



IN THE BUSINESS OF YOUR SUCCESS<sup>SM</sup>

# Employee Self Service Quick Reference Card

## Contents

Self Service Registration (Updated!).....	2
Activate Your Email Address (Updated!) .....	8
Activate Your Mobile Phone (Updated!) .....	9
Need Help? Forgot Your Password? .....	10
Need Help? Forgot Your User ID? .....	16

# Self Service Registration (Updated!)

---

Welcome! ADP is committed to protecting your privacy and ensuring that only you can access your personal information. To assist us in meeting that commitment, you must register with us before using our services.

You will need your registration code (for example acme-abc1 or 9A7B632F) and the URL of your ADP service web site. Be sure to keep them handy.

Complete the following steps to register for ADP's W-2 Services product:

Go to the <https://w2.adp.com> web site and click "Register Now".





Before you register, help us find you in our records.

Registration code\*

ACMEJM-ACMEJM

Go

[What is this?](#)



Enter Registration code. TULANEEDU-ONLINE



Before you register, help us find you in our records.

If this is not your organization, click Start over

Registration code\*  Start over

[What is this?](#)

Test Client

First Name\*

Last Name\*

### Identify yourself using an ADP service

Service name and document\*

[What is this?](#)

Year of W-2\*

Control Number\* **Employee ID**  **Company Code**   
[How do I fill this in?](#)

Employee's Zip Code\*

Employee's SSA Number\* (SSN/EIN/ITIN)

Type it again\*

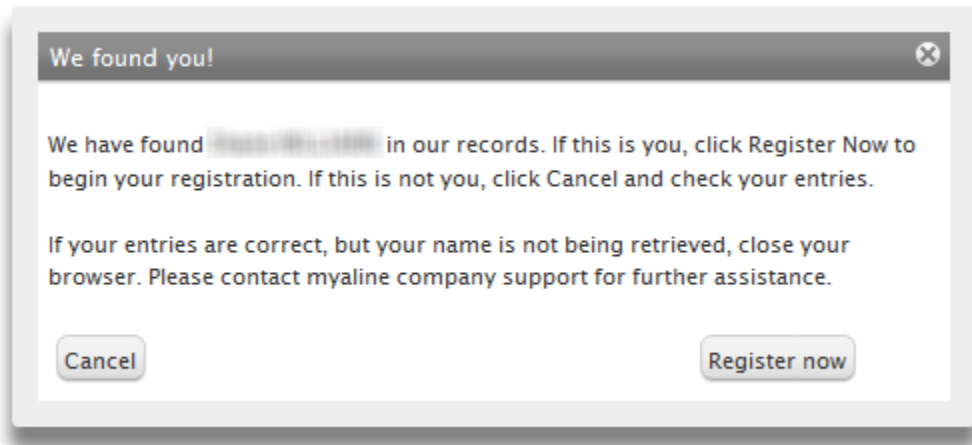
All fields are required in this section

Confirm

### Sample W-2 statement

Safe, accurate, FAST! Use <b>IRS e-file</b> Visit the IRS Web Site at <a href="http://www.irs.gov/efile">www.irs.gov/efile</a>	
Employee Reference Copy	Wage and Tax Statement
<b>W-2</b>	Copy <b>2013</b>
<small>Copy C for employee's records</small>	
<small>d</small> Control number	<small>Dept.</small> <small>Corp.</small> <small>Employer use only</small>
401750 ROSE B-2	B01022 A 16
<small>Employer's name, address, and ZIP code</small>	
Employee ID	Company Code
AC	CORP
AN	0101
Batch #00071	
<small>Employee's name, address, and ZIP code</small>	
JANE HARPER 101 MAIN STREET ANYTOWN NY 10101	
<small>b</small> Employer's FED ID number	<small>a</small> Employer's SSA number
10-1234567	101-01-0101
<small>1</small> Wages, tips, other comp.	<small>2</small> Federal income tax withheld
2869.42	135.96
<small>3</small> Social security wages	<small>4</small> Social security tax withheld
2000.00	240.00

[Click to enlarge](#)



If your name is not being retrieved, contact your organization's administrator for assistance.



## Register for ADP Services

John Smith

### Enter your contact information [How will this be used by ADP?](#)

**Email address\***   **Work**  **Personal**

**Mobile phone number**    **Work**  **Personal**

I authorize ADP to send me text messages regarding my account at the number I have provided, according to [ADP's Text Messaging Terms and Conditions](#).

Notifications from your organization or ADP will be sent to this email/mobile phone. You may also use this information to retrieve your forgotten user ID or password.

### View your user ID and create a password

**User ID\***

**Password\***  **Password Strength: Good**

Passwords must be at least 8 characters long and contain at least 1 letter and 1 number. Passwords are case sensitive.

**Confirm password\***

Create a strong password to protect your account. Passwords are case-sensitive.

Your user ID and security answers are not case-sensitive.

### In case you forget your user ID or password

**Question 1\***

**Your answer\***

**Question 2\***

**Your answer\***

**Question 3\***

**Your answer\***

Enter answers that you will remember later. If you ever forget your user ID or password, you will be required to respond with the exact answers to confirm that you are the rightful owner of the account.





Your registration for ADP services is complete!

**→ Things to do for your account**

**Activate your email and mobile phone**

ADP has sent you a confirmation message to  
[redacted] and [redacted]

Respond to this message within 24 hours so we can activate  
your contact information.

Did not receive a confirmation message? Please contact  
myaline company support for further assistance.

**✓ Your available ADP services**

**Service**

Your registration is complete. You can use your user ID and password to access your ADP service.

- You must activate your email and mobile phone number to receive important notifications from your organization or ADP.
- Manage your account information to keep it accurate.

# Activate Your Email Address (Updated!)

---

Once you are registered, ADP will send you an email with instructions on how you can activate your email address. Click the link in the email you received from ADP to complete the activation.

From: SecurityServices\_NoReply@adp.com  
To: <your email address>  
Subject: ADP Generated Message: Activate Your Email Address


<First Name Last Name>  
Thank you for setting up your account with ADP.

As part of the services ADP provides to you, ADP will contact you by email when important changes occur to your account. If you forget your login information, ADP can even send your user ID and password to this email address if you activate. You have requested this notification service as part of your registration with ADP.

Click on the link to activate your email for contacts from ADP: [<Your activation link>](mailto:your_email_address@adp.com?activation_link=your_activation_link)

Need help or have questions about your account?  
Contact your organization's administrator for assistance

This email has been sent from an automated system. DO NOT REPLY TO THIS EMAIL.





# Activate Your Mobile Phone (Updated!)

---

If you provided a mobile phone number during registration, look out for a text message from ADP. Reply with the code to activate your mobile number.

Note: In the United States, the message will come from sender "90206"; the sender will vary in other countries.



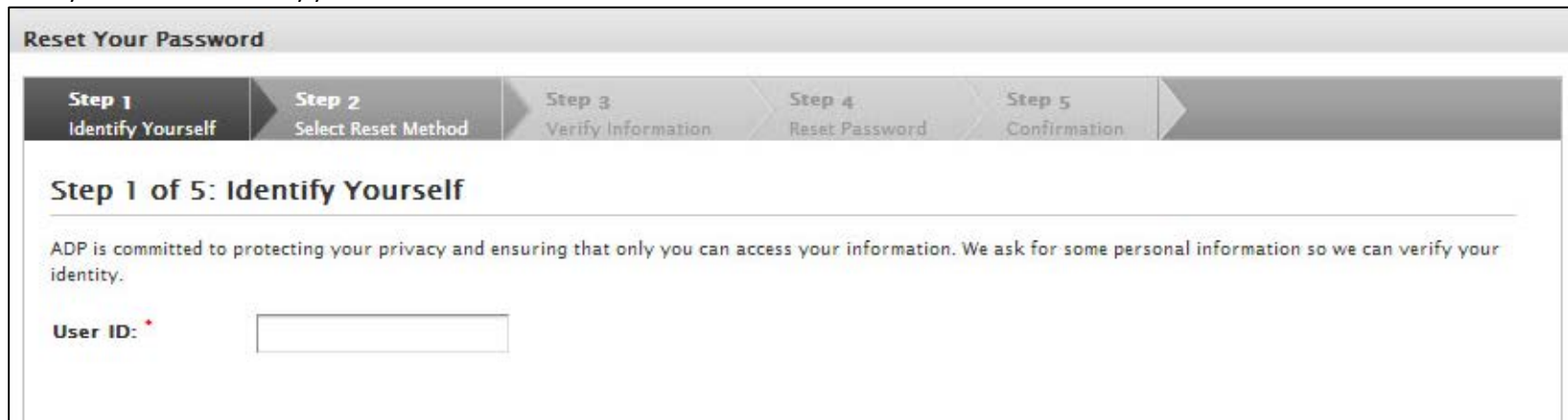
# Need Help? Forgot Your Password?

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.



The screenshot shows a web interface titled "Reset Your Password". At the top, there is a progress bar with five steps: Step 1 (Identify Yourself), Step 2 (Select Reset Method), Step 3 (Verify Information), Step 4 (Reset Password), and Step 5 (Confirmation). Step 1 is currently active and highlighted. Below the progress bar, the heading "Step 1 of 5: Identify Yourself" is displayed. A message 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." Below this message, there is a label "User ID:" followed by a red asterisk and an empty text input field.

2. Select the reset method.

- Request temporary password to be sent as a text message to your activated mobile phone number.
- Request temporary password to be sent via email to your activated email address.
- 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.

### Reset Your Password

Step 1 Identify Yourself   Step 2 Select Reset Method   Step 3 Verify Information   Step 4 Reset Password   Step 5 Confirmation

#### Step 2 of 5: Select Reset Method

To protect your information, the password to your account cannot be retrieved and must be reset. Depending on the option you select, you will be required to complete additional steps to verify your identity. Standard text and data charges might apply from your mobile phone carrier.

Select the contact information to which you have immediate access to continue this process.

**Reset Method:** \*

- Send a temporary password to my mobile phone number ending in: 4133
- Send a temporary password to my email address: jxxxxx@adp.com
- Reset my password online (For your security, the password you enter will be masked.)

Cancel   Previous   Next   Done

Note: Depending on the reset method you select, the next set of steps will differ.

**Using your activated mobile phone number or your email address**

3. Enter the answer to your security question(s) to continue.

The screenshot shows a web interface for resetting a password. At the top, a progress bar indicates five steps: Step 1 (Identify Yourself), Step 2 (Select Reset Method), Step 3 (Verify Information), Step 4 (Reset Password), and Step 5 (Confirmation). Steps 1 and 2 are completed, indicated by green checkmarks. Step 3 is the current step, highlighted in dark grey. Below the progress bar, the heading reads 'Step 3 of 5: Verify Information'. A sub-heading says 'Enter the answer to the security question. Answers are not case sensitive.' The question is 'What was your childhood nickname that most people do not know?'. Below the question is an 'Answer:' label with a red asterisk and an empty text input field.

4. Upon successful verification of your security answer(s), a temporary password will be sent to your mobile phone number or email address.  
Use your temporary password to log in to your ADP service and choose your new password when prompted.  
Note: If you are unable to reset your password, try a different option. If the problem persists, contact your organization's administrator for assistance.

### Using the option to reset your password online

3. Select the option to be asked identity questions on screen. **(Recommended option!)**

#### Reset Your Password

Step 1 Identify Yourself ✓ Step 2 Select Reset Method Step 3 Verify Information Step 4 Reset Password Step 5 Confirmation

### Step 2 of 5: Select Reset Method

Select an option to continue this process. Standard text and data charges might apply from your mobile phone carrier.

**Online Reset Method:**

- Send an access code to my mobile phone number ending in: 4133
- Send an access code to my email address:jxxxxx@adp.com
- Ask me identity questions on screen ← **Recommended Option!**

Cancel Previous Next Done

- 4. Enter the identity verification information to confirm your identity.  
Important: The options on this page may vary based on the ADP services your organization has purchased.

**Reset Your Password**

Step 1 Identify Yourself ✓ Step 2 Select Reset Method ✓ Step 3 Verify Information Step 4 Reset Password Step 5 Confirmation

### Step 3 of 5: Verify Information

Your Social Security number (SSN) / Federal Employer Identification number (FEIN) / Individual Taxpayer Identification number (ITIN) is used to identify you during this process. ADP does not share this personal information with any third-party vendor.

Last 4 Digits of SSN, EIN, or ITIN:

Confirm Last 4 Digits of SSN, EIN, or ITIN:

Birth Month and Day:

- 5. Enter answers to your security questions to continue.

The screenshot shows a progress bar at the top with five steps: Step 1 (Identify Yourself), Step 2 (Select Reset Method), Step 3 (Verify Information), Step 4 (Reset Password), and Step 5 (Confirmation). Steps 1 and 2 are completed with green checkmarks. Step 3 is the current step, highlighted in dark grey. Below the progress bar, the heading reads "Step 3 of 5: Verify Information". A sub-heading says "Enter the answer to the security question. Answers are not case sensitive." The question is "What was your childhood nickname that most people do not know?". Below the question is a text input field labeled "Answer:" with a red asterisk indicating a required field.

- 6. Upon successful verification of your security answers, you will be prompted to select and confirm your new password.

The screenshot shows the same progress bar as the previous step, but now Step 3 is completed with a green checkmark, and Step 4 (Reset Password) is the current step, highlighted in dark grey. Below the progress bar, the heading reads "Step 4 of 5: Reset Your Password". A sub-heading provides password requirements: "Passwords must be at least 8 characters long and 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." There are two input fields: "New Password:" and "Confirm New Password:", both with red asterisks. A "Password strength:" indicator is shown below the first input field, consisting of a horizontal bar and a blue question mark icon.

Congratulations! You have successfully reset your password. Use your new password to log in to your ADP service.

Note: If you are unable to reset your password, try a different option. If the problem persists, contact your organization’s administrator for assistance.

# 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 organization’s records. Enter an email address or mobile phone number associated with your account.

The screenshot shows a web form titled "Retrieve Your User ID" with a progress bar at the top indicating four steps: Step 1 (Identify Yourself), Step 2 (Select Delivery Method), Step 3 (Verify Information), and Step 4 (Confirmation). The current step is Step 1. Below the progress bar, the text reads: "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 fields include: "First Name:" with a text box containing "Update"; "Last Name:" with a text box containing "Jones"; "Select one type of information:" with two radio button options: "Email Address:" (unselected) and "Mobile Phone Numbers:" (selected). The "Mobile Phone Numbers:" option includes a dropdown menu set to "United States +1" and a text box containing "732-555-5555". At the bottom of the form, there are three buttons: "Cancel" (with a red X icon), "Previous" (with a left arrow icon), and "Next" (with a right arrow icon). A "Done" button (with a green checkmark icon) is also visible at the bottom right.

2. 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 a security question and retrieve your user ID on the screen.

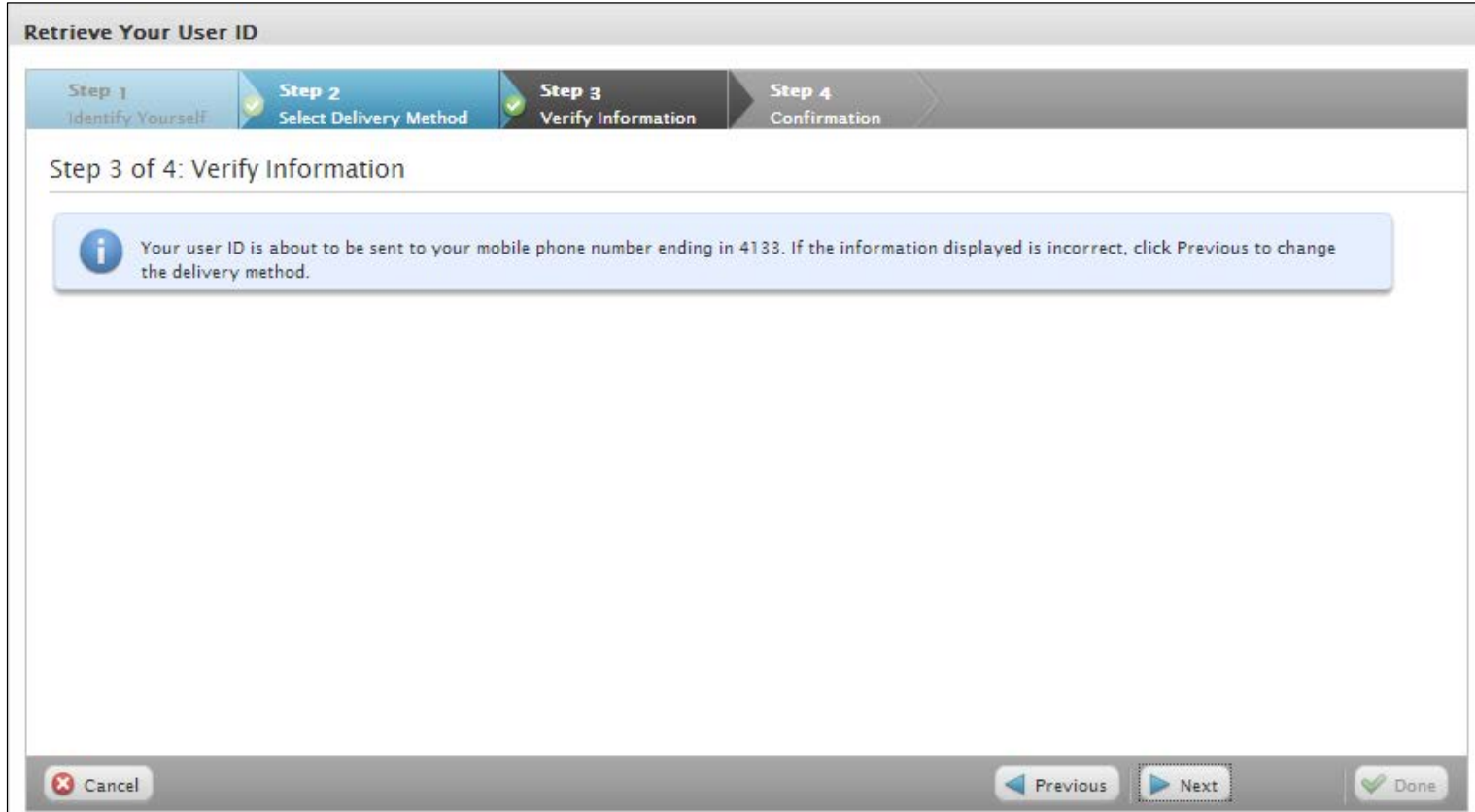
**Note:** If your email is shared with other users in your organization, you must use the option to retrieve your user ID on the screen.

The screenshot shows a web interface titled "Retrieve Your User ID". At the top, there is a progress bar with four steps: "Step 1 Identify Yourself", "Step 2 Select Delivery Method" (which is highlighted with a green checkmark), "Step 3 Verify Information", and "Step 4 Confirmation". Below the progress bar, the main heading is "Step 2 of 4: Select Delivery Method". A paragraph of text reads: "Depending on the option you select, you will be required to complete additional steps to verify your identity. Standard text and data charges might apply from your mobile phone carrier." There are three radio button options: "Send my user ID to my mobile phone number ending in: 4133" (which is selected), "Send my user ID to my email address: jxxxxx@adp.com", and "Display my user ID". At the bottom of the screen, 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).

Note: Depending on the method you select, the next set of steps will differ.

**Using your mobile phone number or your email address**

- 3. Verify that your mobile phone / email address is correct. Your user ID will be sent to your mobile phone number or email address.



Congratulations! You have successfully retrieved your user ID. Use your user ID to log in to your ADP service account.

Note: If you are unable to retrieve your user ID, try a different option. If the problem persists, contact your organization's administrator for assistance.

**Using the option to display your user ID on the screen**

- 3. Enter the answer to your security question to continue.

The screenshot shows a web interface titled "Retrieve Your User ID". At the top, there is a progress bar with four steps: "Step 1 Identify Yourself", "Step 2 Select Delivery Method", "Step 3 Verify Information", and "Step 4 Confirmation". Step 3 is currently active and highlighted. Below the progress bar, the heading "Step 3 of 4: Verify Information" is displayed. A message reads: "Enter the answer to the security question. Answers are not case sensitive." Below this, a "Question:" field contains the text "In what city was your mother born? (Enter full name of city only)". An "Answer:" field with a red asterisk is followed by an empty text input box. At the bottom of the interface, there are three buttons: "Cancel" (with a red X icon), "Previous" (with a left arrow icon), and "Next" (with a right arrow icon). A "Done" button with a green checkmark icon is also visible on the right side of the bottom bar.

Upon successful verification of your security answer, your user ID will be displayed on the screen.

Congratulations! You have successfully retrieved your user ID. Use your user ID to log in to your ADP service account.

Note: If you are unable to retrieve your user ID, try a different option. If the problem persists, contact your organization's administrator for assistance.