



# Administrator Access Quick Reference

Welcome! New administrators complete the security registration process to access ADP services.

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:** By now, you should have received an email from ADP containing your user ID, URL, and instructions to access your ADP service web site. You should have received a separate email with the temporary password. Be sure to keep them handy.

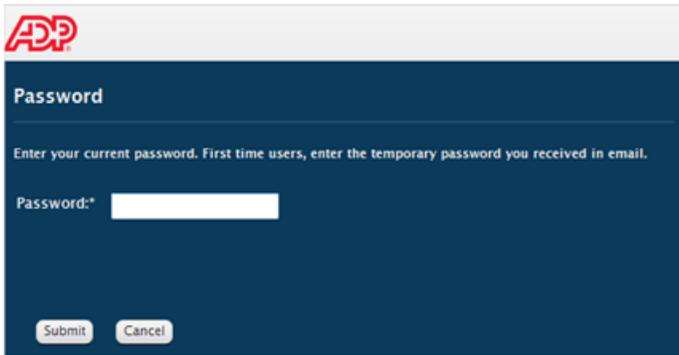
On your ADP service web site, log in as an administrator. Complete the following steps, clicking **Submit** or **Next** to continue:

- 1 Enter your user ID.



The screenshot shows the ADP logo at the top left. Below it, the heading "Enter Your User ID" is displayed. A privacy notice states: "ADP is committed to protecting your privacy and ensuring that only you can access your information." Below this, instructions read: "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 the temporary password you received in email.



The screenshot shows the ADP logo at the top left. Below it, the heading "Password" is displayed. Instructions read: "Enter your current password. First time users, enter the temporary password you received in email." There is a text input field labeled "Password:\*". At the bottom, there are "Submit" and "Cancel" buttons.

- 3 Enter and confirm your password.  
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.

ADP

Register for Administrator Access

Step 1 Create Password Step 2 Activation Code Step 3 Security Q&A Step 4 Computer Type

Step 1 of 4: Create Password

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.

New Password:\*

Confirm New Password:\*

Cancel Next Done

4 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.

ADP

Register for Administrator Access

Step 1 Create Password Step 2 Activation Code Step 3 Security Q&A Step 4 Computer Type

Step 2 of 4: Enter Activation Code

An activation code has been sent to your email address or mobile phone number you selected. It should arrive within a few minutes.

Activation Code:\*

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.

Didn't receive a code? [Send a new activation code.](#)

Cancel Next Done

5 If prompted, read the terms and conditions of use and click **Agree**.

6 Select three security questions and enter your security answers.

7 Select your 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.

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

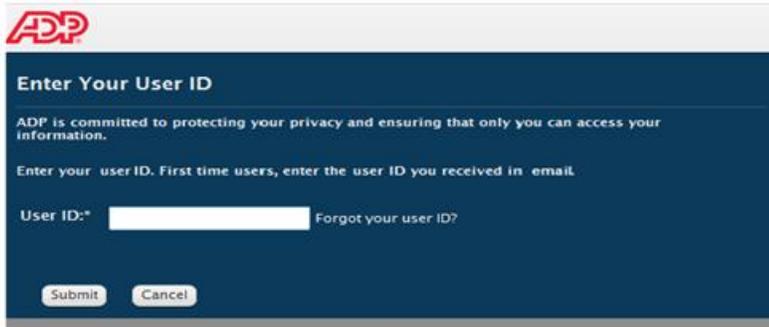
**Important:** In our commitment to providing secure administrator access, we may occasionally ask you your three security questions and require you to provide an activation code that was sent to your email address on record. This information is essential to verify your identity and to confirm recognition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

# Logging On to Your ADP Service

## From a Trusted Private Computer

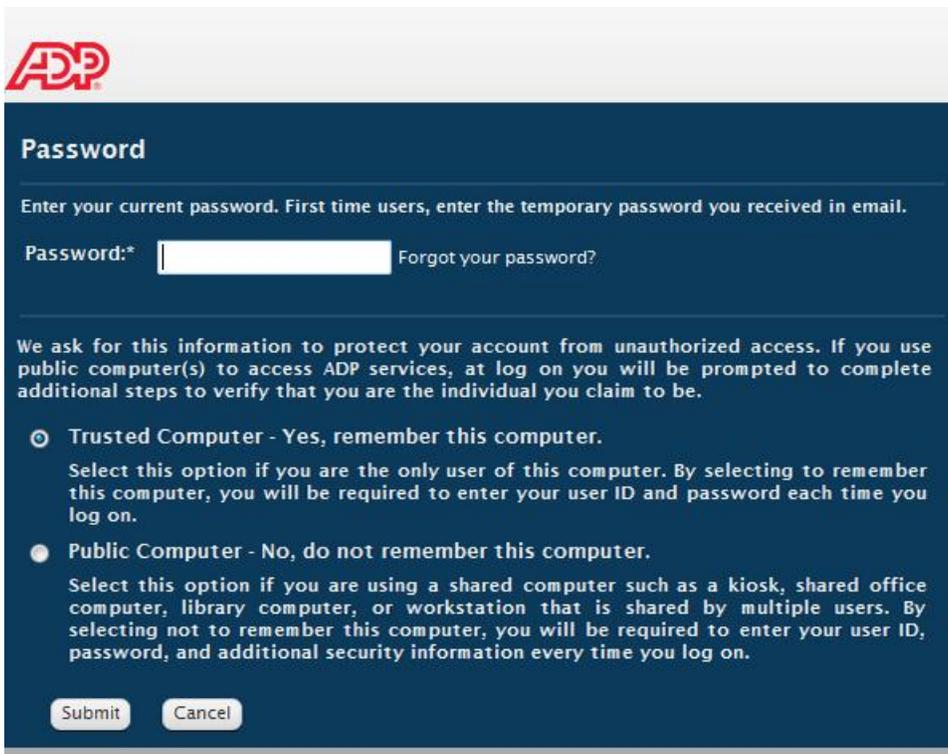
On your ADP service web site, log in as an administrator. Complete the following steps, clicking **Submit** to continue:

- 1 Enter your user ID.



The screenshot shows the ADP login interface. At the top left is the ADP logo. Below it, the heading "Enter Your User ID" is displayed. A privacy notice states: "ADP is committed to protecting your privacy and ensuring that only you can access your information." Below this, instructions read: "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 are "Submit" and "Cancel" buttons.

- 2 Enter your existing password and select your computer type.



The screenshot shows the ADP login interface for password entry. At the top left is the ADP logo. Below it, the heading "Password" is displayed. Instructions read: "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. Below the input field, a paragraph explains: "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." Two radio button options are provided: "Trusted Computer - Yes, remember this computer." and "Public Computer - No, do not remember this computer." Each option has a detailed description of when to use it. At the bottom are "Submit" and "Cancel" buttons.

- 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.

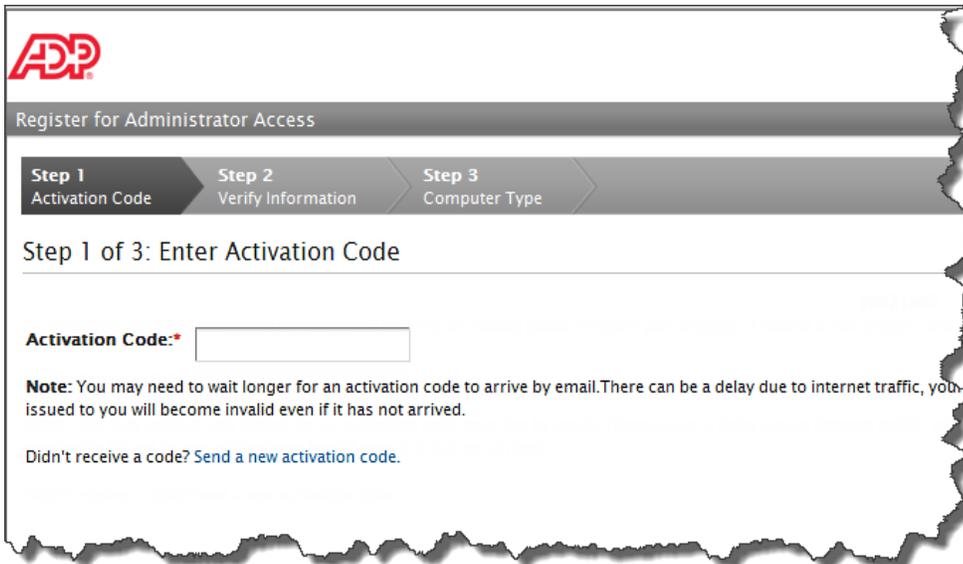
On your ADP service web site, log in as an administrator. Complete the following steps, clicking **Submit** or **Next** to continue:

- 1 Enter your user ID.



The screenshot shows the ADP login interface. At the top left is the ADP logo. Below it, the heading 'Enter Your User ID' is displayed. A privacy statement reads: 'ADP is committed to protecting your privacy and ensuring that only you can access your information.' Below this, instructions state: '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 are 'Submit' and 'Cancel' buttons.

- 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.



The screenshot shows the 'Register for Administrator Access' page. The ADP logo is at the top left. Below it, the heading 'Register for Administrator Access' is displayed. A progress bar shows three steps: 'Step 1 Activation Code', 'Step 2 Verify Information', and 'Step 3 Computer Type'. The current step is 'Step 1 of 3: Enter Activation Code'. There is a text input field labeled 'Activation Code:\*'. Below the field, a note reads: 'Note: You may need to wait longer for an activation code to arrive by email. There can be a delay due to internet traffic, you issued to you will become invalid even if it has not arrived.' At the bottom, there is a link: 'Didn't receive a code? Send a new activation code.'

- 4 Enter the answers to the three security questions.

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

The screenshot shows the ADP registration interface. At the top, the ADP logo is visible. Below it, the title "Register for Administrator Access" is displayed. A progress bar indicates three steps: Step 1 (Activation Code), Step 2 (Verify Information), and Step 3 (Computer Type). Step 2 is currently active. The main heading is "Step 2 of 3: Verify Information". Below this, a prompt reads "Enter the answers to the security questions. Answers are not case sensitive." There are three questions, each with a corresponding answer field. Question 1 asks for the city where the user's mother was born. Question 2 asks for the first and last name of the user's first marriage. Question 3 asks for a childhood nickname. Each answer field contains several asterisks. At the bottom, there are "Cancel", "Next", and "Done" buttons.

5 Enter your existing password and select your computer type.

The screenshot shows the ADP registration interface. At the top, the ADP logo is visible. Below it, the title "Register for Administrator Access" is displayed. A progress bar indicates three steps: Step 1 (Activation Code), Step 2 (Verify Information), and Step 3 (Computer Type). Step 3 is currently active. The main heading is "Step 3 of 3: Select Computer Type". Below this, a prompt reads "Enter your current password." There is a password field with a "Forgot your password?" link. Below the password field, there is a section titled "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 user." There are two radio button options: "Trusted Computer - Yes, remember this computer." and "Public Computer - No, do not remember this computer." The "Public Computer" option is selected. Below the options, there is a brief explanation for each. At the bottom, there are "Cancel", "Next", and "Done" buttons.

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 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?" 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, 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.