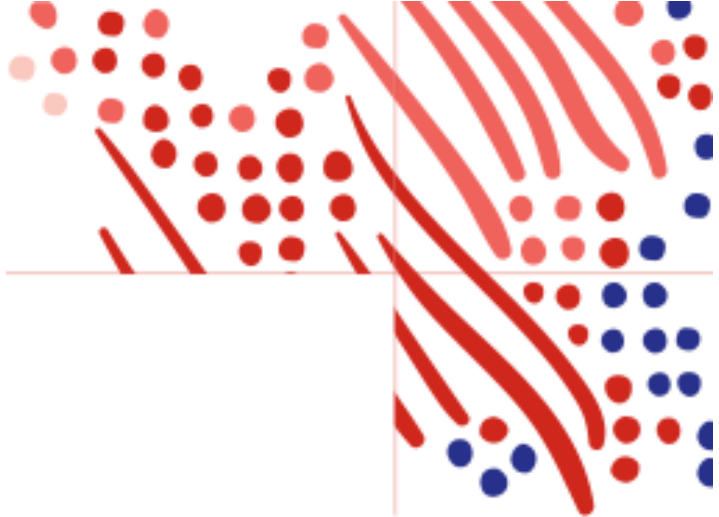
Signing On

On your ADP service web site, log on as administrator, and follow the instructions on the page.

1. Enter your user ID.

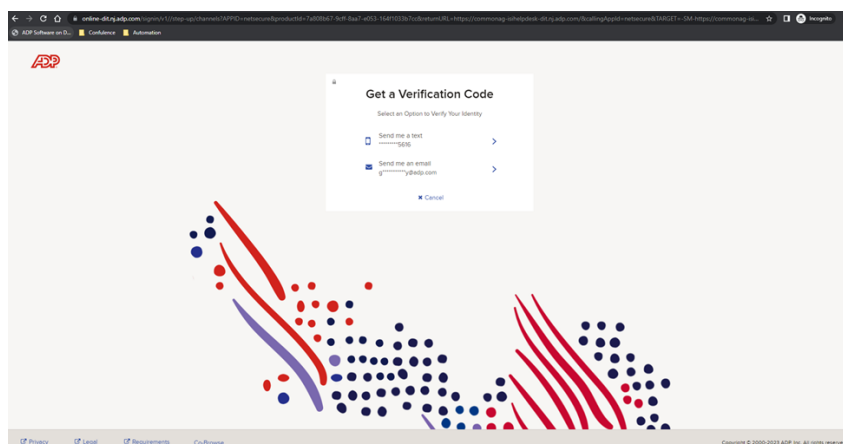


2. Enter your current password and click Sign In.



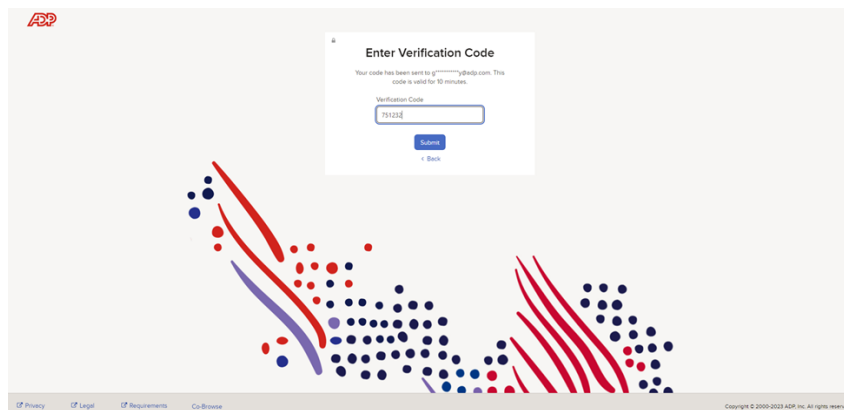
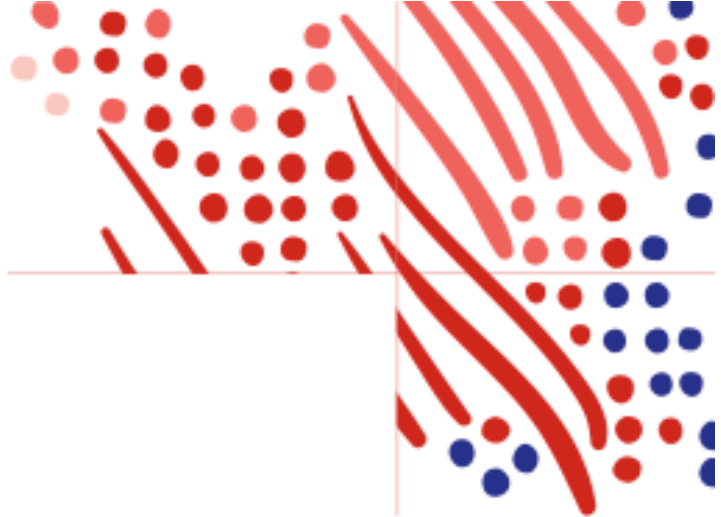
Important: You must enter the verification code sent to your registered email address/mobile phone number and/or respond to the security questions that you have previously set up for your account to confirm your identity.

3. Select the challenge method of email address or mobile phone number to receive a verification code from ADP.



Note: Options may vary based on the availability of a mobile phone number on your account and the extent of deviation from your previous successful logins. If you do not have access to the contact email/phone number displayed during this process, contact your administrator to update your account.

4. One or more of the following may be required for identity verification:
 - a. Enter the verification code sent to the email address on your account and click Submit Code.



- b. Enter the verification code sent to the mobile phone number associated with your ADP service account.
- c. Answer the security question(s) that you have previously set up for your account.

Upon successful verification, you will be logged on to your ADP service.

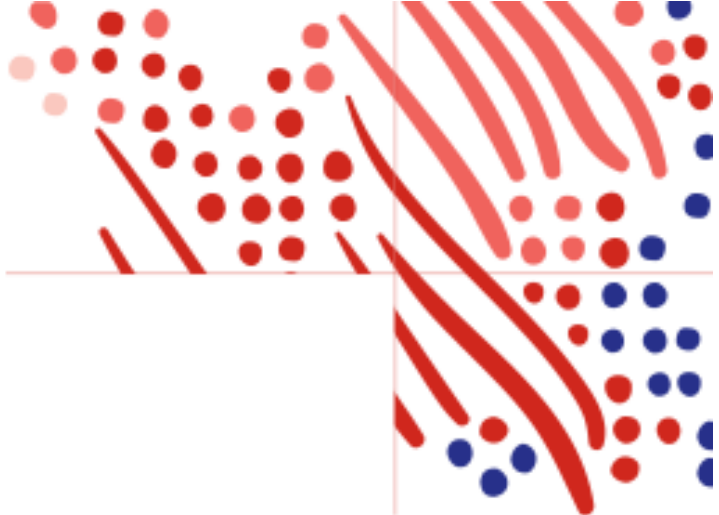
Frequently Asked Questions

1. I did not receive the activation code. Why is it delayed and what can I do?

You may need to wait longer for an activation code to arrive by email or in a text message from ADP. There can be a delay due to various factors like service provider traffic. If you did not receive your code within several minutes, you can request a new activation code. However, the activation code previously issued to you (even if it has not arrived) will become invalid.

2. I did not receive the activation code sent to my email address after several attempts and I am unable to access the ADP service as an administrator. What can I do?

Some email servers may delay or block the emails with activation codes due to their spam filters or security policies. If you do not have an alternate contact information on file, contact your organization's administrator to update the contact your email address and/or mobile phone number(s). Wait for your organization's administrator to complete the update and then try again. Be sure to look for the activation code sent to your updated email address/mobile phone number.



3. I travel often and often use different computers to gain administrator access to ADP services. Why am I required to confirm my identity?

The enhanced technology evaluates variations from your last few successful logins to protect the account from fraudulent access. ADP is committed to protecting your account and requires additional verification to provide administrator access to the rightful owner.

4. Why is my log on experience different from that of my coworkers?

The dynamic authentication process evaluates each administrator's log on in real-time against previously established login patterns to assess the risk of a possible fraudulent attempt. Based on the perceived risk, log on experiences and additional identity verification requirements may vary.

5. Do I still have administrator role and access if I am prompted for identity verification?

Yes, your administrator role remains unchanged.

6. I forgot the user ID and password. Where can I get support?

On your ADP service web site, click the "Forgot Your User ID?" and/or "Forgot Your Password?" links and follow the instructions on the page. If you need assistance, contact your organization's administrator to reissue your administrator access.

7. I am unable to log on. What could be wrong?

Your password may be incorrect. Check the spelling and spacing of your password. Passwords are case sensitive. There may be issues with your browser— clear your browser history/cache and try again. If problem persists, contact your organization's administrator to reissue administrator access.

8. I do not know the answers to my security questions. Where can I get support?

Contact your organization's administrator to reissue administrator access. Follow the instructions in the email you receive from ADP to complete administrator registration and set up new security questions and answers.

9. What happens when my password expires?

- Starting 15 days before expiration, you will receive on-screen notification that your password is about to expire. You can change your password or log in with your existing password.
- After your password has expired, you must change your password during log on. You will be required to enter your current password, your new password, and confirm your new password. You can continue to log in and access your ADP services with your new password.