

ADP Security Management Service

Securing Administrator Accounts



Updated March 2017

Welcome! Your administrators complete the security registration process to access the ADP services your organization has purchased.

ADP uses enhanced technology to provide this simple and easy access so administrators can focus on the tasks to support your company. Administrators can also access your ADP services from any computer (private or shared) and on any browser supported by your ADP service.

Refer to this document for more information.

Contents

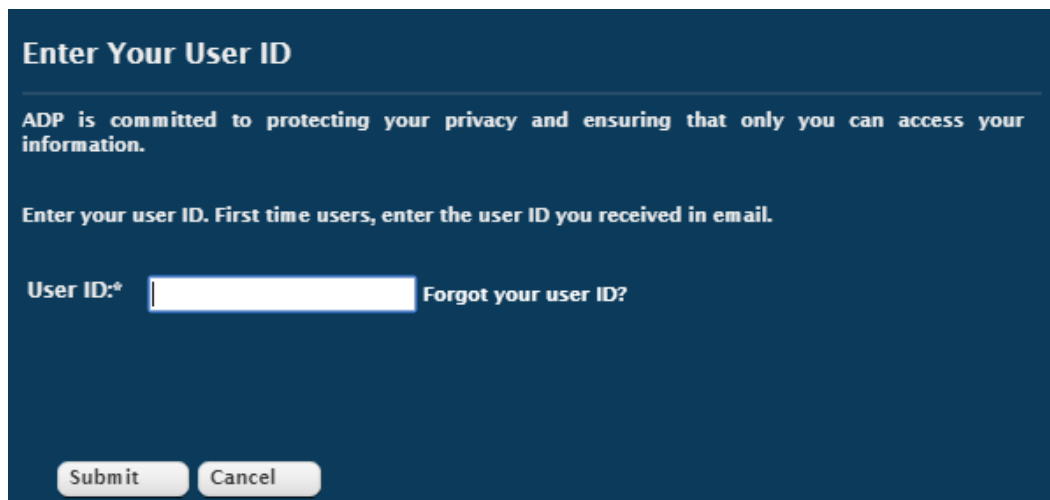
Registration	2
Logging On (Updated)	6
Frequently Asked Questions.....	9

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.

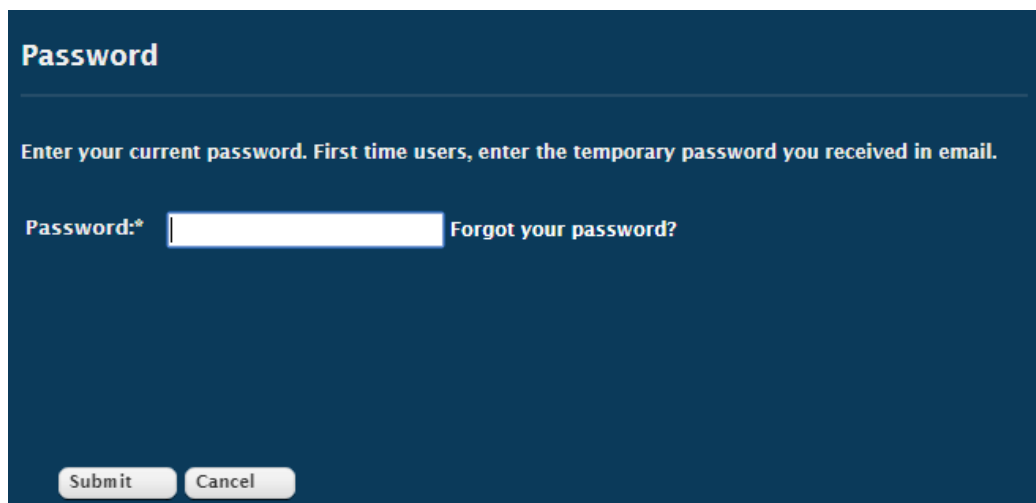
On your ADP service web site, log in as an administrator. Complete the following steps, clicking **Submit** or **Next** to continue:

1. Enter your user ID.



The screenshot shows a dark blue registration form titled "Enter Your User ID". At the top, it states: "ADP is committed to protecting your privacy and ensuring that only you can access your information." Below this, it instructs: "Enter your user ID. First time users, enter the user ID you received in email." There is a text input field labeled "User ID:*" with a "Forgot your user ID?" link to its right. At the bottom, there are two buttons: "Submit" and "Cancel".

2. Enter your current password.



The screenshot shows a dark blue registration form titled "Password". It instructs: "Enter your current password. First time users, enter the temporary password you received in email." There is a text input field labeled "Password:*" with a "Forgot your password?" link to its right. At the bottom, there are two buttons: "Submit" and "Cancel".

3. Create and confirm the new password.

The screenshot shows a web form titled "Register for Administrator Access". At the top, there is a progress bar with four steps: "Step 1 Create Password", "Step 2 Activation Code", "Step 3 Security Q&A", and "Step 4 Computer Type". Step 1 is currently active and highlighted in dark grey. Below the progress bar, the heading "Step 1 of 4: Create Password" is displayed. A paragraph of instructions states: "Password must be at least 8 characters long and must 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." Below this text are two input fields: "New Password:*" and "Confirm New Password:*". At the bottom of the form, there are three buttons: "Cancel" (with a red X icon), "Next" (with a blue play icon), and "Done" (with a green checkmark icon).

4. Enter the activation code you received from ADP.

The screenshot shows the same "Register for Administrator Access" form, but now at "Step 2 of 4: Enter Activation Code". The progress bar at the top shows "Step 1 Create Password" as completed (with a green checkmark) and "Step 2 Activation Code" as the current active step. The heading "Step 2 of 4: Enter Activation Code" is displayed. A paragraph of instructions states: "An activation code has been sent to your email address. It should arrive within a few minutes." Below this text is an input field labeled "Activation Code:*". A "Note" follows: "Note: You may need to wait longer for an activation code to arrive by email. There can be a delay due to internet traffic, your internet service provider, firewalls, etc. If you request a new activation code, the activation code previously issued to you will become invalid even if it has not arrived." Below the note is a link: "Didn't receive a code? [Send a new activation code.](#)" At the bottom of the form, there are three buttons: "Cancel" (with a red X icon), "Next" (with a blue play icon), and "Done" (with a green checkmark icon).

You may need to wait longer for an activation 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 activation code. However, the activation 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**.

5. Select three security questions and enter your security answers.

The screenshot shows a web form titled "Register for Administrator Access". At the top, there is a progress bar with four steps: Step 1 (Create Password), Step 2 (Activation Code), Step 3 (Security Q&A), and Step 4 (Computer Type). Step 3 is currently active. Below the progress bar, the text reads "Step 3 of 4: Select Security Questions and Answers". A note 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." Another note says: "Answers must be at least 2 alphanumeric characters long and are not case sensitive. Be sure to choose answers you can remember." The form contains three sets of input fields, each with a "Question" dropdown menu and an "Answer" text box. At the bottom, there are three buttons: "Cancel", "Next", and "Done".

For your security, previously selected questions and answers will not be displayed. Answers must be at least 2 alphanumeric characters long and are not case sensitive. Be sure to choose answers you can remember.

6 Select the Computer Type i.e., trusted computer or a public computer.

Trusted Computer - Yes, remember this computer. Select this option if you are the only user of this computer. By selecting to remember this computer, you will be required to enter your user ID and password each time you log on.

Public Computer - No, do not remember this computer.

Select this option if you are using a shared computer such as a kiosk, shared office computer, library computer, or workstation that is shared by multiple users. By selecting not to remember this computer, you will be required to enter your user ID, password, and additional security information every time you log on.

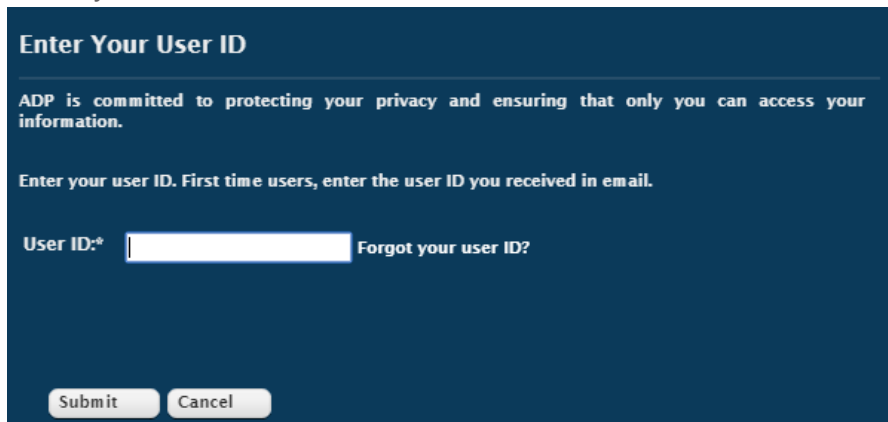
The screenshot shows a dialog box titled "Register for Administrator Access". At the top, there is a progress bar with four steps: Step 1 (Create Password), Step 2 (Activation Code), Step 3 (Security Q&A), and Step 4 (Computer Type). Steps 1, 2, and 3 are marked with green checkmarks, and Step 4 is highlighted with a dark arrow. Below the progress bar, the title "Step 4 of 4: Select Computer Type" is displayed. The main text reads: "We ask for this information to protect your account from unauthorized access. If you use public computer(s) to access ADP services, at log on you will be prompted to complete additional steps to verify that you are the individual you claim to be." There are two radio button options: "Trusted Computer - Yes, remember this computer." and "Public Computer - No, do not remember this computer." The "Trusted Computer" option is selected. Below the options, there are three buttons: "Cancel" (with a red X icon), "Next" (with a play icon), and "Done" (with a green checkmark icon).

7 Click **Done** to access your ADP service.

Logging On (Updated)

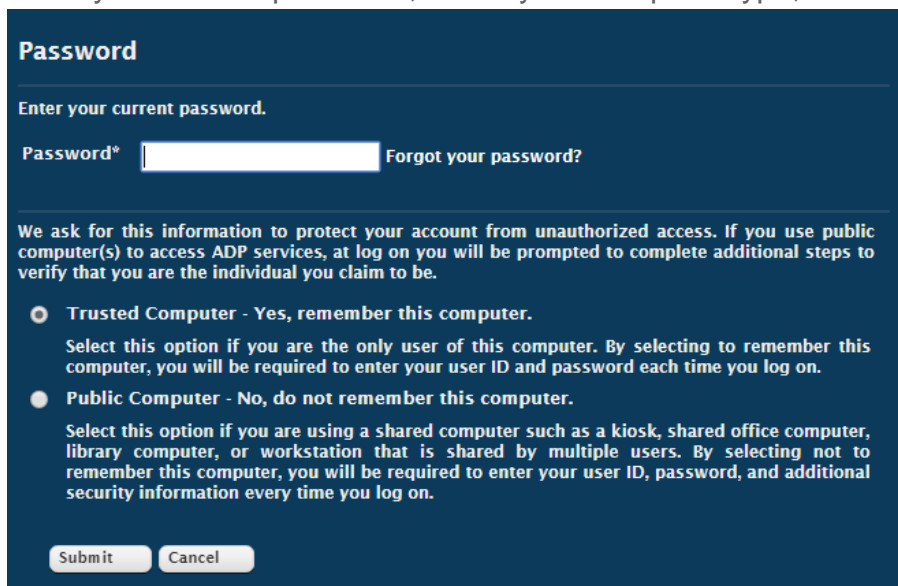
On your ADP service web site, log on as administrator, and follow the instructions on the page.

1. Enter your user ID.



The screenshot shows a dark blue login form titled "Enter Your User ID". At the top, it states "ADP is committed to protecting your privacy and ensuring that only you can access your information." Below this, it says "Enter your user ID. First time users, enter the user ID you received in email." There is a text input field labeled "User ID:*" with a "Forgot your user ID?" link to its right. At the bottom, there are "Submit" and "Cancel" buttons.

2. Enter your current password, select your computer type, and click **Submit**.

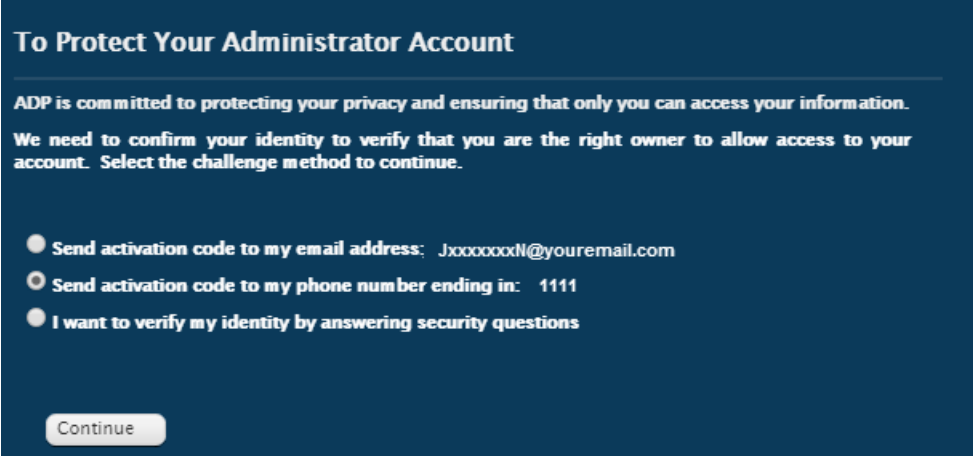


The screenshot shows a dark blue login form titled "Password". It asks the user to "Enter your current password." There is a text input field labeled "Password*" with a "Forgot your password?" link to its right. Below the input field, there is a warning: "We ask for this information to protect your account from unauthorized access. If you use public computer(s) to access ADP services, at log on you will be prompted to complete additional steps to verify that you are the individual you claim to be." There are two radio button options: "Trusted Computer - Yes, remember this computer." and "Public Computer - No, do not remember this computer." Each option has a brief explanation. At the bottom, there are "Submit" and "Cancel" buttons.

Occasionally, we may ask you to confirm your identity when we detect significant change(s) in your computer (enforced by your network administrator or possibly, a malware) or in your login pattern (different geographical location, untrusted network connections, etc.).

Important: You must enter the activation 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.

Select the challenge method to continue.



To Protect Your Administrator Account

ADP is committed to protecting your privacy and ensuring that only you can access your information.

We need to confirm your identity to verify that you are the right owner to allow access to your account. Select the challenge method to continue.

- Send activation code to my email address: JxxxxxxxN@youremail.com
- Send activation code to my phone number ending in: 1111
- I want to verify my identity by answering security questions

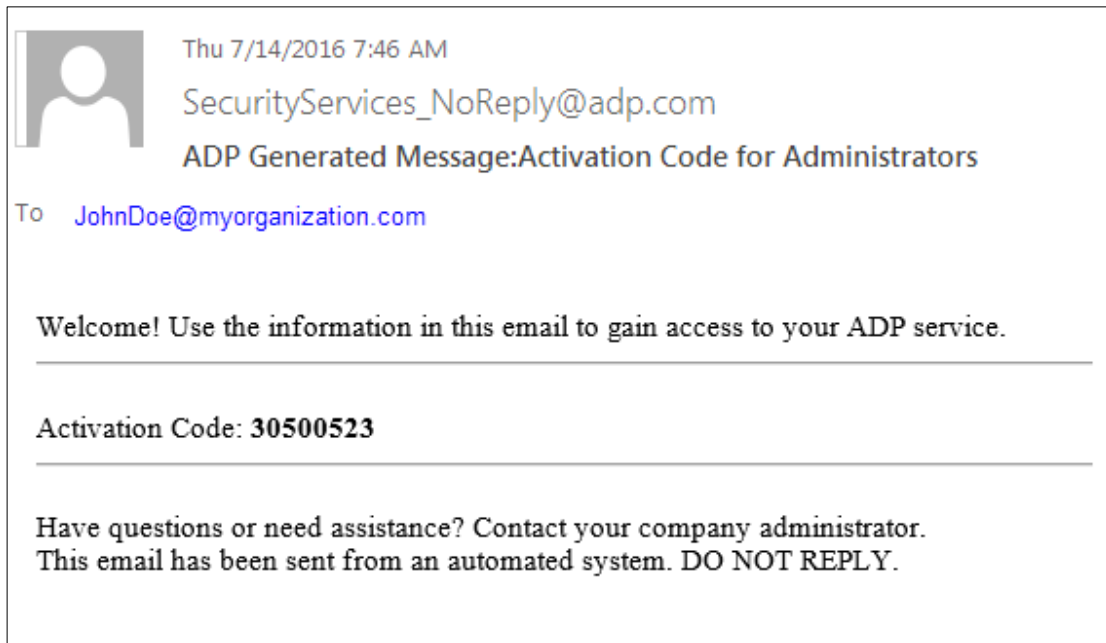
Continue

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.

3. One or more of the following may be required for identity verification:
 - a. Enter the activation code sent to the mobile phone number associated with your ADP service account.



- b. Enter the activation code sent to the email address associated with your ADP service account.



- c. Answer the security question(s) that you have previously set up for your account.



- 6 Click **Done**. 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.