

Registration Quick Reference Card for Employees



Welcome! Register an account with ADP to access the services offered by your organization.

Using an Organizational Registration Code

1. On your ADP service website, enter the registration code in the format “CompanyID-companyspecificcode” (for example, CompanyID-200Alabama1943) from the welcome packet, email, or similar communication from your administrator.

A screenshot of the ADP website's registration page. The page has a light blue background with a subtle geometric pattern. At the top, the text 'Create your account' is centered. Below it, there is a label 'Registration code' followed by a text input field. Underneath the input field, the text 'HOW DO I GET A CODE?' is displayed. At the bottom of the form area, there are two buttons: a rounded rectangular button labeled 'NEXT' and a smaller button labeled 'x CANCEL'.

2. Enter your personal identity information.

The screenshot shows a registration form titled "Identify yourself". It contains the following fields and elements:

- First name* (text input)
- Last name* (text input)
- Service name and document* (dropdown menu showing "W2 Services" and a "VIEW SAMPLE DOCUMENTS" link)
- Year of W-2* (dropdown menu showing "2018")
- Control number - Employee ID* (text input)
- Control number - Company code* (text input)
- Zip Code* (text input)
- Employee's SSA number* (text input)
- A checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and "Privacy - Terms" link.
- A "NEXT" button and a "CANCEL" link.

3. Answer identity questions to complete additional verification, if and when required.

Note: In the United States, if you register with a Social Security number and date of birth (without an Employee/Associate ID), additional verification may be required.

The screenshot shows a verification screen titled "Help us verify your identity" with a timer of 00:29. It contains several overlapping screens with the following questions and options:

- Question 1: "In which of the following states do you currently live?" with options: Conn, Missis, North, Oregon, Rhode, None of these, Other.
- Question 2: "Which of the following vehicles have you personally owned or leased?" with options: 2004, 2005, 2008, 2009, 2014, I have a vehicle.
- Question 3: "Which of the following age ranges most closely matches the age of [redacted]?" with options: 23 to 27, 32 to 35, 41 to 45, 49 to 53, 63 to 67, None of the above or I am not familiar with this person.

A "CANCEL" button is visible at the bottom of the screens.

4. Add your frequently used contact email address(s) and mobile number(s) in order to receive account notifications.

Note: Users providing a unique email and a unique phone number **will not be** required to set up security questions and answers.

The screenshot shows a registration form titled "Help us protect your account". It is divided into two main sections: "Primary Contact Information" and "Backup Contact Information".

Primary Contact Information: This section includes a dropdown menu for "Email" (currently set to "Work") and a text input field. Below it is a "Phone" section with a dropdown menu (currently "Work, Mobile"), a country code dropdown (currently "US"), and a text input field. There is also a checkbox labeled "It's OK to text me about my account*" with "Yes" selected.

Backup Contact Information: This section includes a dropdown menu for "Email" (currently "Personal") and a text input field. Below it is a "Phone" section with a dropdown menu (currently "Work, Other"), a country code dropdown (currently "US"), a "+1" prefix, and an "Ext" field. There is also a link that says "ADD NEW PHONE".

At the bottom of the form are two buttons: "CONTINUE" and "CANCEL".

5. Set up your user ID and password for your account.

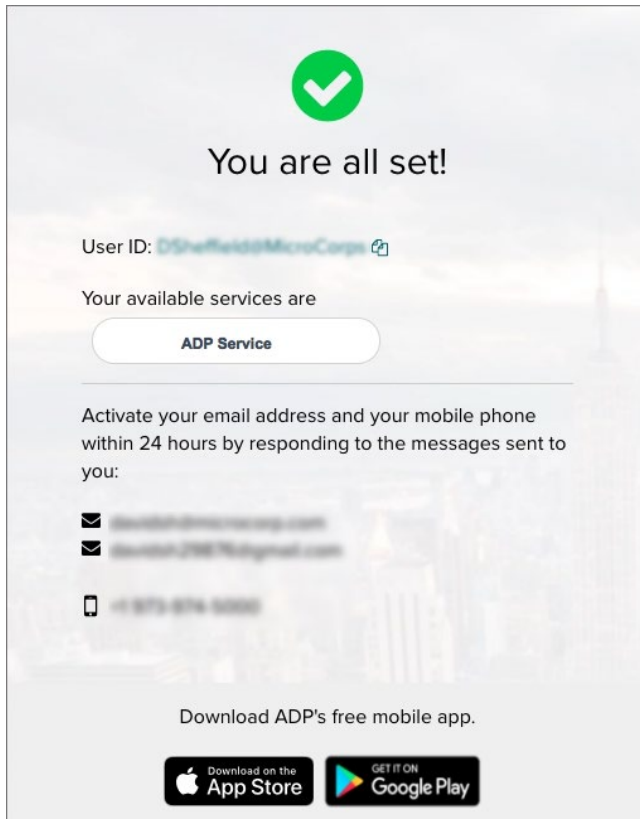
The screenshot shows a registration form titled "One more step, [Name]!". It prompts the user to "Create your account with <Your Company Name>".

The form includes a "User ID:" field with a masked input. Below it is a "Password (case sensitive)*" field with a masked input. There is also a "Confirm" field with a masked input.

A password strength indicator shows "Strong" with a progress bar. A "Password must:" pop-up box lists the following requirements:

- Between 8 and 64 characters
- A lowercase or uppercase letter
- At least one number
- Not repeat any character more than 3 times in a row.
- Not be a sequence of 4 characters in a row.
- Increase the length from 12-20 characters.
- Add one or more special characters such as @, \$, or &.
- Use both uppercase and lowercase letters.

6. Click **Create Your Account** to complete the registration and set up your ADP account. Use your user ID and password to access your ADP service(s).



Activate Your Email Address

During registration, if you provided a unique email address that is not shared by others in your organization, you will receive an activation email from ADP. Follow the instructions in the email you receive from SecurityService_NoReply@ADP.com to complete the activation.

Activate Your Mobile Phone

During registration, if you provided a unique mobile phone number that is not shared by other users in your organization, you will receive a text message from ADP and reply with the code to complete the activation. In some countries, your activation process will differ; so, please follow the instructions in the text message in order to activate your mobile number.

Forgot Your User ID/Password?

If you forget your login information, you can use the “Forgot Your User ID/Password?” link on your ADP service login page.

1. Enter your first name and last name exactly as they exist in your organization’s records. You will also be asked to enter an email address and/or mobile phone number associated with your account. [See this step.](#)

Upon successful verification of the information that you entered, your user ID will be displayed.

2. To reset your password, select the “I don’t know my password” option and choose an option.

Option 1 – Get and Enter a Code within 15 Minutes

If your email address or mobile phone number is unique within your organization, and you have access to it. [See Option 1.](#)

Option 2 – Answer Your Security Questions

If your email address or mobile phone number is not unique within your organization’s records, or you do not recognize or have access to them. [See Option 2.](#)

Upon successful verification of your response, you will be prompted to enter and confirm your new password. [See this step.](#)

