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## Need Help? Forgot Your Password?

Once registered, you can use your user ID and password to log in and access your ADP service. If you forget your password, you can use the “**Forgot your password?**” link on your ADP service web site to reset your password.

During this process, you will be required to verify that you are the rightful owner of the account to protect your personal information.

Complete the following steps.

1. Enter your user ID to identify yourself.
2. Select the reset method:
  - Request temporary password to be sent via email to your activated email address.
  - Request temporary password to be sent as a text message to your activated mobile phone number.
  - Request to answer security questions and reset the password on the screen.

**Note:** If you have not yet activated your email address and/or your mobile phone numbers, the email and text message options will not be available to you. Use the option to reset your password on the screen.

3. Follow the instructions on the site to reset your password.



**Note:** If you are unable to reset your password, contact your company administrator for assistance.



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## Need Help? Forgot Your User ID?

Once registered, you can use your user ID and password to log in and access your ADP service. If you forget your user ID, you can use the **“Forgot your user ID?”** link on your ADP service web site to retrieve your user ID. During this process, you will be required to verify that you are the rightful owner of the account to protect your personal information.

Complete the following steps.

1. Enter your first name and last name exactly as they exist in your company records.
2. Select and enter the email address or mobile phone number associated with your account.
3. Select the delivery method to retrieve your user ID:
  - Request your user ID to be sent via email to your email address.
  - Request your user ID to be sent as a text message to your mobile phone number.
  - Request to answer security questions and retrieve your user ID on the screen.

**Note:** If your email is shared with other users in your company, you must use the option to retrieve your user ID on the screen.

4. Follow the instructions on the site to retrieve your user ID.



The screenshot shows a web browser window titled "Retrieve Your User ID". At the top, there is a progress bar with four steps: "Step 1 Identify Yourself" (highlighted), "Step 2 Select Delivery Method", "Step 3 Verify Information", and "Step 4 Confirmation". Below the progress bar, the heading "Step 1 of 4: Identify Yourself" is displayed. A privacy notice states: "ADP is committed to protecting your privacy and ensuring that only you can access your information. We ask for some personal information so we can verify your identity." The form contains the following fields:

- "First Name:" with a text input field.
- "Last Name:" with a text input field.
- "Select one type of information:" with two radio button options:
  - "Email Address:" with a text input field.
  - "Mobile Phone Number:" with a text input field.

At the bottom of the form, there are four buttons: "Cancel" (with a red X icon), "Previous" (with a left arrow icon), "Next" (with a right arrow icon), and "Done" (with a green checkmark icon). At the very bottom of the browser window, there are links for "Privacy" and "Legal", and a copyright notice: "© Copyright 2012 Automatic Data Processing, Inc."

**Note:** If you are unable to retrieve your user ID, contact your company administrator for assistance.