

ADP Security Management Service - Securing Administrator Accounts

Welcome, a New Sign in Experience Awaits You

ADP is committed to continuous process improvements to reduce friction and enhance the user experience. Beginning in June 2018, ADP will offer a visually appealing and casual experience to administrators during initial registration, subsequent sign on, and processes such as password change, forgot password, and forgot user ID. This enhancement will be rolled out in phases and will replace the process with the blue screens.

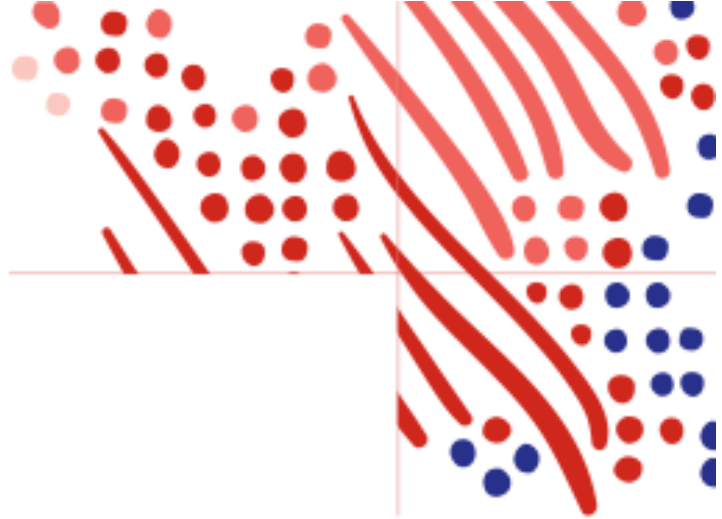
About Administrator Registration

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 the latest browsers available today.

Refer to this document for more information.

Contents

Administrator Registration2	
Signing On (Updated)	5
Frequently Asked Questions	7

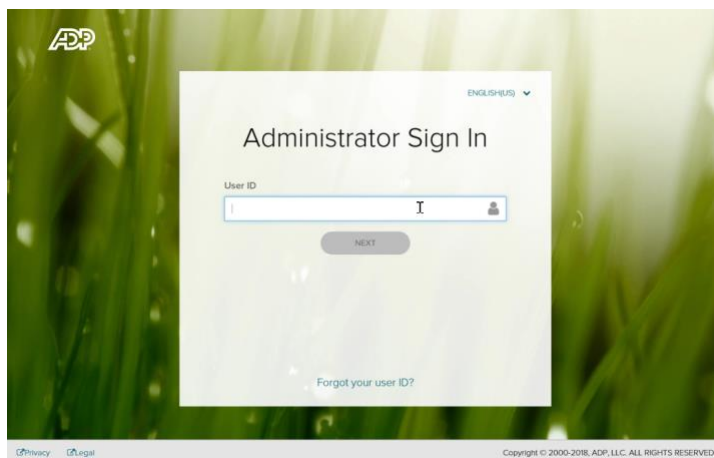


Administrator Registration

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.

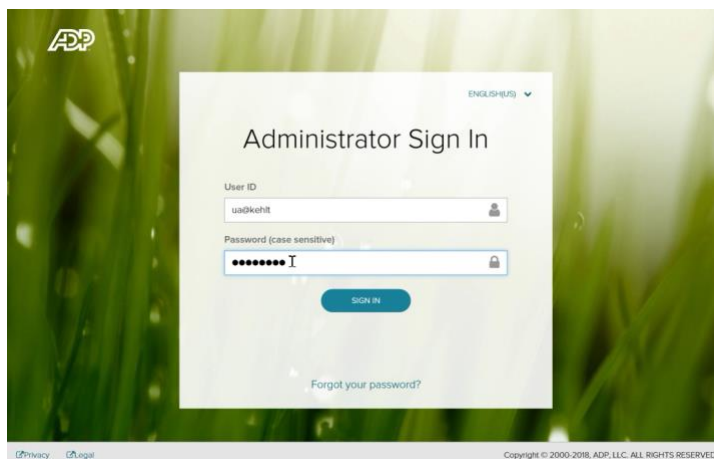
On your ADP service web site, sign in as an administrator. Complete the following steps, clicking **Submit** or **Next** to continue:

1. Enter your user ID.

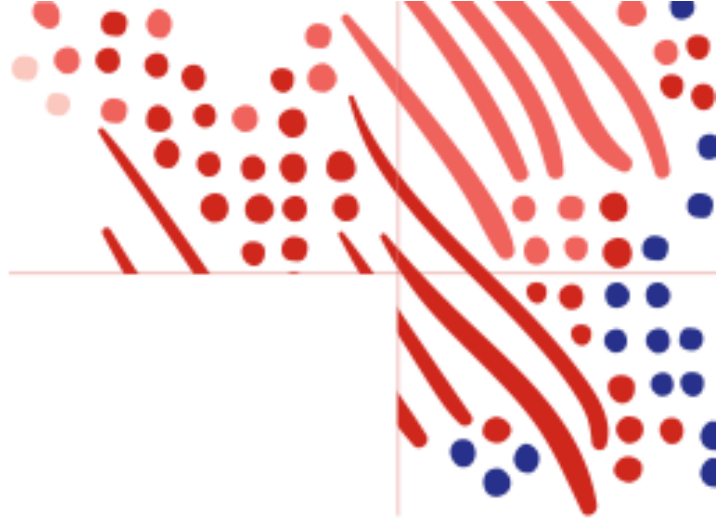


The screenshot shows the ADP Administrator Sign In page. The background is a blurred green field. At the top left is the ADP logo. In the top right corner, there is a language dropdown menu set to "ENGLISH(US)". The main heading is "Administrator Sign In". Below the heading is a "User ID" label followed by a text input field containing a cursor. To the right of the input field is a small user icon. Below the input field is a grey "NEXT" button. At the bottom of the form area, there is a link that says "Forgot your user ID?". At the very bottom of the page, there are small links for "Privacy" and "Legal", and a copyright notice: "Copyright © 2000-2018, ADP, LLC. ALL RIGHTS RESERVED."

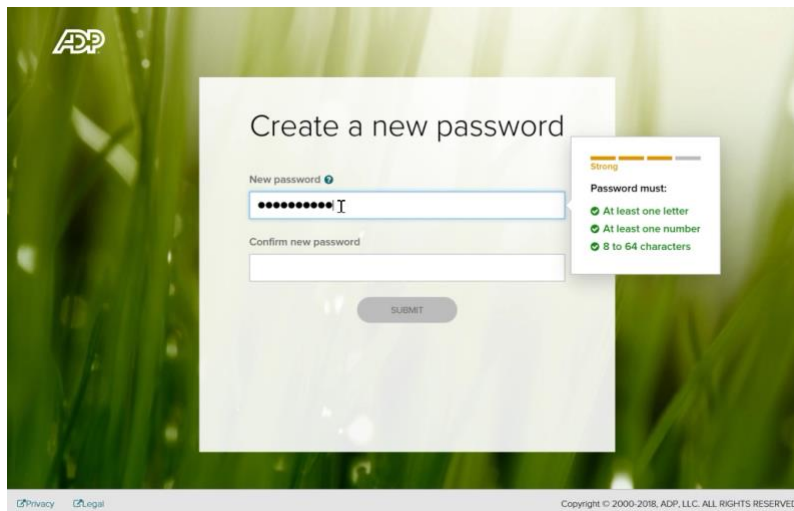
2. Enter your current password.



The screenshot shows the ADP Administrator Sign In page. The background is a blurred green field. At the top left is the ADP logo. In the top right corner, there is a language dropdown menu set to "ENGLISH(US)". The main heading is "Administrator Sign In". Below the heading is a "User ID" label followed by a text input field containing the text "ua@kehll" and a small user icon. Below that is a "Password (case sensitive)" label followed by a password input field with masked characters and a small lock icon. Below the password field is a blue "SIGN IN" button. At the bottom of the form area, there is a link that says "Forgot your password?". At the very bottom of the page, there are small links for "Privacy" and "Legal", and a copyright notice: "Copyright © 2000-2018, ADP, LLC. ALL RIGHTS RESERVED."



3. Create and confirm the new password.



The screenshot shows a web form titled "Create a new password" on a green background. It includes a "New password" field with a strength indicator showing "Strong" (four orange bars), a "Confirm new password" field, and a "SUBMIT" button. A tooltip on the right lists requirements: "At least one letter", "At least one number", and "8 to 64 characters".

ADP

Create a new password

New password

Confirm new password

Strong

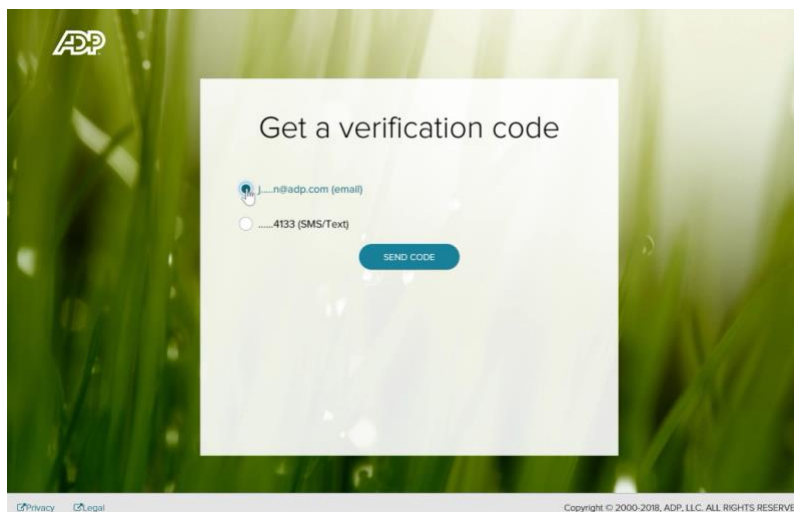
Password must:

- At least one letter
- At least one number
- 8 to 64 characters

SUBMIT

Privacy Legal Copyright © 2000-2018, ADP, LLC. ALL RIGHTS RESERVED

4. If applicable, select the email address or mobile phone number to receive a verification code from ADP.



The screenshot shows a web form titled "Get a verification code" on a green background. It has two radio button options: "j...n@adp.com (email)" (selected) and "...4133 (SMS/Text)". A "SEND CODE" button is at the bottom.

ADP

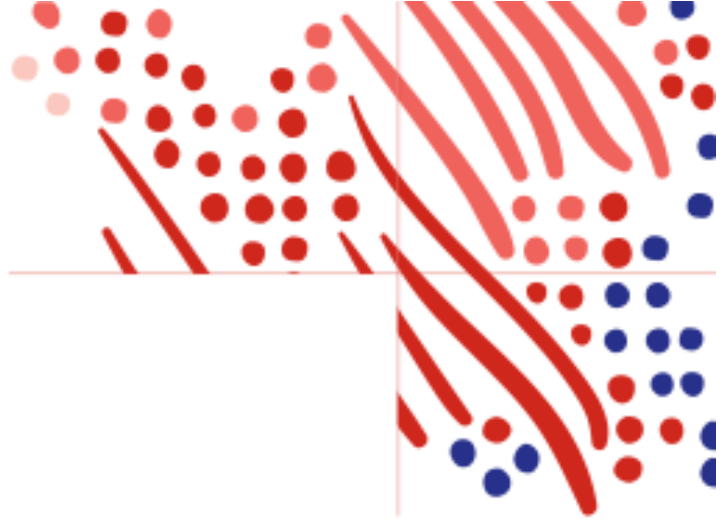
Get a verification code

j...n@adp.com (email)

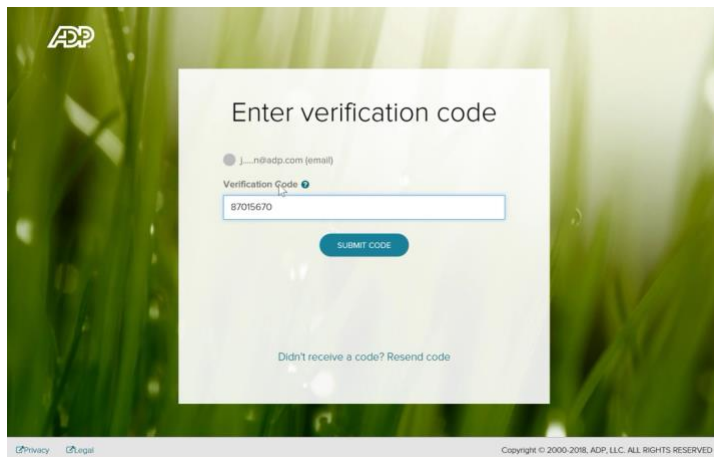
...4133 (SMS/Text)

SEND CODE

Privacy Legal Copyright © 2000-2018, ADP, LLC. ALL RIGHTS RESERVED



5. Enter the verification code you received from ADP.

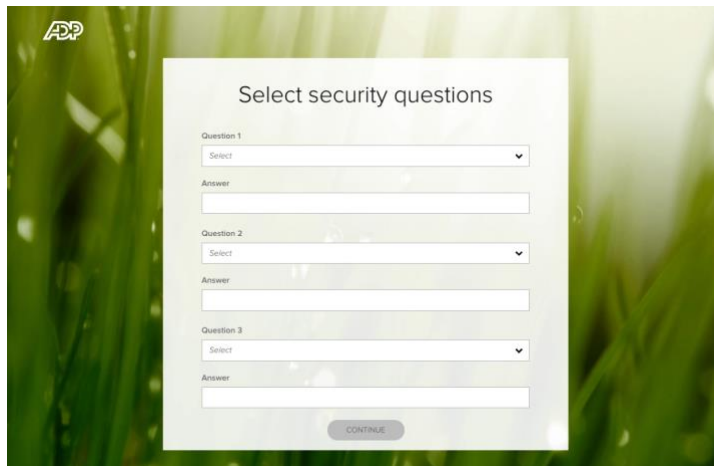


The screenshot shows the ADP verification code entry screen. At the top left is the ADP logo. The main heading is "Enter verification code". Below this, there is a small circle with the email address "j...nd@adp.com (email)". Underneath is a "Verification Code" label followed by a text input field containing the code "87015670". A blue "SUBMIT CODE" button is positioned below the input field. At the bottom of the form, there is a link that says "Didn't receive a code? Resend code". The background of the screen is a blurred green image of grass. At the bottom of the screenshot, there are small links for "Privacy" and "Legal", and a copyright notice: "Copyright © 2000-2018, ADP, LLC. ALL RIGHTS RESERVED".

You may need to wait longer for a verification code to arrive by email 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 code. However, the code previously issued to you (even if it has not arrived) will become invalid.

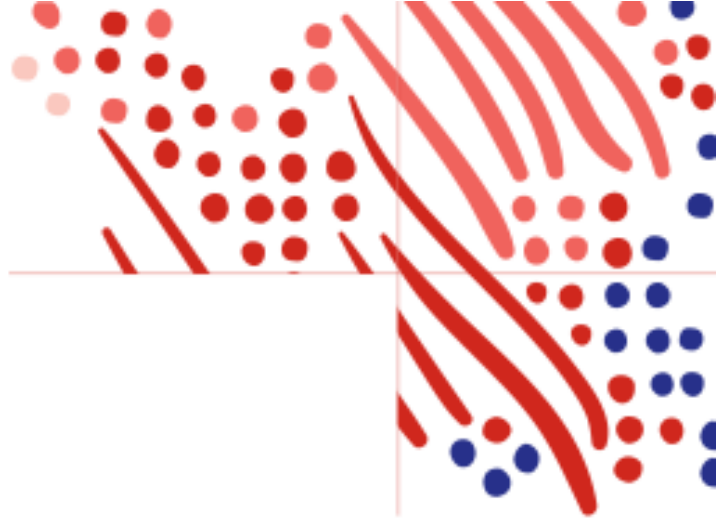
*Note: If prompted, read the Terms and Conditions of use and click **Agree**.*

6. Select three security questions and choose security answers that you can remember.



The screenshot shows the ADP security questions selection screen. At the top left is the ADP logo. The main heading is "Select security questions". There are three question entries. Each entry consists of a "Question" dropdown menu (all set to "Select") and an "Answer" text input field. At the bottom of the form, there is a grey "CONTINUE" button. The background of the screen is a blurred green image of grass.

Answers must be at least 2 alphanumeric characters long and are not case sensitive.

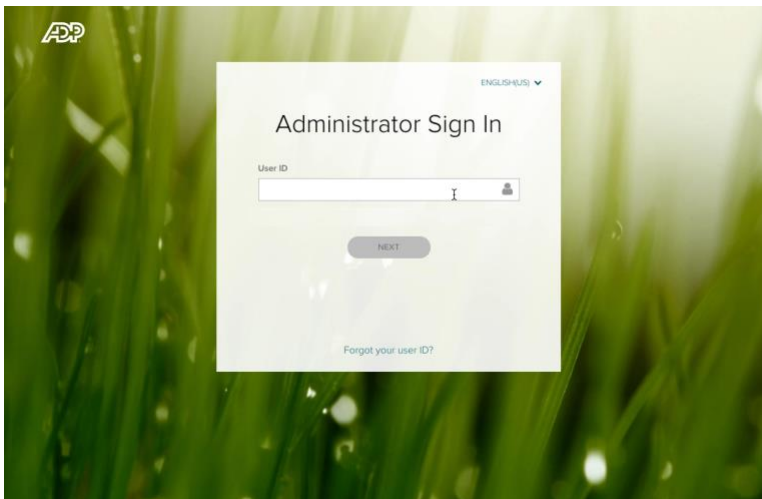


7. Click **Continue** to access your ADP service.

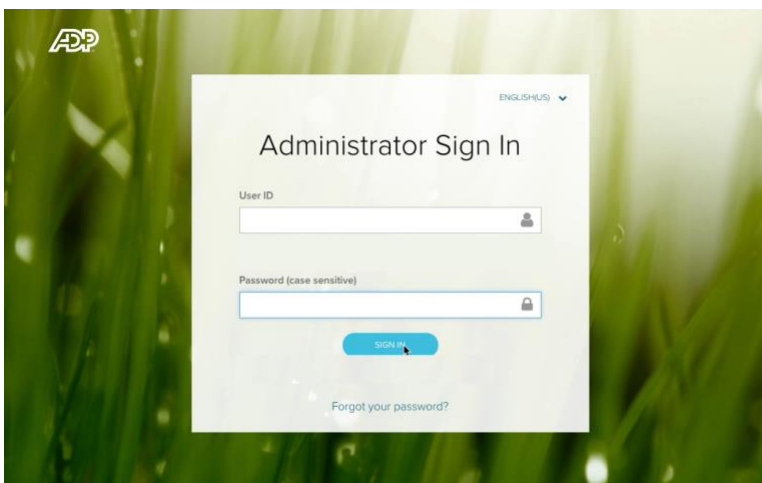
Signing On (Updated)

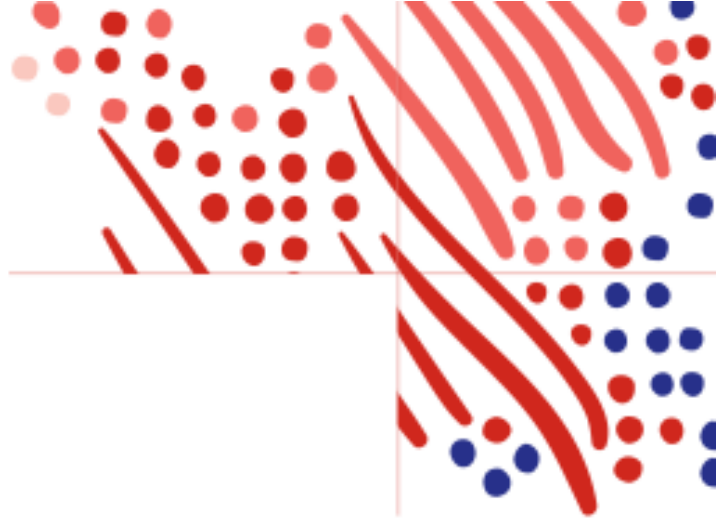
On your ADP service web site, log on as administrator, and follow the instructions on the page.

1. Enter your user ID.

A screenshot of the ADP Administrator Sign In page. The page has a green background with a blurred image of grass. At the top left is the ADP logo. In the top right corner, there is a language dropdown menu set to "ENGLISH(US)". The main heading is "Administrator Sign In". Below the heading is a "User ID" label followed by a text input field with a cursor and a user icon. Below the input field is a grey "NEXT" button. At the bottom of the form, there is a link that says "Forgot your user ID?".

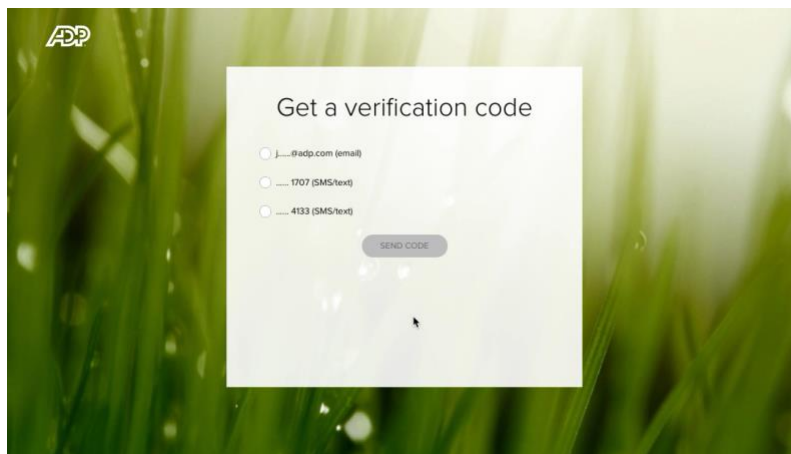
2. Enter your current password, select your computer type, and click **Submit**.

A screenshot of the ADP Administrator Sign In page, showing the second step. The background and language dropdown are the same as in the previous screenshot. The heading "Administrator Sign In" is present. Below the "User ID" field, there is a "Password (case sensitive)" label followed by a password input field with a lock icon. Below the password field is a blue "SIGN IN" button. At the bottom of the form, there is a link that says "Forgot your password?".



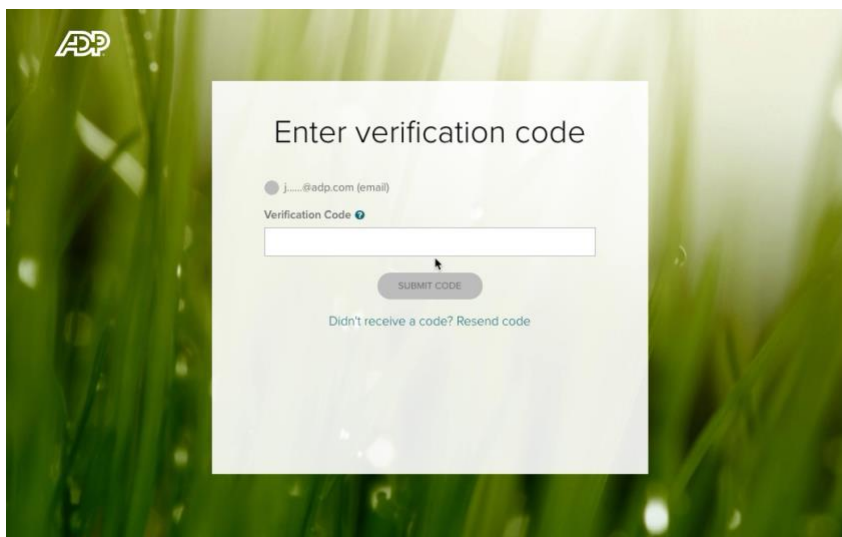
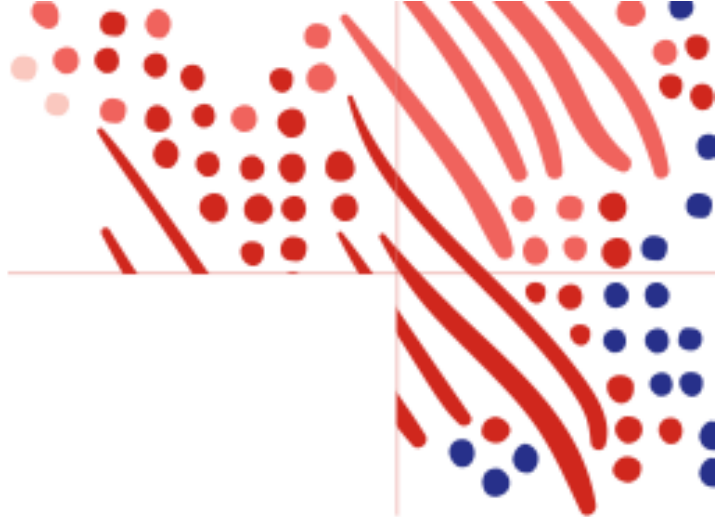
Occasionally, we may ask you to confirm your identity when we detect significant change(s) in your computer or in your login pattern (different geographical location, untrusted network connections, etc.).

Important: You must enter the verification 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 get a verification code and 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 verification code sent to the email address associated with your ADP service account and click Submit Code.



- b. Enter the verification code sent to the mobile phone number associated with your ADP service account.
- c. Answer the security question(s) that you have previously set up for your account.

Upon successful verification, you will be logged on to your ADP service.

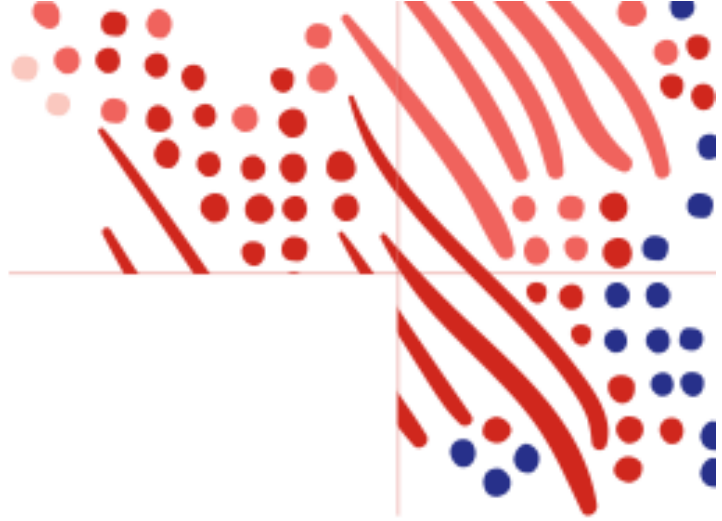
Frequently Asked Questions

1. I did not receive the verification code. Why is it delayed and what can I do?

You may need to wait longer for a verification 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 verification code. However, the verification code previously issued to you (even if it has not arrived) will become invalid.

2. I did not receive the verification 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 verification 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 verification 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.