ADP Federated Single Sign On

Integration Guide v1.4

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Overview of Federation with ADP

In this guide, the term "Federation" denotes the establishment of a trusted and legal relationship between your organization and ADP to exchange identity and authentication information between the two organizations. Federated single sign-on with ADP is a mechanism by which your organization conveys to ADP that employees have in fact authenticated and do not require an ADP-issued user ID and password to access the ADP services your organization has purchased.

Note: The term "your organization" includes any third-party provider that you may engage in the federation with ADP.

Security Information

ADP takes the security of your organization's data very seriously and takes steps to protect your information. ADP uses OpenID Connect Authorization Code Flow, to secure a unique identifier exchange between your organization and ADP to allow federated access.

Your organization is responsible for authenticating and asserting the authentication and identity of your users. ADP is responsible for providing access to ADP's protected resources for your authorized users. Your organization is the identity provider (IDP), and ADP is the service provider (SP).

Methods of Access

Your organization must determine the method your employees use to access your ADP services (for example, direct, federated, or dual - both direct and federated access). Use the information in this section to select which one meets your organization's requirements.

Unique Identifier for Federated SSO Access

Determine the 'Unique Identifier' that will uniquely identify the user.

- The unique identifier is designated to uniquely recognize each employee in your organization's authentication server/system. ADP recommends using the employee ID/global personnel number/WFN associate ID as the identifier. **Note:** NAS (Nationals) clients must use the employee ID/WFN associate ID as the identifier.
- Your organization must not reuse this value for other employees. This value must be between 1 and 36 ASCII characters and contain English letters and/or numbers.

Unique Identifier Synchronization Options

After determining the value of the unique identifier, decide on an integration method.
ADP offers four options to synchronize the unique identifier from ADP to the client identity provider:

1. Download the unique identifier using custom reports
2. Use ADP Marketplace worker API
3. Use ADP Marketplace partner Aquera
4. ADP Data bridge sync – run a scheduled custom report to pull data and feed into the IDP system via SFTP delivery (Contact your ADP representative for additional information.)

Please reference the Appendix for additional information.

Federated Access

Federated access will allow your employees and administrators to access the ADP web and mobile applications using your IDP credentials.
Federated users do not have a password for their ADP user ID. They should only login via Federation. Any attempt to login to an ADP website using their ADP user ID will fail, and will eventually lock the user account. Users who wish to access ADP sites outside of Federation need to register for a full user ID/password, and will become Dual Access users (noted below).

Direct Access

Direct access allows your employees to access your ADP service website with ADP-issued credentials.

Dual Access

Dual access is the combination of direct and federated access. Your federated employees can register for an ADP service account to establish their direct access. Alternatively, your administrator can provision employees with direct access to set up federated access.

Terminated Employee Access

For ADP Americas, terminated employees can be issued a personal registration code. This enables them to connect with ADP after their termination using an ADP-issued user ID and password. Alternatively, there is a verification process to access pay and W2 information without having ADP issued credentials.

For more information on terminated employee access to pay statements and W2s, please visit Login & Support | ADP iPay | View & Print Pay Stubs, W2, & 1099 Tax Statements.

For ADP International organizations, please contact your ADP representative for available options.

Federated Access on ADP Mobile

ADP enables the Federated SSO process to offer simplified access to your employees on the ADP Mobile App. Your employees use the ADP Mobile App to sign on with your organization's login user ID and password to access their ADP services, if supported by your OIDC-compliant Identity Provider. Please see the Mobile Federation SSO Getting Started Guide for Employees after the federated SSO has been configured.

Disclaimer:

The Screenshots and processes described in this guide are subject to change.

Configuration Steps

Please only proceed once your unique identifier has been decided. If undecided, please review the Federated Unique Identifier section.

Protocols supported

- OAuth/OIDC (Web and Mobile supported with single trust)
- SAML 2.0 (Web only with single trust)

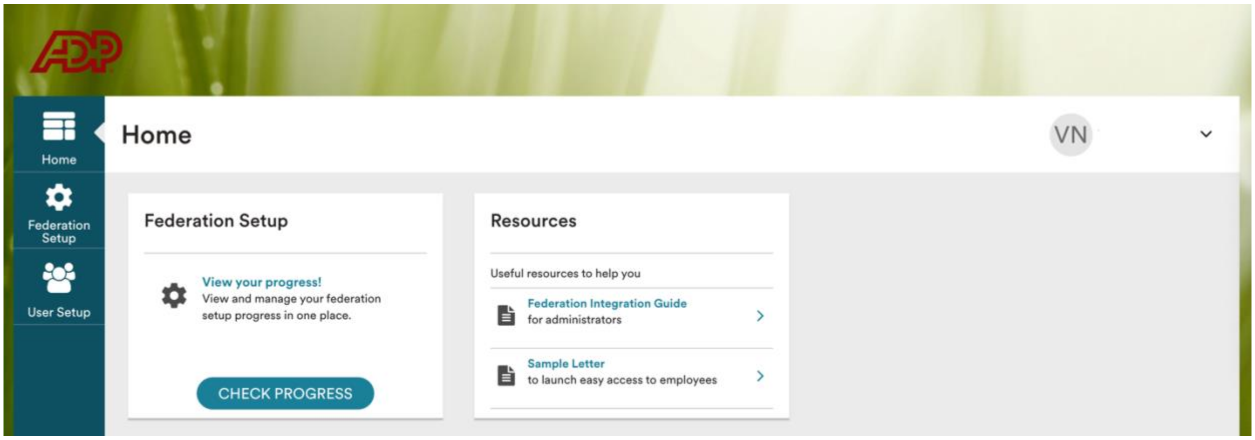
Your organization and ADP will work together to complete the implementation process. The timeframe to complete the process will vary depending on your organization's setup and the submission of required information to ADP. Your ADP representative will assist you as needed.

You, or someone on behalf of your organization, must have administrative access to your Identity Provider to perform some of the steps on this guide.

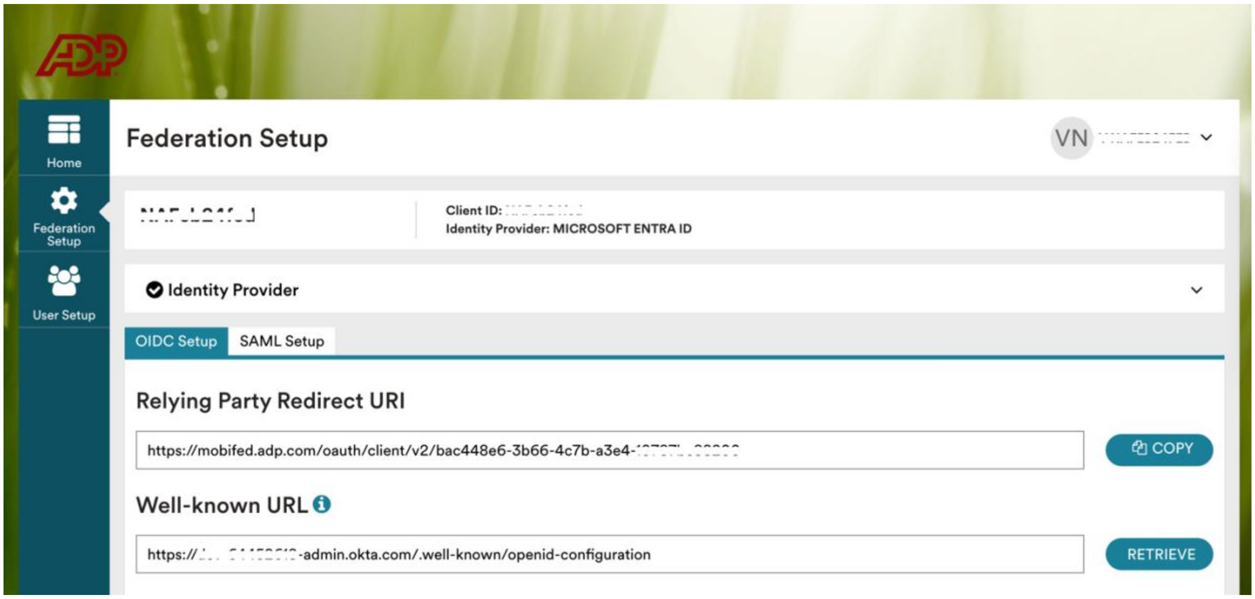
For ADP International organizations, please contact your ADP representative for available options presented in this guide.

OAuth/OIDC Federation Setup

Below are the configuration steps to complete the OAuth/OIDC federation setup:



1. Sign into the ADP Federated SSO site with your ADP issued credentials (https://identityfederation.adp.com/)
2. Select your Identity Provider.
3. Enable OIDC Federation by selecting Enable OIDC Setup.



a. Copy the **Relying Party Redirect URI** (to paste this on your identity provider website for the ADP Mobile application).

b. Create the OAuth/OIDC application at your identity provider.

c. Enter the **Well-known URL** from your identity provider and select **Retrieve**.

   i) The Endpoints will be populated from the well-known endpoints.

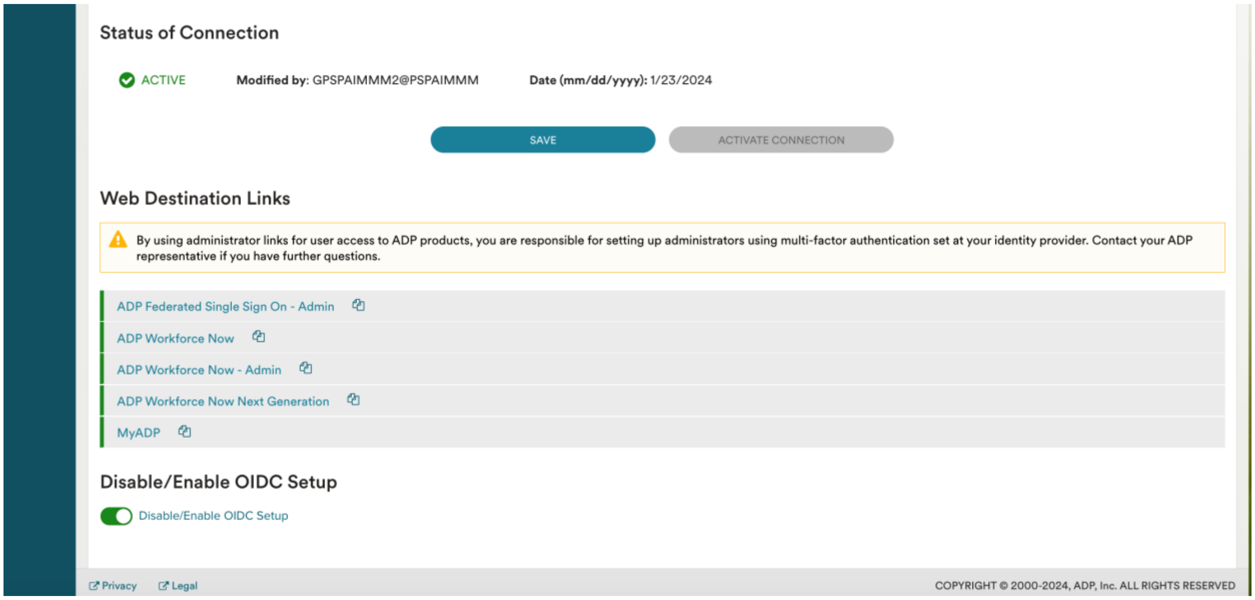
   ii) If the Well-known URL is not provided by your identity provider, you must manually enter your endpoints from your identity provider.

d. **Application Details**

i) Application Client ID, Audience, Application Client Secret will come from your identity provider.

ii) The User Identifier should be the name of the attribute of your unique identifier which is synchronized between ADP and the identity provider.

e. Select Save and Activate Connection



i) During activate connection a federation provisioned user is required.

(1) If a provisioned user doesn't exist yet, then just select Save, then contact your ADP Representative to provision the Federation Admin or a test user for federation, then Activate the connection once that provisioning is confirmed.

(2) If the provisioned user is not the Federated Admin, Save and then copy the Activation Link and provide it to the provisioned user.

f. Once the connection has been verified, enable the OIDC setup.

g. Navigate to **Web Destination Links** for user access.

h. Please see the appendix for identity provider specific setup.

i. For each service your organization has assigned, there will be a Web Destination Link. Copy this link to setup a bookmark app or embed it in your company's Portal for users to access this ADP service. Please see the Enabling Multiple ADP Services section.

Note: ADP recommends that you setup a reminder for your organization to renew your secret before the expiration date. Without a valid secret, your employees will not be able to access ADP services.

OAuth/OIDC Identity Providers

ADP has listed identity provider setups. There are additional identity providers not listed and ADP can support any identity provider that supports OAuth 2.0 Authorization Grant Type.   Outside these identity providers please check with your ADP representative.
ADP is not responsible for the identity provider configurations.

OKTA Setup

1. On your identity provider environment, complete the steps below:
   a. Select **Create New App** application:
      a. Sign-in method: OIDC – OpenID Connect
      b. Application type: Web Application
   b. Select **Refresh Token** under Grant type.
   c. Paste Relying Party Redirect URI in Sign-in redirect URIs.
2. Copy the following information from your identity provider web site:
   a. Well known URL for OKTA is the OKTA base URL plus '/.well-known/openid-configuration'.
   b. Enter either the OKTA base URL, or well-known URL in the **Well-known URL** field and select **Retrieve**.
      i) The Endpoints will be populated from the well-known endpoints.
      ii) Please confirm this is correct.
      iii) ID Token Issuer is from the well- known issuer value.
   c. Application Detail:
      i) Client ID, Client Secret.
      ii) Audience
      Note: Audience is the labeled **Audience** in the Okta OIDC App.
      iii) User Identifier - **personId**
      Note: User Identifier is the attribute containing the unique identifier that was defined in the ADP Web SSO setup.
   d. Additional Information:

i) Make any adjustments needed for Scopes Requested, Response Type, Response Code.

3. Click **Save**.
4. Skip to Finish Setup in ADP Federation Dashboard section.

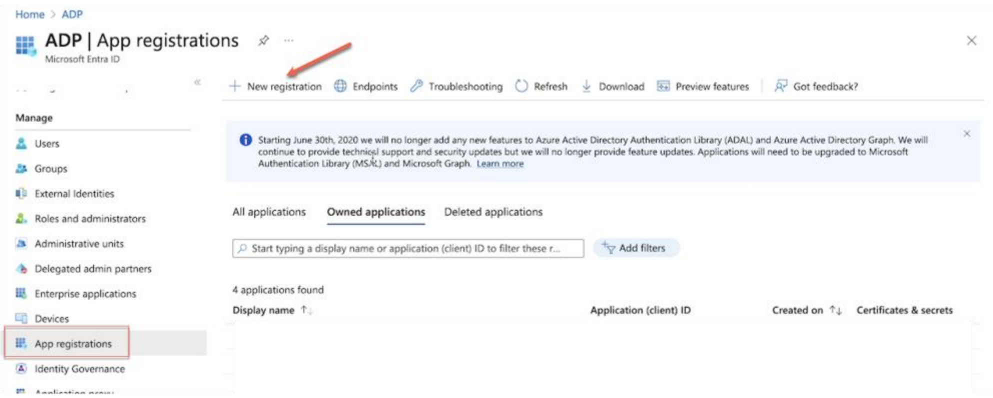
Microsoft Entra ID Setup

1. Please refer to the [Microsoft Entra Tutorial: Microsoft Entra single sign-on (SSO) integration with ADP (OIDC)]()

   Note: You will need to use this document to set up a valid User Info Endpoint and User Identifier on the Federation Dashboard page.

2. On your Microsoft Entra Identity provider environment, complete the following steps:

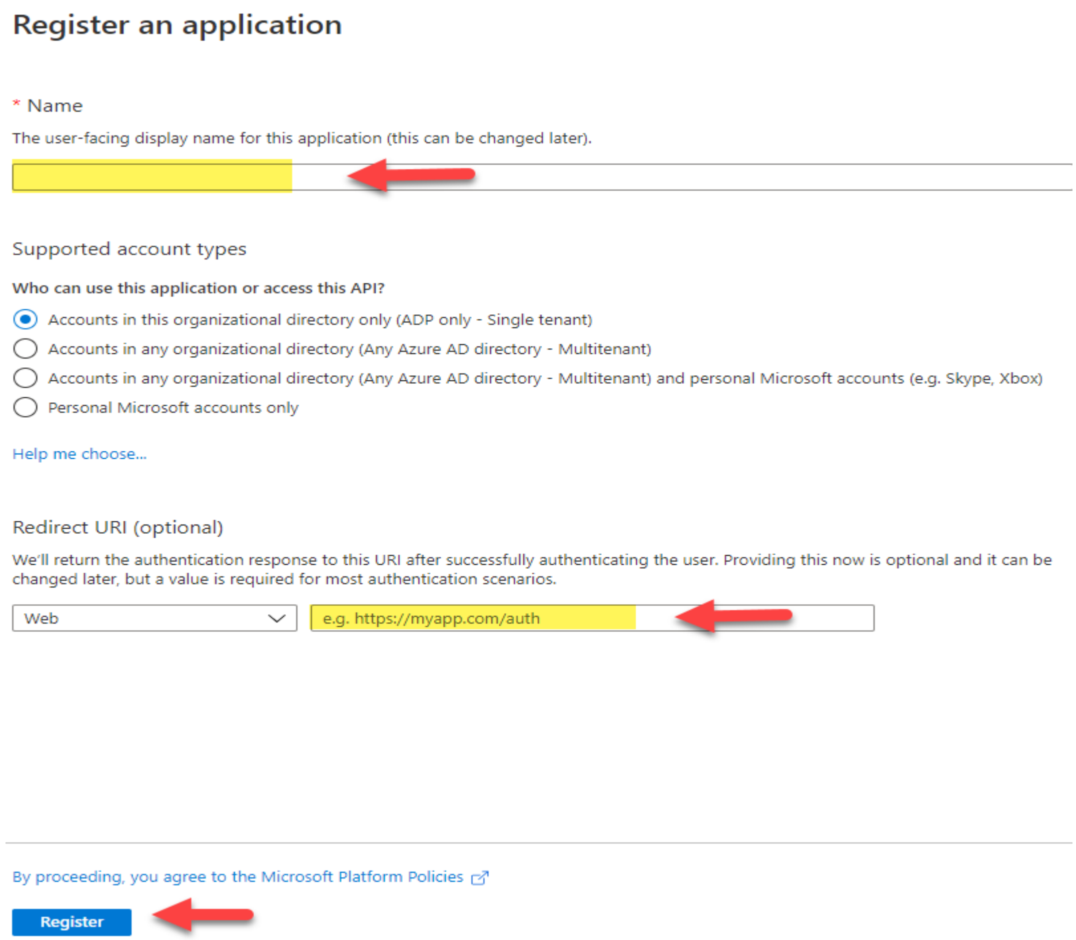
   a. Select App Registrations, then **New registration**.



   b. Enter **Name** (such as ADP Mobile Solutions)

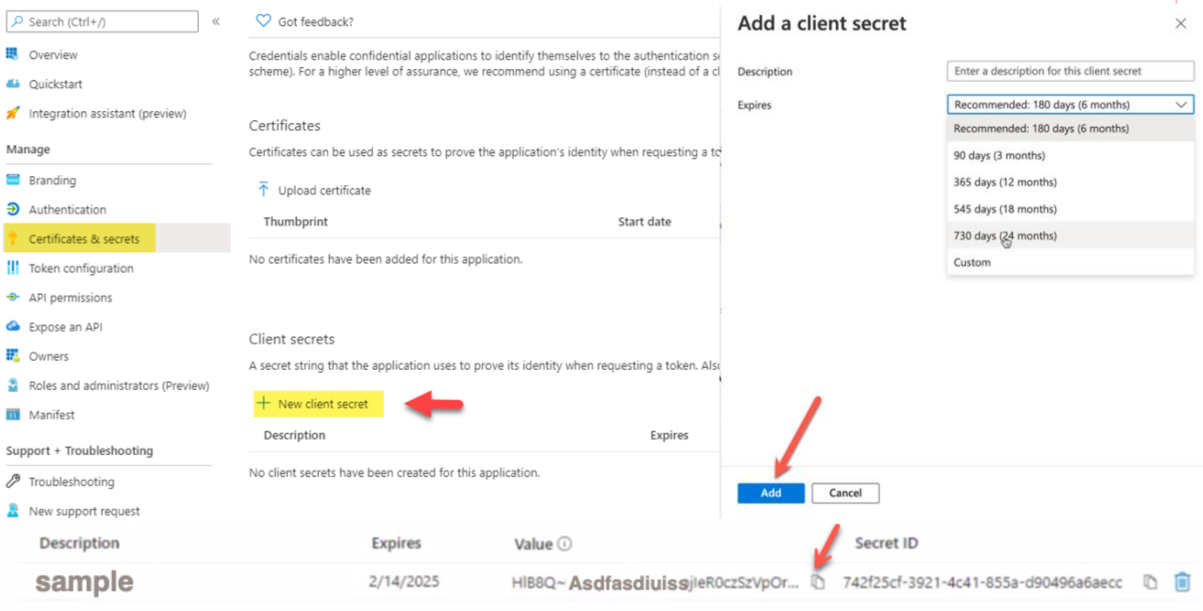
   c. For **Redirect URI select 'Web' and paste the Relying Party Redirect URI** copied from the ADP [OIDC Setup]() section into the **Redirect URL** field on your Entra ID.

   d. Select **Register**.

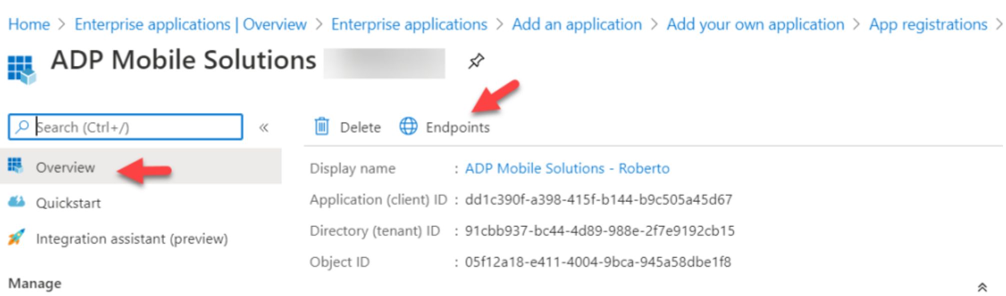


3. On your new registered app:
    a. Select **Certificates & Secrets** section under **Manage** and click **+ New client secret**.
    b. Add a description under **Add a client secret** (optional).
    c. Select expiration period of your client secret and then click **Add**.
    d. Copy the client secret right away to a text document.

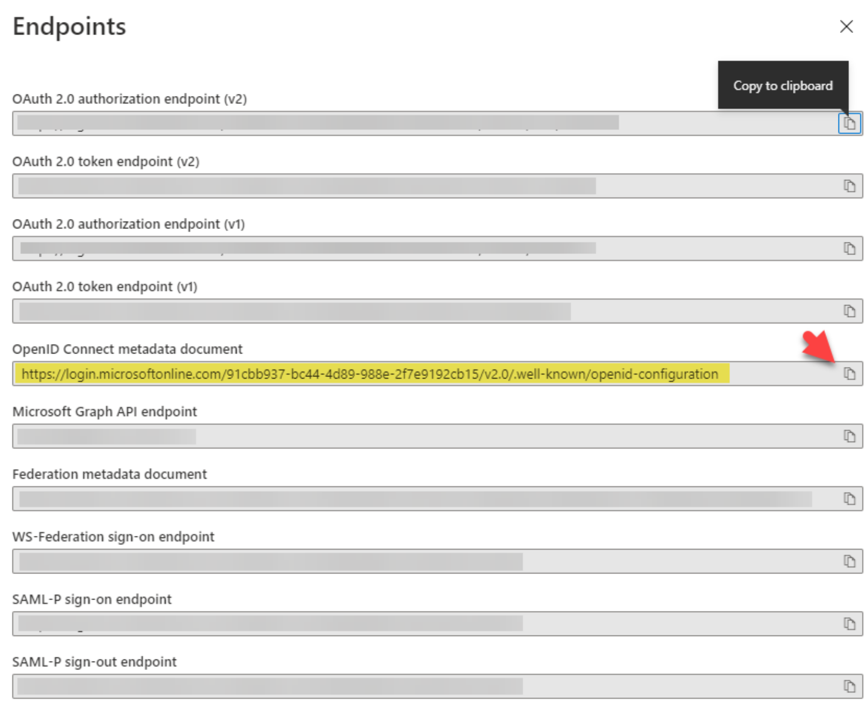
    Note: Once this client secret expires, you will be required to create a new one and update the ADP Federated SSO website to continue using Mobile SSO.



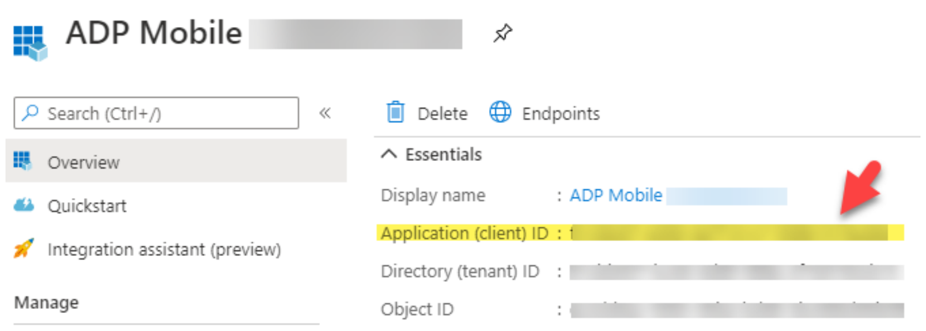
e. Click **Endpoints** in the **Overview** section.

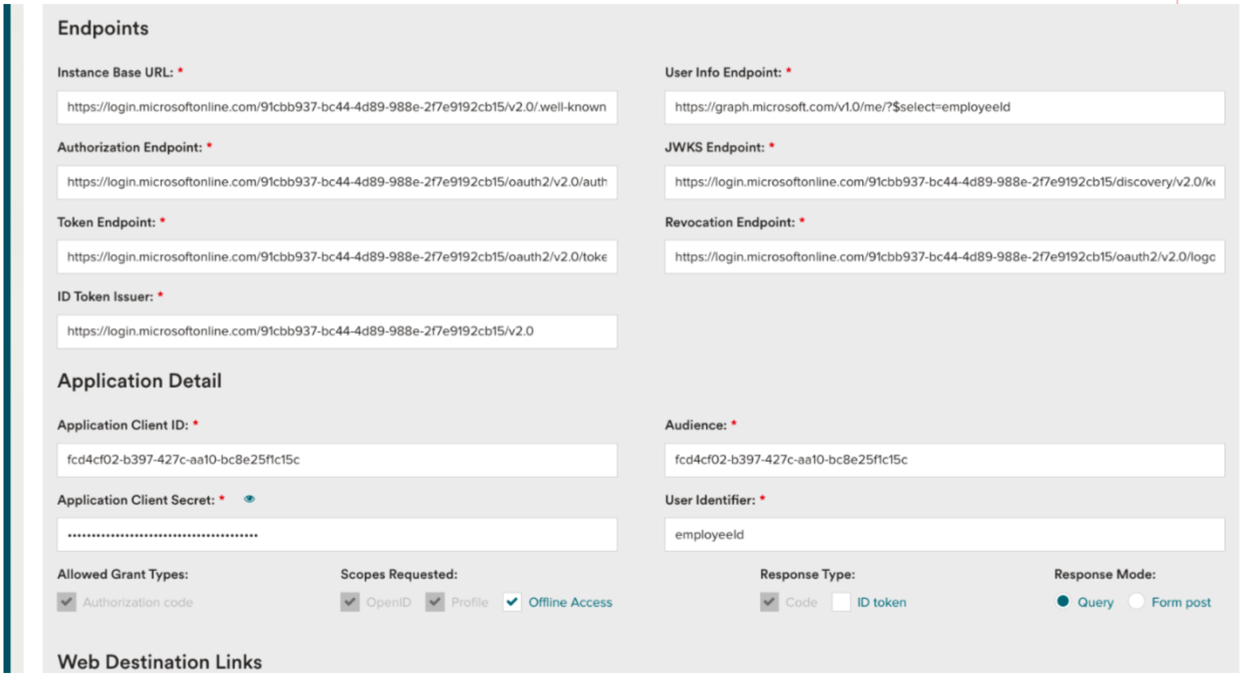


f. Copy the link under **Open ID Connect metadata document** and paste it in the **Well Known URL** field on the ADP Federation Dashboard.



4. Paste the **Well-known URL** from your identity provider and select **Retrieve**.
   a. The Endpoints will be populated from the well-known endpoints.
   b. *Please confirm this is correct.*
   c. *ID Token Issuer is from the well-known issuer value.*
5. **Client ID**: copy the Application ID from Entra ID





a. **Audience**: Copy the Application ID from Entra ID.
b. **Client Secret:** Paste it from step 2d.
c. Enter a **User Identifier**. This should reference an Entra attribute (such as employeeId or employeeNumber or an Extension Attribute) that contains the Federation Identifier you have chosen.
d. For the **User Info Endpoint**, construct it based on the user identifier (Unique Identifier) which needs to be used:

User Identifier	User Info Endpoint
userPrincipalName	https://graph.microsoft.com/v1.0/me/?$select=userPrincipalName
employeeId	https://graph.microsoft.com/v1.0/me/?$select=employeeId
mail	https://graph.microsoft.com/v1.0/me/?$select=mail
extensionAttributex	https://graph.microsoft.com/v1.0/me/?$select=extension_<applicationId>_extensionAttributex

Note: If you are using an OnPrem Extension Attribute, your User Info Endpoint should be http://graph.microsoft.com/v1.0/me/onPremisesExtensionAttributes/extensionAttributex and your User Identifier should be "value".

e. Visit https://developer.microsoft.com/en-us/graph/graph-explorer

f. Click **Sign in to Graph Explorer** and enter your credentials

g. To discover all available attributes that can be mapped as unique identifier, run the following query: https://graph.microsoft.com/v1.0/me/?$select=*:

h. Add the following API permission in Entra ID:

API Permissions > Add a permission > Microsoft Graph > Delegated permissions > Expand User >

Select..

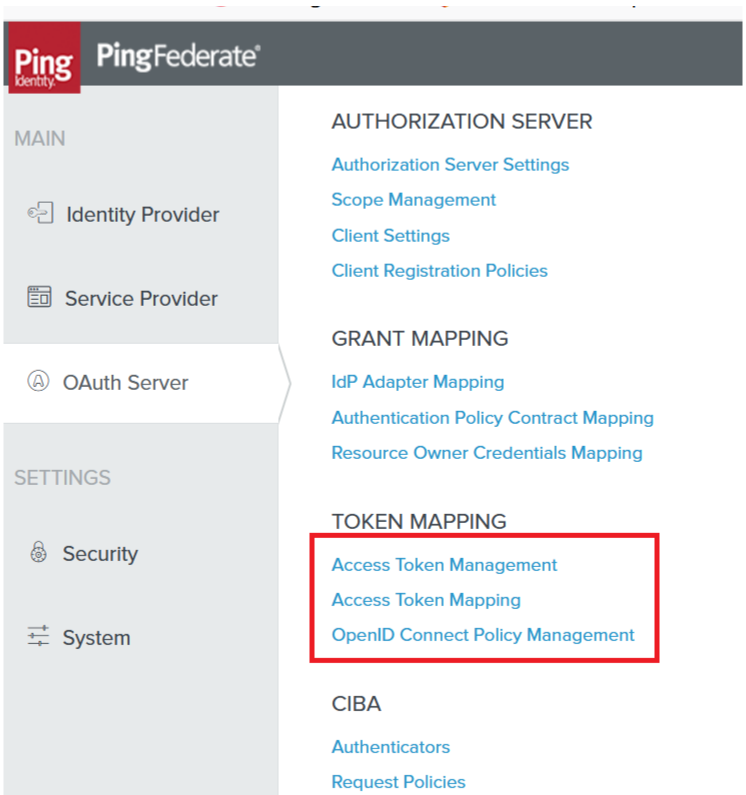
User.Read
User Read.All
User. ReadBasicAll

Once the permissions are added, click on **Grant Admin Consent for your tenant** button.

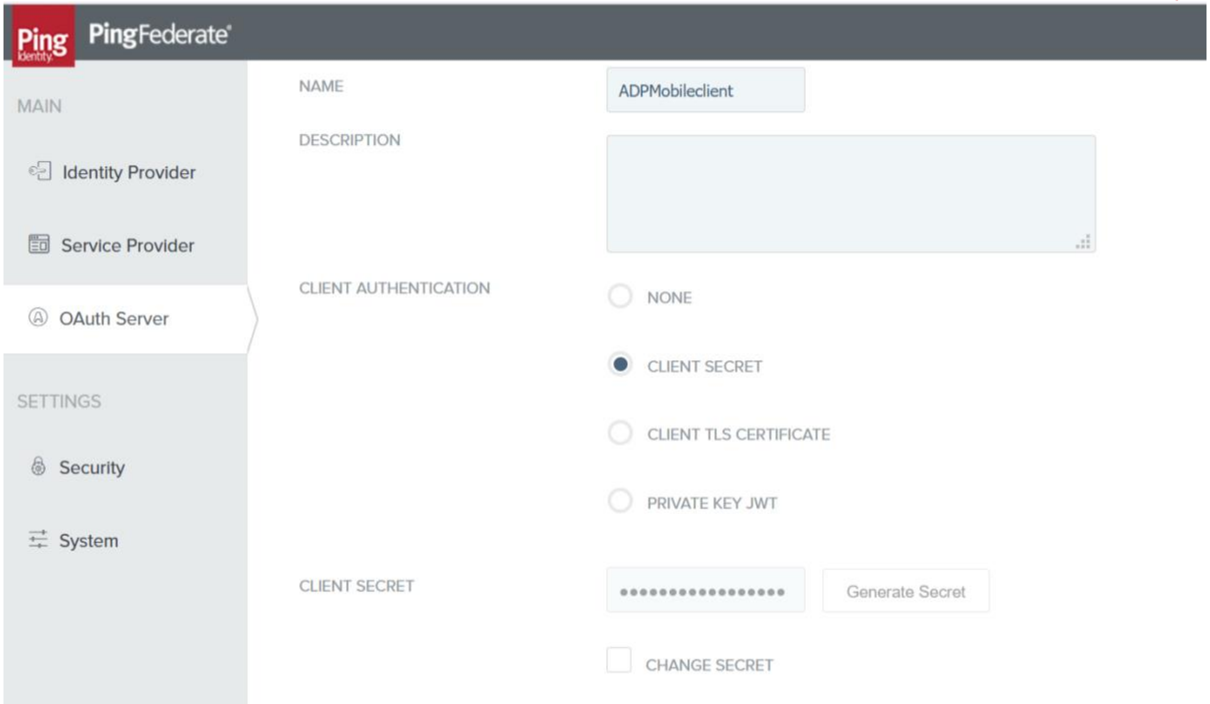
Skip to Finish Setup in ADP Federation Dashboard section

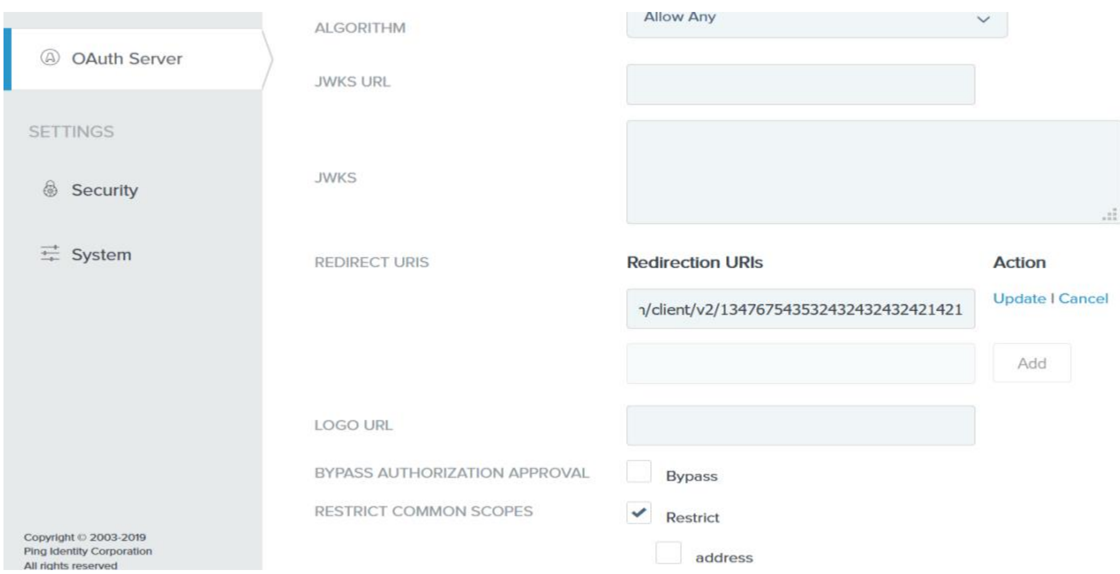
Ping Federate Setup

1. On your PingFederate identity provider environment, complete below steps:
    a. Under oAuth server, create one Access Token Management



    b. Create Access Token Mapping for the Access Token Management created at step a.
    c. Create an OpenID Connect Policy for the Access Token Management created at step a.
    d. personId should be part of attribute mapping and map Employee number with personId.
    e. Create oAuth client:
        - Enter client id, client name, generate client secret.
        - Enter redirect uri provided by ADP
        - Check the Restrict for Restrict Common Scopes





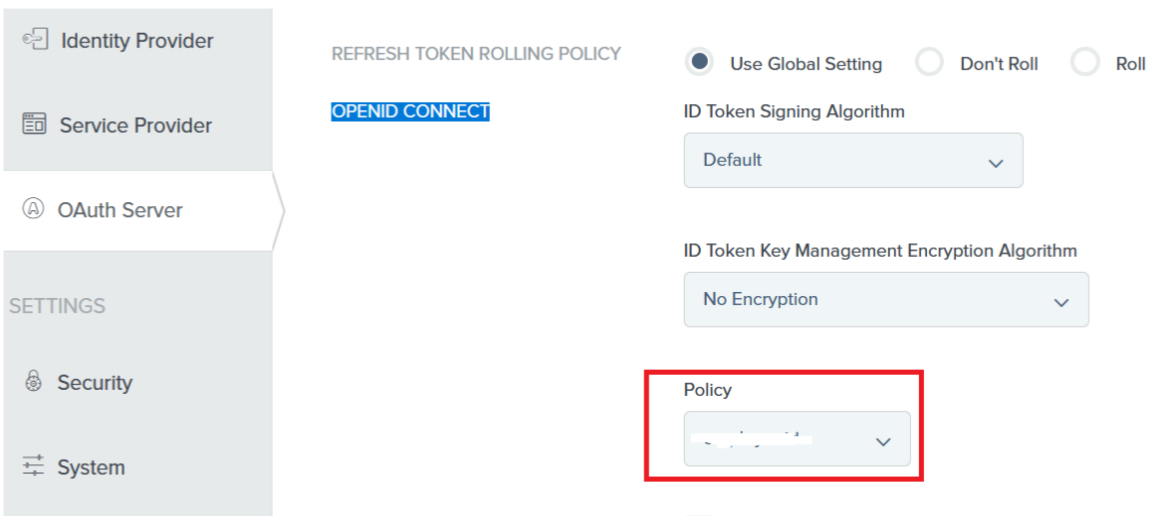
f. Check the openid and profile scope.

g. Check the following for Allowed Grant Types:

- Authorization Code
- Refresh Token
- Access Token Validation (Client is a Resource Server)

h. Select Access Token Manager created from step A for the Default Access Token Manager

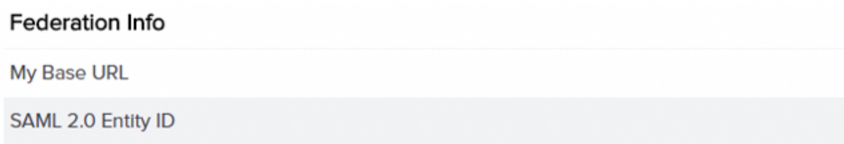
i. Select openid connection policy created from step c.

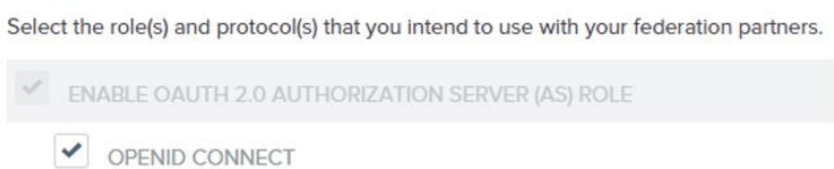


j. Save the client.

2. Copy the following information from your identity provider web site:

   a. Instance Base URL (You can find PingFederate Base URL under Server Configuration -> System settings -> Server Settings -> Roles & Protocols: Enable OpenID Connect as shown below).





Note: Well known URL for Ping is the Ping base URL plus '/.well-known/openid-configuration'.

i. Enter either the ping well known URL in the **Well-known URL** field and select **Retrieve**.
   i) The Endpoints will be populated from the well-known endpoints.
   ii) *Please confirm this is correct.*
   iii) *ID Token Issuer is from the well-known issuer value.*

j. Application Detail:
   i) Client ID, Client Secret.
   ii) Audience
   iii) User Identifier – ***personId***

   Note: User Identifier is the attribute containing the unique identifier that was defined in the ADP Web SSO setup.

k. Additional Information:
   i) Make any adjustments needed for Scopes Requested, Response Type, Response Code.
      b. Client ID, Client Secret.
      c. Audience, ID Token Issuer

      Note: Audience is the Client ID of the app in Ping federate. ID Token Issuer is the "Issuer" of Ping IDP.

3. Paste the above copied information on the ADP Federated SSO web site -> Mobile Setup -> OIDC Setup section

4. On the ADP Federated SSO web site -> Mobile Federation section, complete the remaining steps:
    a. Enter the type value personId in the User Identifier field. This value is case-sensitive.
    b. Click **Save.**
    c. Click Synchronize to save the configuration information to your production environment.

    Note: You will not be able to synchronize until Web setup is complete.
5. Upon successful synchronization, your administrator performs any other pending configs on your identity provider environment to allow federated access on the ADP Mobile App.

Finish Setup in ADP Federation Dashboard

1. Configure the **Additional** Information section to match this graphic:

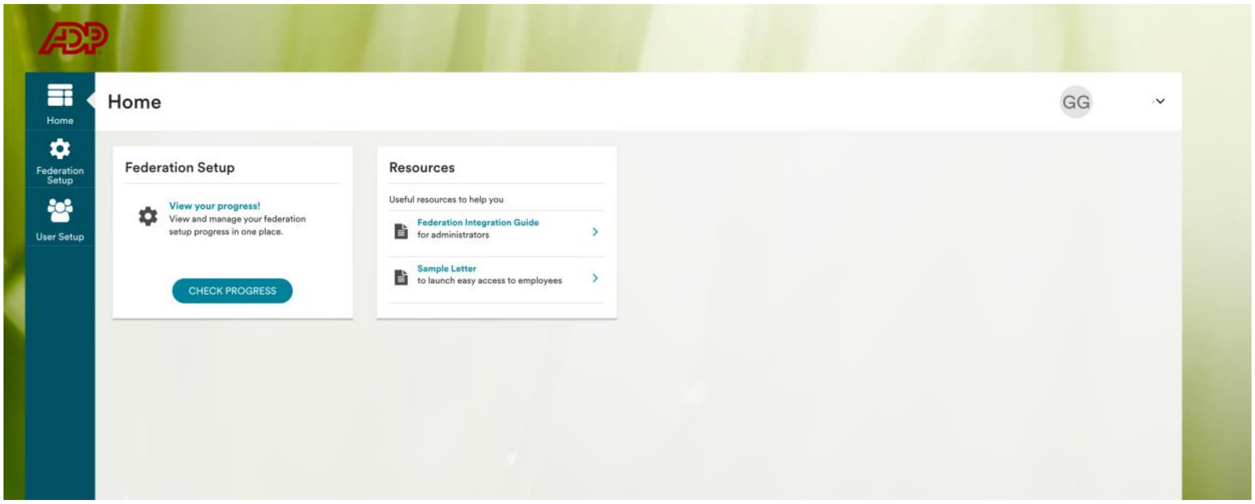
2. Click **Save** to save the configuration.
3. Provision one user to create a federation account with the unique identifier.
4. Click **Activate Connection** to verify the connection.
    a. A new tab will present a sign in with your provider using the provisioned user.
    b. A confirmation message will be shown.
5. Upon successful activation, your administrator configures your identity provider environment to allow federated access to the ADP Mobile App.
6. On your identity provider environment, your administrator assigns the federated ADP mobile application to a few employees to test federated access.
7. Select the slider button to Enable OID Setup.
    a. Your employees can now access the ADP mobile app and sign on with our organization's credentials to access their ADP service. This confirms a successful test.
    b. On confirmation of a successful test, your administrator assigns the federated ADP mobile application to the balance of your employees to roll out this feature.

Note: ADP recommends that you setup a reminder for your organization to renew your certificate before the expiration date. Without a valid certificate, your employees will not be able to access ADP services.

SAML Federated Setup

Please only proceed once your provisioning approach has been decided. If undecided, please review the provisioning users section.

Below are the configuration steps to complete a SAML federated setup.



1. Sign into the ADP Federated SSO site (https://identityfederation.adp.com/)

2. Select your Identity Provider. ADP supports preconfigured setups for selected IDP partners.

3. Complete the information in the **Configure** section within the **SAML Setup** tab. The steps in this section will vary depending on your selections in steps 3 and 4.

4. After completing your IDP setup, click **Next**.
   Note: Most IDPs have an ADP application listed in their catalog. Please search for the ADP application at the IDP and follow the IDP's setup instructions.

5. On the **Upload Certificate** tab, click **Browse** and select your IDP's metadata file (this must be an .XML file, not just a certificate).
   Note: When your certificate expires in the future, use the Upload Certificate feature to renew it.

6. Click **Upload**. When the upload is completed, the **Federated Issuer Key** field will be updated, and the new certificate appears in the **Latest Uploaded Certificate** list with status **Active**.

Note: You will not be able to make further changes to the **Federated Issuer Key** (AKA "Issuer URL"). However, you can update a certificate as many times as needed.

7. Handshake step: Handshake is verification process to help verify that your IDP setup is configured as per ADP requirements.

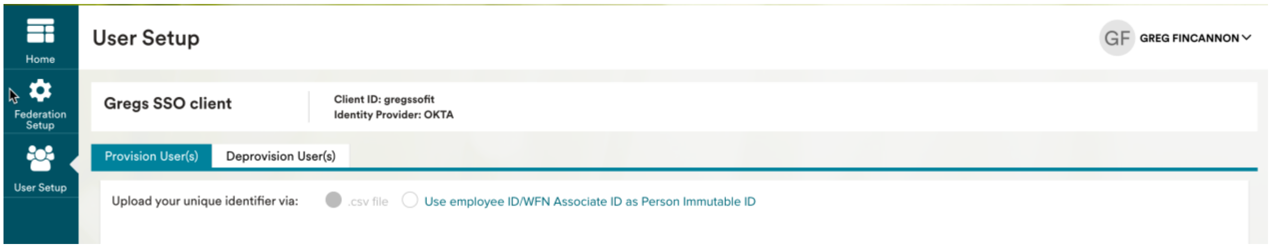
   Notes:
   - Handshake will only appear if you are using "Other not listed identity provider", ADFS, or "Standard Identity Provider" for EMEA clients.
   - Please update the Test PersonImmutableID to match the account of the test user.

8. You can now test with a few employee users in your company. To begin the test, click **Provision User(s)** under the **User Setup** on the left navigation bar.

   - For NAS (Nationals) clients please contact your implementation representation to complete this step.

User Provisioning for Federated SSO Access

Provision User(s)



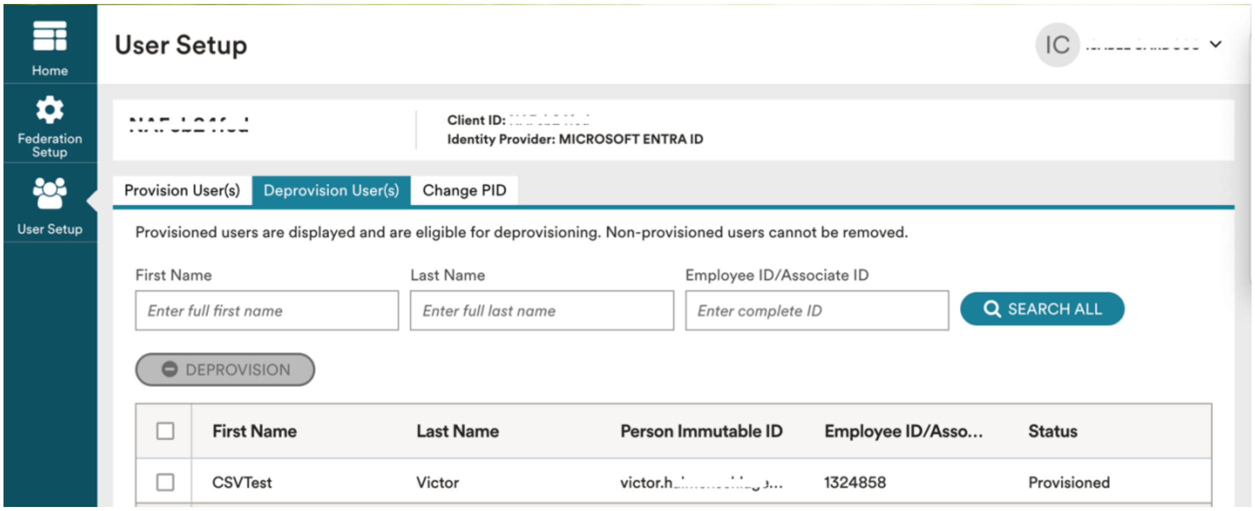
- Upload your unique identifier via CSV (may not be available to all clients). CSV is also a good choice if client wishes to limit SSO to a subset of employees.
- It is normal to see some errors on this process. This usually happens for orphan records or some other invalid entry that should not be provisioned. **Note**: Clients who use Employee ID/WFN Associate ID for provisioning cannot see the error log.
- ADP preferred option: Using Employee ID/WFN Associate ID as Person Immutable ID – Automatic setup
  - This configuration will apply to all associates created having an Employee ID/WFN Associate ID.
  - Automatic setup will most likely happen overnight to avoid performance impacts. Depending on the number of users to be provisioned, the process may take several hours to complete.
  - Once the process finishes, you will see the provisioning results, with an end time, total users processed, and number of successes and failures.

Note: You can safely close the app and return later to view the status.

Note: This option is available for Americas only.

User Deprovisioning for Federated SSO Access

Deprovision User(s)

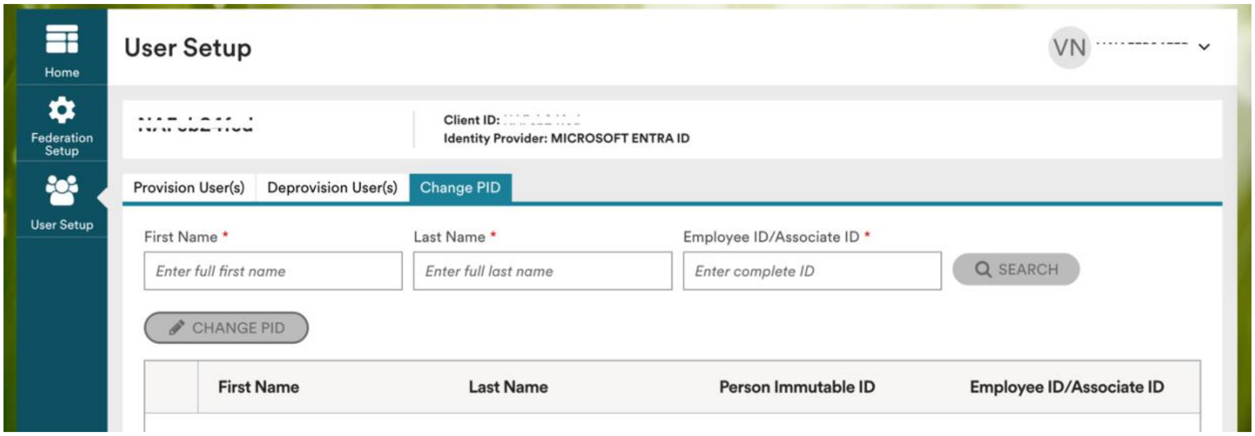


- Provisioned users and not provisioned users will be shown on this page, however only provisioned users can be deprovisioned.
- Users can be deprovisioned at will and as needed.
- The number of users that can be deprovisioned in one go is the amount of users shown on the screen.

Note: This option is available for Americas only.

Changing PID for Federated SSO Access

Change PID



- The ability to change PIDs (Person Immutable ID) has been recently introduced.
- Since it's not something that should happen often, PIDs can only be updated one by one.
- Bulk action is not supported.
- Characters supported in the change operation are the same as the supported in the provision operations.

Note: This option is available for Americas only.

Note: This option is not available for NAS clients.

Certificate management

Clients using federated SSO will need to maintain their x.509 public key certificate. Typically it will need to be renewed every 1 to 2 years. If the certificate is not renewed before expiration, their employees' federated access will be disabled.

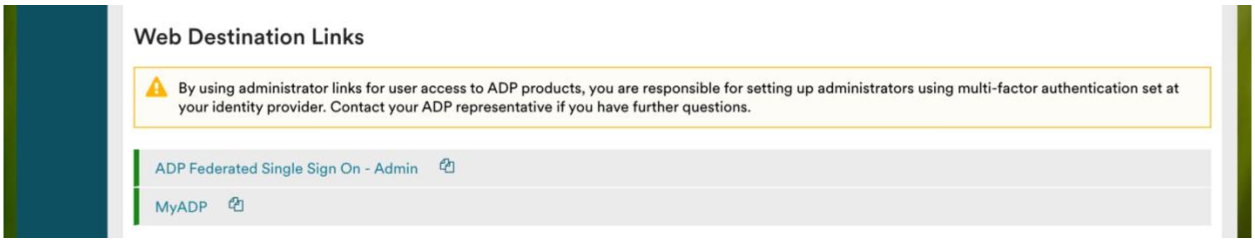
- The client admin with Federated SSO dashboard access will receive an email notification from SecurityServices_noreply@adp.com in advance of the expiration.
- To check for any of their public certificates that are set to expire in 30 days, the client admin can review at https://identityfederation.adp.com (Reports > Expired Certificates).
- The client will upload the certificate by uploading a Metadata file, which contains both the Federated Issuer Key and Certificate (XML file).

Enabling Multiple ADP Services to Your SSO Connection

OKTA

To configure more than one ADP service with Okta, in case the service needed is not pre-configured, follow the steps below.

OIDC – Web Destination link



Copy the web destination link

SAML – Assemble the ADP service Okta URL

1. View the ADP connection meta data and select the 'HTTP-POST' location.
   a. Ex: <md:SingleSignOnService Binding="urn:oasis:names:tc:SAML:2.0:bindings:HTTP-POST" Location="https://abc.okta.com/app/adp/exk58v1rvvmmFB47G5d7/sso/saml"/>
2. Append the RelayState query parameter
   a. Ex:https://abc.okta.com/app/adp/exk58v1rvvmmFB47G5d7/sso/saml?RelayState=https://fed.adp.com/saml/fedlanding.html?REDBOX

Create the Additional App in Okta

After creating the ADP service Okta URL, follow and complete the steps available in this document: https://support.okta.com/help/s/article/How-do-you-create-a-bookmark-app?language=en_US

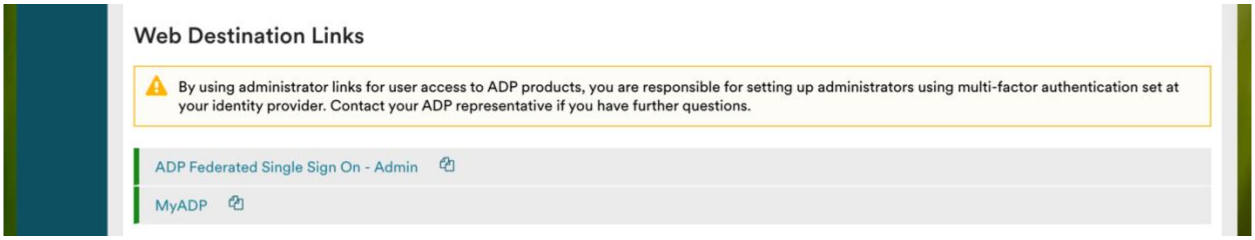
In step #2, in which the **URL** is required, use the ADP service Okta URL mounted in the step above.

Steps to test the connection in Okta are also available in the document linked above.

Microsoft Entra ID

Please follow the Microsoft Entra ID setup instructions for the ADP SSO application.

OIDC – Web Destination link



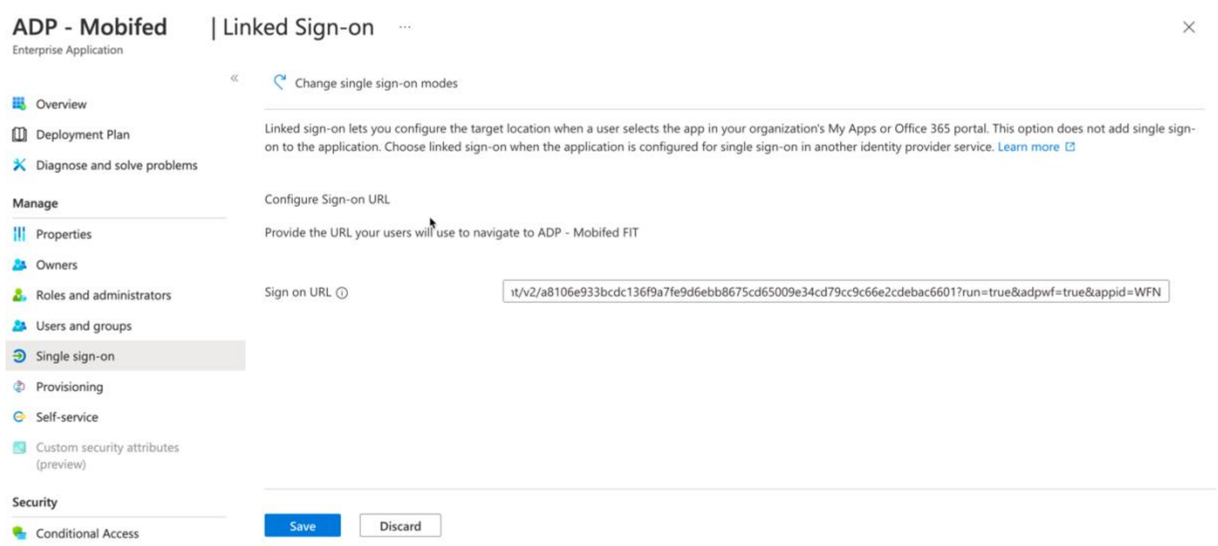
Copy the web destination link for use below.

SAML – Mount the ADP service Entra ID URL

1. Log into your MS Entra ID instance and select the ADP app.
2. In the ADP app, click the "**Get started**" link in the **"2. Set up single sign on"**.
3. On the left side menu, click "**Properties**" and copy the "**User access URL**" to a text file.
    a. **Important**: this is going to be the base of the access URL for the ADP services we need access to.
4. Append to the copied URL **"&relaystate=" plus the value of the ADP URL** provided in the instructions step during setup or by the ADP rep.
    a. Note the "**&**" (and sign) and the "**r**" and "**s**" in lower case.

Important: You must create one URL per extra ADP service selected during the setup process.

Create an Additional Application in MS Entra ID



1. In the header menu, click on "**Enterprise applications**"
2. In Enterprise applications, click "**New application**"
3. Search for the ADP app and click on the ADP app returned.
4. In the side panel, add the name of the new app (e.g.: ADP WFN (Workforce Now) admin) and click **"Create".**
5. Select the newly created app and select "**Properties**" in the left side menu.
6. Click the "**Get started"** link in the **"2. Set up single sign on"**.
7. In the new view, click the **"Linked"** tab.
8. For OIDC, add the Web Destination link copied from the ADP Federation dashboard to the **"Sign on URL"** and save.
9. For SAML, add the ADP service Entra ID URL mounted in the process above to the **"Sign on URL"** and save.
10. Set up user and app configs as needed.
11. MS Entra ID takes a few minutes to refresh the apps. After this, go to your app dashboard and the newly created app should be available.

Note: You can test the Entra ID URLs by hitting them directly using any browser. You should see the ADP page with an error message, indicating that ADP was reached, but since the SAML is missing the user, the user will not be found in the process.

Next Steps

User Rollout for Mobile and Web

ADP provides a sample email template, a web and mobile federated SSO user experience guide to help you craft your own process to move to federated SSO.

While in transition the users will become dual users (with both ADP-issued credentials and a federated account). Once employees and administrators are using federated SSO to access ADP services, please contact ADP to make the users direct, which will only use federated access to ADP.

Transition from SAML to OAuth/OIDC

If you have a current SAML connection and successfully have setup an OAuth/OIDC connection, you can begin to transition your users to use the OAuth/OIDC connection. Determine how your users currently access ADP thru the SAML relay states links. This could be an internal portal, your IDP might host the access, etc. This process needs to be replaced with the links from above.

Enabling Administrative Access for Your Users

Important: As mandated by the ADP Global Security Office (GSO), organizations requiring federated access to administrators at the ADP services must support Multi-factor Authentication (MFA) on the Identity Provider side and every administrator must be authenticated via MFA prior to the federation connection.

After **your** organization has successfully completed the setup, please protect the administrator relay state or the OIDC web destination link with Multi-factor Authentication (MFA). Your administrators will use this link to access the ADP services.

Enabling Users to Use Federated Only Access

To restrict your users from accessing ADP systems with a password account and require federated single sign on, please reach out to your ADP representative. There are configurations that need to be done on the client settings to alter the functionality.

Note: This option will **not** remove existing dual accounts (please contact your ADP representative to remove the existing password accounts). Terminated users have the option of receiving a direct account.

Employee Experience

Once your employees are successfully assigned to the ADP Mobile Access application in your identity provider, your organization can rollout the mobile federated experience to your employees.

View the Mobile Federation SSO Getting Started Guide for Employees and Web Federation SSO Getting Started Guide for Employees for additional information.

Your employees can download the free ADP Mobile Solutions app and use your company login credentials to sign-in to ADP services.

Always Designing for People

Appendix – Options on Syncing Unique Identifier

To sync your federation identity directory to your ADP system you will need to sync the unique identifier, also referred to as Person Immutable ID (PID), with your internal systems (LDAP, active directory, etc). There are 3 ways to get the data into the IDP system: **Manual**, **Automated**, and **Real-time**.

- **Manual** - Manually type in PID (contact your IT team in charge of federation for instructions) after reviewing ADP system.
  - **EV5** - PID is ID – From Portal.adp.com – go to Human Resources -> launch Enterprise -> People -> Personal Actions -> Change Job/Position information -> Change Job Position
  - **EV6** - People -> Personnel Actions -> Change Job/Position information -> Change Job/Position. (PID is to the left of Name)
  - **WFN** - PID is Associate ID - People -> Employment -> Employment Profile (Select card icon next to Employee Name)
  - **Vantage** - PID is Employee # - People -> Employee Profile -> Personal Information
  - **Netsecure** - PID is Employee/Associate ID – People -> Manage users

- **Automated/Batch** - Run a scheduled report to pull that data and feed into the IDP system. May require ADP project services
  - **EV5** - ADP DataCloud Advanced Reporting (ADPR)
  - **EV6** - ADP DataCloud Advanced Reporting (ADPR)
  - **WFN** - Reports & Analytics > Reports Dashboard > Additional Reporting Links > Custom reports
  - **Vantage** - Reports & Analytics > Custom Reporting > Custom Reporting Home

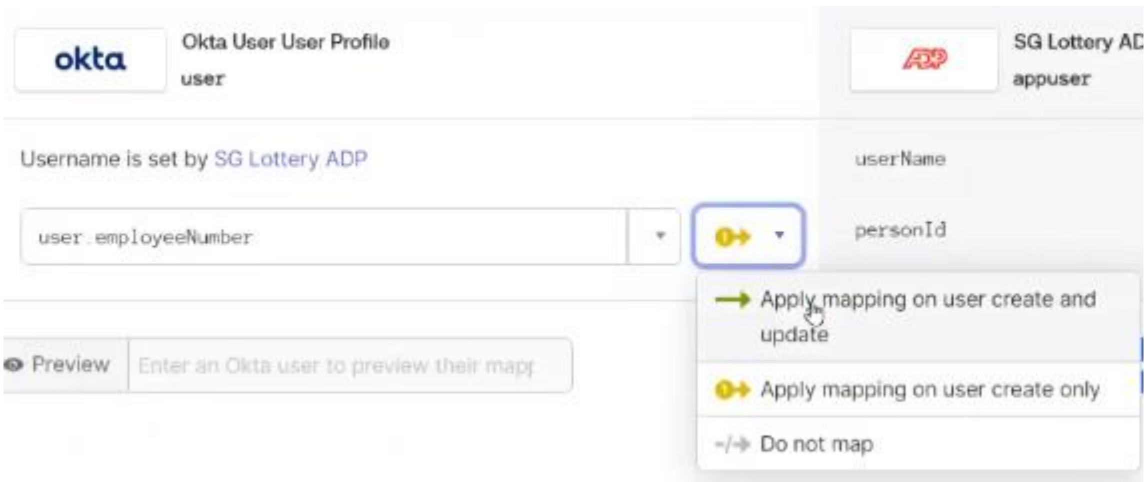
- **Real-time** - Use the available APIs for your ADP SOR to pull this data. May require ADP project services or 3rd party contractor.

- Search for existing 3rd party applications – https://apps.adp.com - Search for "Data Connectors"
    - Example Aquera Identity Directory Sync Bridge
- Create your own application using ADP APIs -Speak to your Service Representative or CSE to set up an API Onboarding Call.

Appendix – Configuring personId as User Identifier in Okta

If personId is not already configured as an attribute, it will need to be set up for your ADP OIDC connection. Please follow the steps below:

1. Open Directory -> Profile editor
2. Find your ADP app
3. Select 'Add attribute'
4. Add a new attribute with 'personId' for Display Name and Variable Name
5. Go to Mappings
6. Select the 'Okta User to (appname)' option
7. Find 'personId' in the righthand column
8. On the left hand column, select the attribute you are mapping to 'personId'. This attribute should contain the Federation ID chosen for your users.
9. Change the mapping to 'Apply mapping on user create and update' as shown below and save.



10. Remove users from the ADP app and reassign them to engage the mapping.

You may need to also set up the personId as a Token. An additional "claim" may need to be added in Okta Authorization server.

In Okta, Security -> API -> Authorization Servers
Under Claims -> Add Claim

Value in this claim can vary but in should retrieve the value equal to Federation ID.

Appendix – Dashboard Errors

To enhance the usability of the Federation Dashboard, documented below are the most frequent errors:

Area	Error message	Action
Federation Setup (SAML)	Invalid X.509 certificate format. Please confirm if your metadata file is correct.	Check if metadata file XML which contains certificate is correct. There's usually some typo.
	An error happened on SAML Setup process.	Contact ADP representative for assistance.
	Federation Issuer Key is already setup and cannot be changed.	Check if the value of the entity ID within the metadata file is the same that already exists for this setup on the Dashboard. If there are any federated users created with this federation setup, then the issuer key cannot be updated. Contact ADP representative for assistance.
Provision Users (CSV option)	User information could not be found: first name is incorrect. OR User information could not be found: last name is incorrect. OR	Review CSV file as it might contain: blank spaces or invalid characters. CSV file must follow headers order as shown in sample CSV.

	User information could not be found: date of birth is incorrect.	
	User is already provisioned with a different Person Immutable ID.	The Person Immutable ID (PID) is taken by some user already provisioned.
	User information could not be found: employee ID is incorrect.	Given employee ID could not be found. The associate may not have been provisioned or may just be incorrect/different from associate created.
	User information could not be found. The associate status is terminated.	Provisioning terminated users is not allowed. Check status of the employment in case user is not supposed to be terminated.
Provision Users (Auto provision)	The request to set up federated access with automatic provisioning cannot be processed for your company.	Misconfiguration in Netsecure. Multiple federation URLs could be set up for the client, or user has both employee ID and WFN ID. Contact ADP representative for assistance.
	Before selecting employee ID/WFN Associate ID as Person Immutable ID option, make sure the client has at least one employee record provisioned with this information.	System of Record is missing or not found. System of Record must be added and associates provisioned by the SOR. Contact ADP representative for assistance.

Deprovision Users	You may not deprovision employees for Federated Single Sign On if have not yet completed the Federation Setup.	Federation setup is not completed. Functionality will only be displayed once the setup is done and there are users to be deprovisioned.
	More than one Identity Provider found for given client.	Two or more Identity Providers were configured. Contact ADP representative for assistance.
Generic Error	Error. Contact your ADP representative for assistance. (no error code)	Common error after session timeout expires. Log out and log back in, or refresh page to login again.
Federation Setup (OIDC) – Activate Connection	06-3027	User not found. Account is likely not created yet.
	01-3001	Session failure. Token might be expired.
	03-3013	The user identifier defined on ADP side is not coming in the user info response from the Identity Provider.
	03-3007	Client secret or client ID doesn't match with what ADP has. Generate secret again and set the value on the Dashboard. Changes might take a few mins to reflect.

	03-3004	Token endpoint is not reachable or token endpoint did not respond.
	03-3006	Grant type is wrong.
Change PID	The Person Immutable ID is already in use.	PID is already assigned to the same user or to another user.
	The update could not be completed because the account was not found.	Account may have been deleted while user was updating the PID. Please reload page to update with valid accounts.

Appendix – Authentication Errors

Documented below are the most frequent errors upon user authentication from federated session:

Area	Error message	Action
Authentication	3027	User not found. Account is likely not created yet.
	3001	Session failure. Token might be expired.
	3013	Make sure the client is sending the UserIdentifier in the UserInfo response.
	3007	Client secret or client ID doesn't match with what is configured in ADP. Make sure Refresh flow is setup on client side.
	3004	Token endpoint is not reachable or token endpoint did not respond.

Did you find this guide helpful? We'd love to hear your feedback! Send us an email at: AIM.productowners@ADP.com.