Administrator Access Quick Reference

Welcome! Registered company administrators can *now* access ADP services web site without selecting a digital certificate.

ADP uses new 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.

The enhanced technology associates administrators (based on their user ID) with their computers (private or shared). If the computer is shared, the sequence of steps to access your ADP web site will vary.

Refer to the information in this document to get ready for this change.
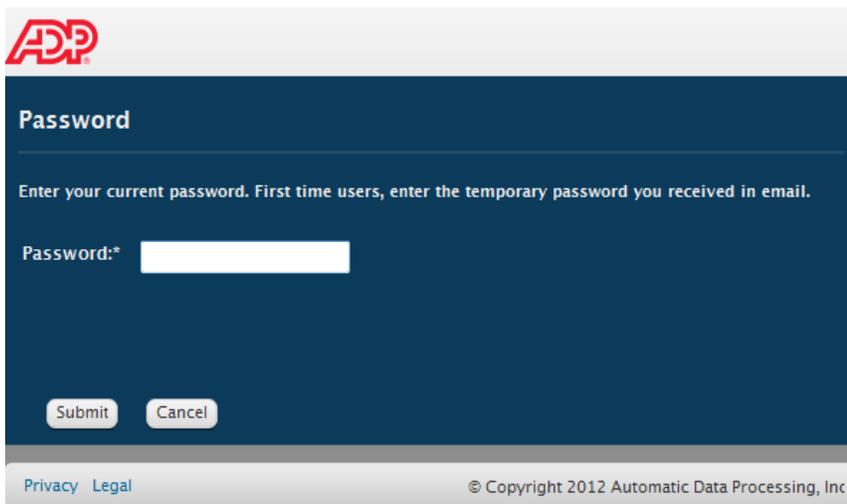
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Getting Started

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 your current password.

3   Enter the activation code you received from ADP.

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.

4 If prompted, read the Terms and Conditions of use and click **Agree**.

5 Select three security questions and enter your security answers.

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.

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

Important: In our commitment to providing secure administrator access, we may occasionally ask you your three security questions and require you to provide an activation code that was sent to your email address on record. This information is essential to verify your identity and to confirm recognition of your device.

Logging On to Your ADP Service

From a Trusted Private Computer

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

1 Enter your user ID.

2 Enter your existing password and select your computer type.

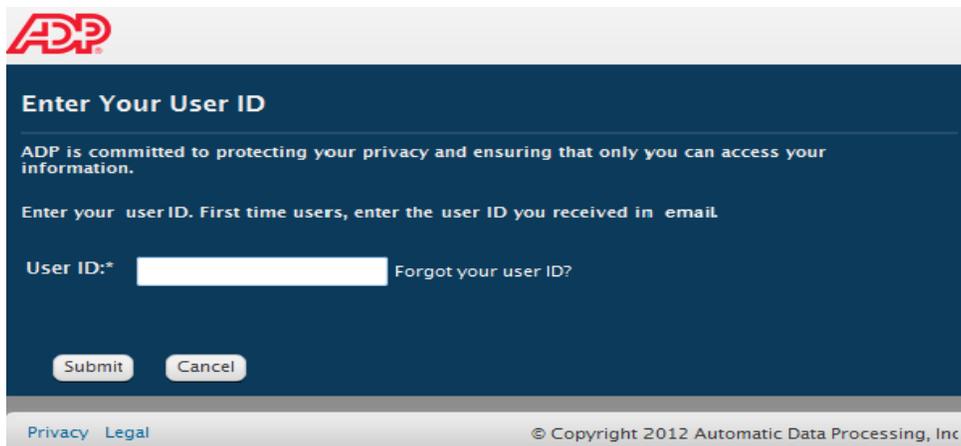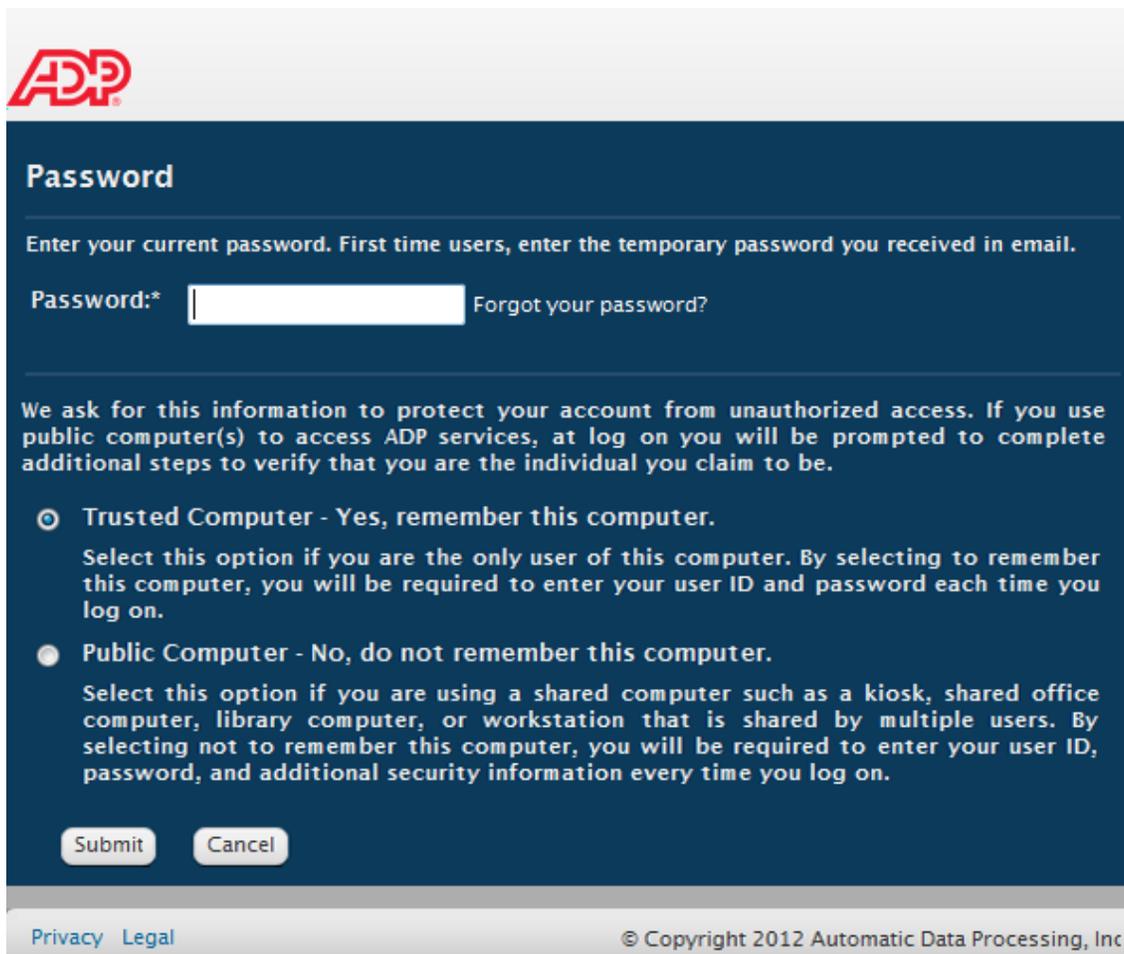**3**   Click **Submit** to access your ADP service.

Important: In our commitment to providing secure administrator access, we may occasionally ask you your three security questions and require you to provide an activation code that was sent to your email address on record. This information is essential to verify your identity and to confirm recognition of your device.

From a Shared Public Computer

ADP associates your user ID with your computer (used to access ADP services) to provide secured access for administrators. Occasionally, you may be required to verify your information for the following reasons:

- If the browser setting on your trusted computer is set to automatically clear your cache and cookies upon exit, your computer will no longer be associated with your user ID. (**Note**: You can update your browser setting to address this scenario or you may need to contact your company's technical support team to request this setting.)
- If significant change(s) have been made to your trusted computer by your administrator or possibly, a malware.

Important: You can verify your information to confirm your identity and reestablish the secured administrator access on your trusted computer. Your administrator role remains unchanged.

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 If required, select your contact information to receive the activation code.
Note: This step will not be required if you have not provided your mobile phone number(s). ADP will send the activation code to your email address.

3 Enter the activation code you received from ADP.
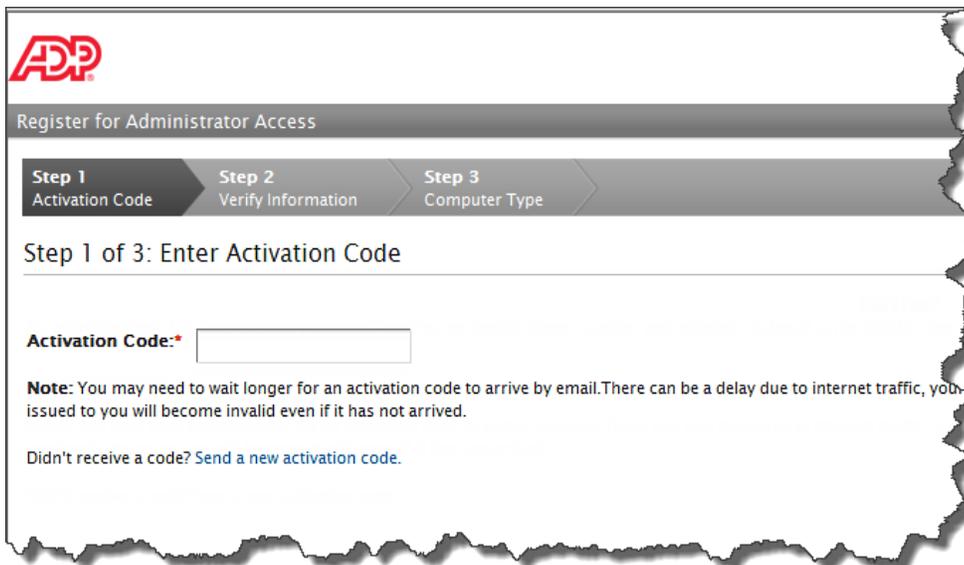
4 Enter the answers to the three security questions.

Your answers must match the information in your records to allow this access.

5 Enter your existing password and select your computer type.

6 Click **Done** to access 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. 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 another email address or mobile phone number available to select, contact your company administrator to update your account with a different email address and/or mobile phone number(s). Wait for your company 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. Can I access ADP services as an administrator from multiple devices i.e., home computer, work computer etc.?

   Yes. You can access your ADP services from any computer (private or shared) and on any browser supported by your ADP service. The enhanced technology associates administrators (based on their user ID) with their computers (private or shared). If the computer is shared, the sequence of steps to access your ADP web site will vary.

4. I use two or more private or shared computers to gain administrator access to ADP services. Why does the sequence of steps to gain access vary?

   The enhanced technology associates administrators (based on their user ID) with their computers (private or shared). If you use a shared computer, during your subsequent log in, the sequence of steps to gain access to your ADP web site varies slightly. This is required to identify you as the rightful owner requesting administrator access.

5. I did not complete the administrator registration process within 10 minutes and my session expired. What can I do?

   You must complete the registration process within 10 minutes of entering your user ID. If your session expires, you must restart the process.

6. Occasionally, I am prompted to answer my security questions and to use an activation code when I am using a trusted device and I have not cleared my cookies. Why does this happen?

   In our commitment to providing secure administrator access, we may occasionally ask you your three security questions and require you to provide an activation code. This information is essential to verify your identity and to confirm recognition of your device.

7. I have trouble logging on. What could be wrong?

   If you are having trouble logging on to your ADP service, try the following.

   - Check the spelling and spacing of your password. (Passwords are case sensitive.)
   - Close all active Internet browsers and try logging on again.
   - After three unsuccessful attempts, your account will be locked. Contact your company administrator to reissue administrator access.
   - Clear your browser history/cache and try again. During your next log on attempt, you will be required to identify yourself, i.e., you will be required to receive an activation code, enter the activation code, and answer your security questions.

8. What are the browser settings/options that prompt a shared public computer login experience from my trusted computer?

   Deleting temporary internet files, cookies, or objects (Flash, Java, Active X, etc.) will remove your trusted computer login experience. If your browser is set to automatically clear your cache, temporary internet files, or cookies upon exit, administrator access will be removed. Internet browser updates (manual or automatic) may also remove your trusted computer login experience. Your computer will no longer be associated with your user ID and you will be required to verify your information during log on.

9. I deleted cookies and objects from my computer. Do I still have administrator role and access?

Yes, your administrator role has not changed. During your next log on attempt, you will be required to identify yourself, i.e., you will be required to receive an activation code, enter the activation code, and answer your security questions.

10. I do not have access to the contact information displayed during this process. Where can I get support?

If you no longer have access to the contact information associated with your account, contact your company administrator and update this information. Wait for few minutes and try again.

11. I forgot my password. Where can I get support?

Access your ADP service web site as an administrator and enter your user ID to get started. On the step to enter your password, click Forgot Your Password? link and follow the instructions on the page. Use the temporary password that you receive to log on and create your new password.
Note: 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.

12. I am unable to successfully reset my forgotten password. Where can I get support?

Contact your company administrator to reissue administrator access.

13. I forgot my user ID. Where can I get support?

Access your ADP service web site as an administrator. On the step to enter your user ID, click "Forgot Your User ID?" and follow the instructions on the page to retrieve your user ID.

14. I am unable to successfully retrieve my forgotten user ID. Where can I get support?

Contact your company administrator to retrieve your user ID.

15. Does the password to ADP services expire?

Yes, your password expires every 180 days (six months).

16. 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.
- During subsequent log in from unknown device, you will be prompted to identify yourself i.e., receive and enter the activation code and answer your security questions.

17. I do not remember some of the answers to my security questions. Where can I get support?

Contact your company administrator to reissue administrator access.

18. Once enrolled, what is the process to log in from the known trusted device?

Refer to "Logging On to Your ADP Service" section in this document.

19. What are the browsers that support the new administrator access?
- Microsoft® Internet Explorer® version 8.0 and higher
- Mozilla® Firefox® version 3.6 and higher
- Apple® Safari® version 5.1.7 and higher
- Google® Chrome® version 21.0.1180.75 and higher
- Microsoft® Internet Explorer® version 7.0 with Adobe® Flash® Player installed

Note: The browsers supported by your ADP services may vary. Refer to the Product Requirement Card for the ADP services available to you.