



IN THE BUSINESS OF YOUR SUCCESSSM

Employee Self Service Quick Reference Card

Contents

SELF SERVICE REGISTRATION	2
ACTIVATE YOUR EMAIL ADDRESS	6
ACTIVATE YOUR MOBILE PHONE	6
NEED HELP? FORGOT YOUR PASSWORD?	7
NEED HELP? FORGOT YOUR USER ID?	10

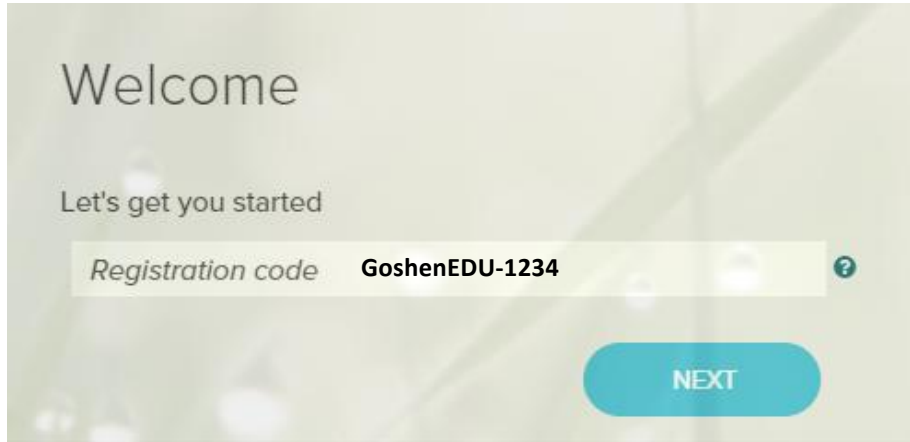
Self Service Registration

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.

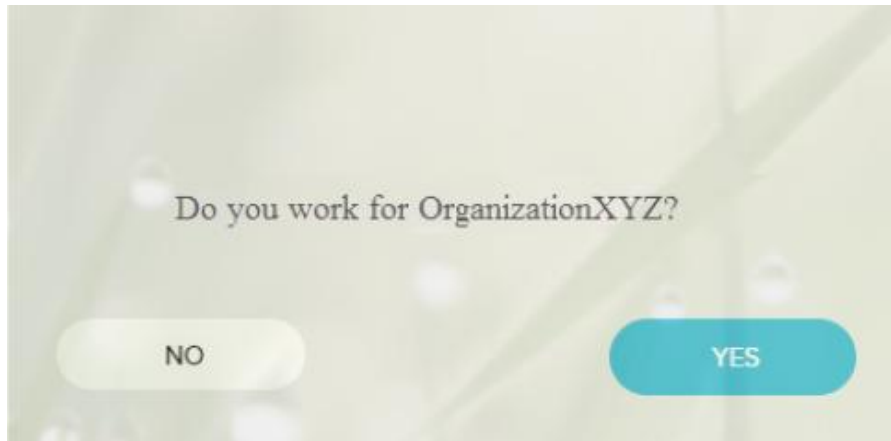
You will need your registration code (**GoshenEDU-1234**) and the URL of your ADP service web site (**<https://workforcenow.adp.com/public/index.htm>**). Be sure to keep them handy.

On your ADP service web site, click the link to register for ADP services.

Complete the following steps:



Enter your registration code.



If you do not recognize the name of the organization, select No and start over.

Enter your information to help us find you in our records.

The options available on this page might vary based on your organization's setup.

The screenshot shows a registration form titled "Help us find you". It contains the following fields and options:

- First name***: Text input field containing "John".
- Last name***: Text input field containing "Doe".
- Employee ID**: Radio button option, currently unselected.
- SSN, EIN, or ITIN**: Radio button option, currently selected. Next to it is a masked text input field containing ".....".
- Birth month and day***: Two dropdown menus. The first is set to "January" and the second is set to "01".
- CONFIRM**: A blue button located at the bottom right of the form.

Confirm your name and identity information to continue.

This screenshot shows the same registration form as above, but with a confirmation dialog box overlaid in the center. The dialog box has a light blue header and contains the following text and buttons:

- Hello, John Doe**: Greeting text in the header.
- If this is you, select Register Now. If this is not you, select Cancel and check your entries.**: Instructional text.
- Need Help? Contact your organization's administrator for assistance.**: Support text.
- CANCEL**: A button on the left side of the dialog.
- REGISTER NOW**: A button on the right side of the dialog.

The background form is dimmed, and the **CONFIRM** button from the previous screenshot is still visible at the bottom right.

Enter your contact information

Email address*

john.doe@organizationxyz.com

Business Personal

Mobile phone number

United States

5555555555

Business Personal

I authorize ADP to send me notifications regarding my account, according to [ADP's Text Messaging Terms and Conditions](#).

View your user ID and create a password

User ID*

JDoe2@JLYACT3

Password*

.....

Fair

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

Confirm password*

.....

Select security questions and answers

Question 1*

What was the first and last name of your first manager?



Your answer*

Joseph Ford

Question 2*

What was the first foreign country you visited?



Your answer*

Germany

Question 3*

What was the name of your first pet?



Your answer*

Bubbles

REGISTER

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.

Depending on the ADP services your organization has purchased, the option to create your user ID might be available.

Create a strong password to protect your account. Passwords are case-sensitive. Your user ID and security answers are not case-sensitive.

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.

✔ Congratulations! Your registration is complete!

Your Account

👤 Your user ID: JDoe2@JLYACT3

📁 Your available ADP services

SELF SERVICE

Activate Your Email / Phone

⚠️ Activate your email address and your mobile phone within 24 hours by responding to the messages sent to you:

✉️ john.doe@organizationxyz.com

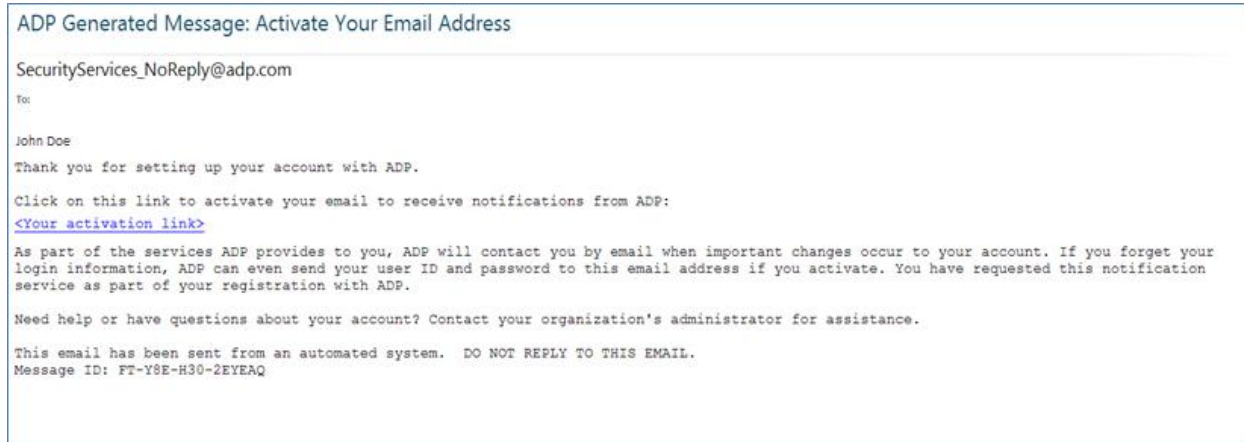
📞 +1 973-555-5555

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

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.



Activate Your Mobile Phone

If you provided a mobile phone number during registration, look out for a text message from ADP. Reply with the code or follow the instructions in the text message to activate your mobile number. In the United States, the message will come from sender "90206"; the sender will vary in other countries.

Note: In some countries, this texting method to activate your mobile phone is not available, so your activation process will differ. Follow the instructions on the confirmation page and in the activation email you receive from ADP to complete the activation.



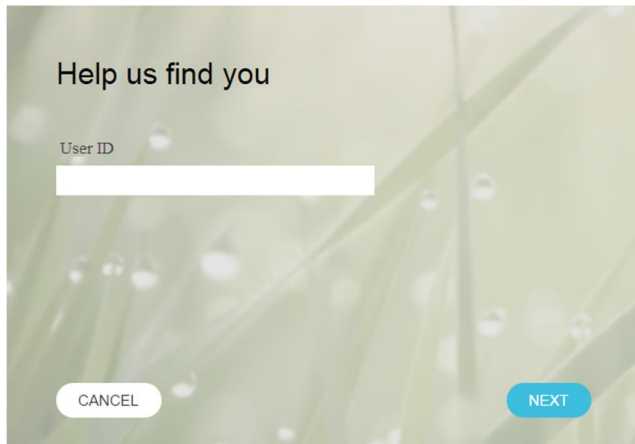
Need Help? Forgot Your Password?

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.

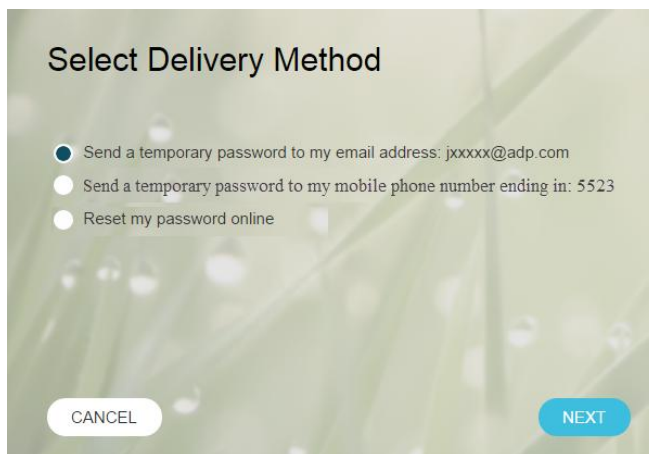
Complete the following steps.

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.

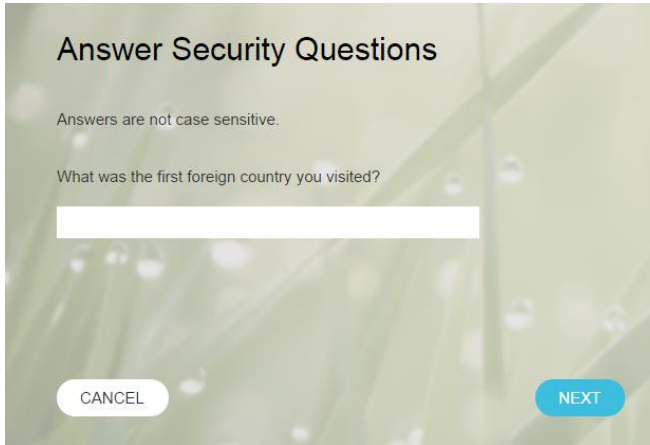
Note: If you have not yet activated your email address and/or your mobile phone numbers, the email and text message options will not be available to you. Use the option to reset your password on the screen.



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.



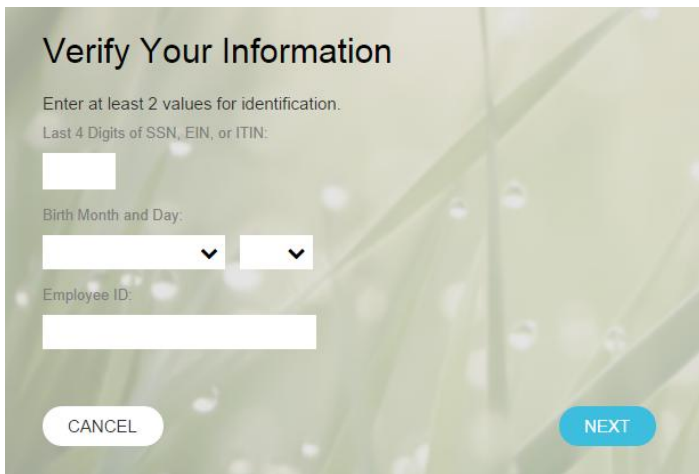
4. Upon successful verification of your security answer(s), a temporary password will be sent to your mobile phone number or email address.

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.

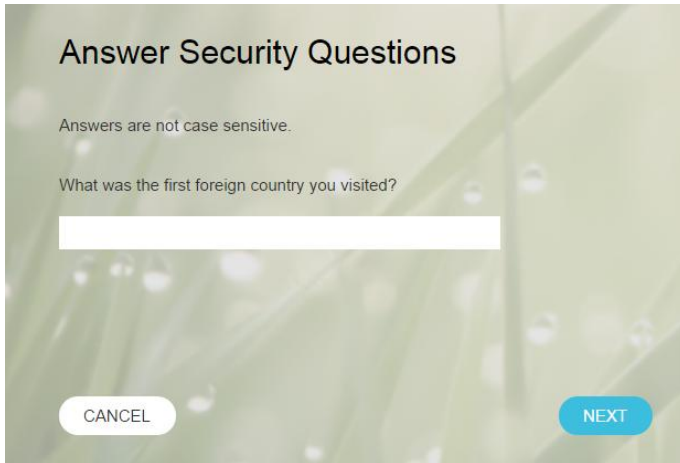
Using the option to reset your password online

3. Select the option to be asked identity questions on screen.
4. Enter the identity verification information to confirm your identity.



The options on this page may vary based on your organization's setup and ADP services purchased.

5. Enter the answer to your security question to continue.



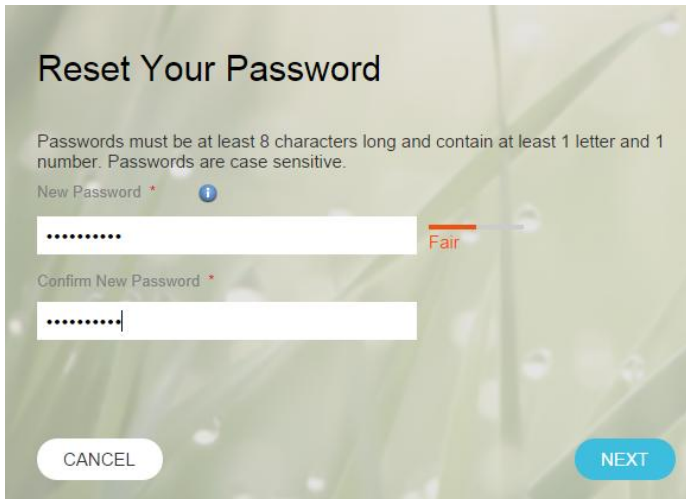
Answer Security Questions

Answers are not case sensitive.

What was the first foreign country you visited?

CANCEL NEXT

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



Reset Your Password

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

New Password * ⓘ

Fair

Confirm New Password *

CANCEL NEXT

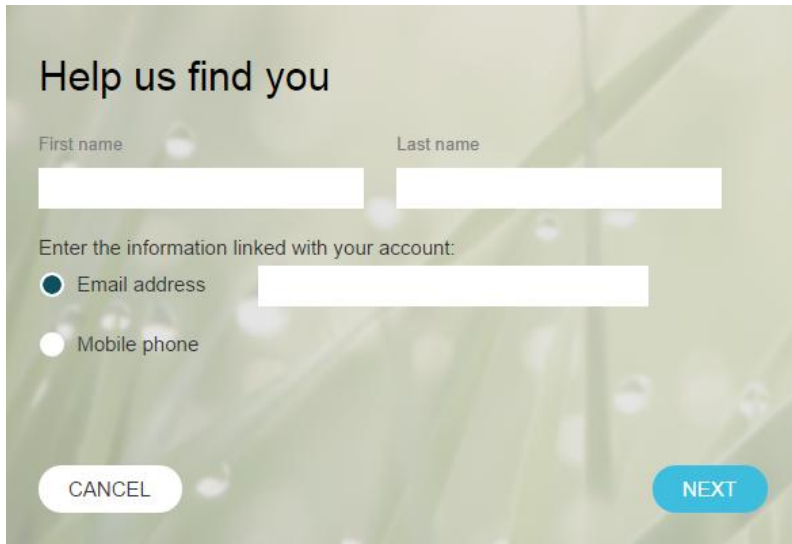
Congratulations! You have successfully reset your password. Use your new password to log in to your ADP service.

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.

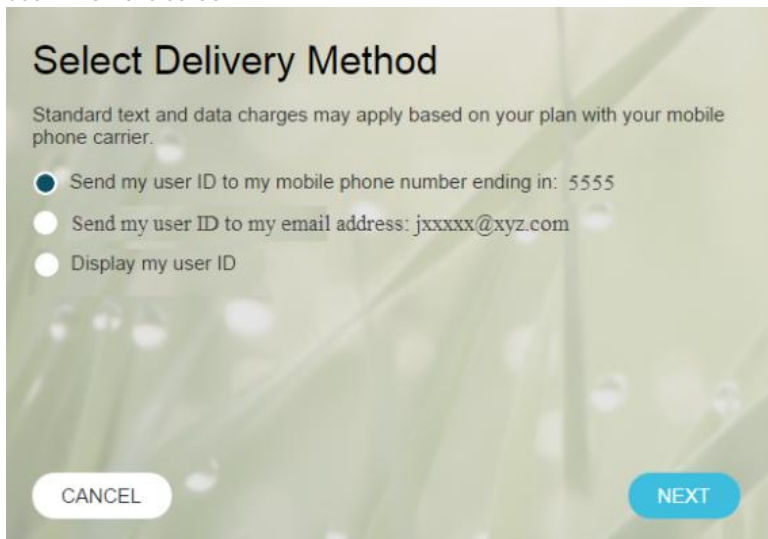
1. Enter your first name and last name exactly as they exist in your organization’s records. Enter an email address or mobile phone number associated with your account.



The screenshot shows a form titled "Help us find you" with a light green background. It contains two input fields for "First name" and "Last name". Below these is a section titled "Enter the information linked with your account:" with two radio button options: "Email address" (selected) and "Mobile phone". At the bottom are "CANCEL" and "NEXT" buttons.

2. Select the delivery method to retrieve your user ID:
 - Request your user ID to be sent as a text message to your mobile phone number.
 - Request your user ID to be sent via email to your email address.
 - 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.

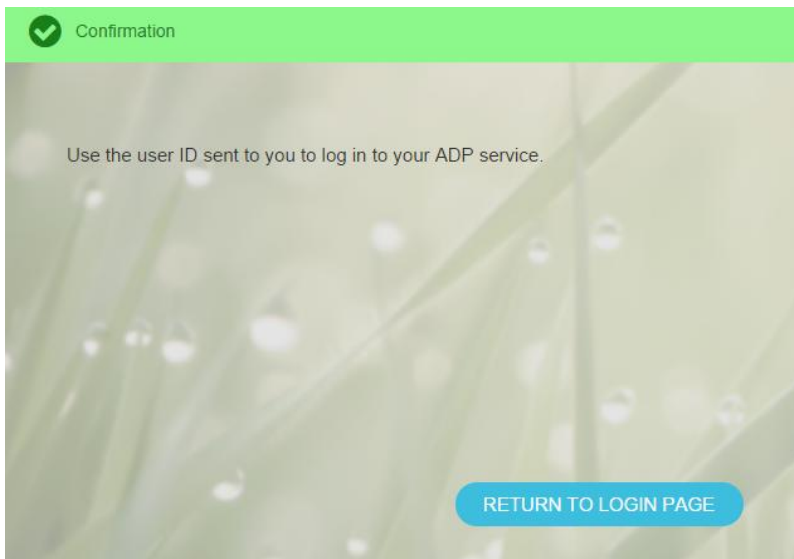


The screenshot shows a form titled "Select Delivery Method" with a light green background. It includes a warning: "Standard text and data charges may apply based on your plan with your mobile phone carrier." There are three radio button options: "Send my user ID to my mobile phone number ending in: 5555" (selected), "Send my user ID to my email address: jxxxxx@xyz.com", and "Display my user ID". At the bottom are "CANCEL" and "NEXT" buttons.

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

Using your mobile phone number or your email address

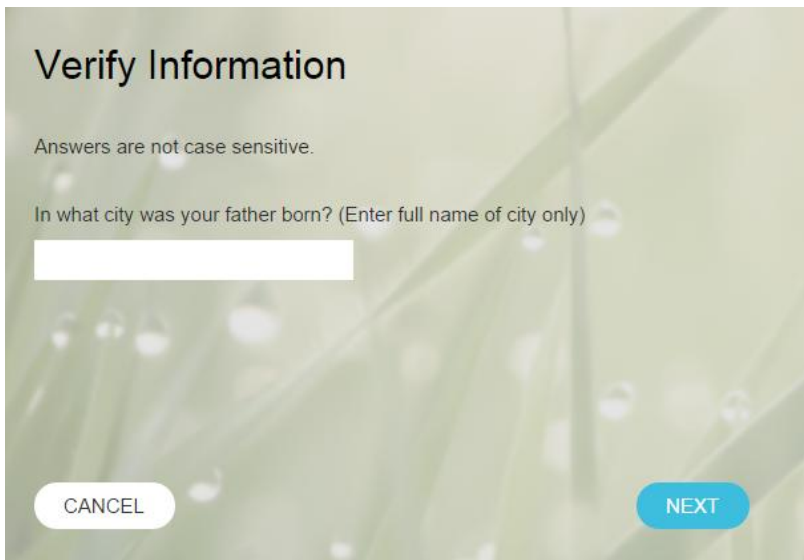
3. Your user ID will be sent to your mobile phone number or email address.



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

Using the option to display your user ID on the screen

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



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.