

Our premium team that ensures your employees get all the answers they need to their HR questions – quickly, directly, and effortlessly

Available Monday – Friday  
8:00 a.m. – 11:30 p.m. EST

**(855)-547-8508**

### Getting you started

Comp HR, Comp Pay, Comp Benefits,  
Comp Essentials

#### Support during ADP portal registration

- Codeless registration
- Navigation
- Permission access
- Basic technical support

#### Navigation for new hire setup

- Personal information
- Onboarding / Electronic I-9
- Direct Deposit
- Tax withholding – Federal & State
- Policy acknowledgement
- Handbook review
- Access welcome kit

#### Help with ADP Mobile setup

### Your time is important

Comp HR, Comp Pay, Comp Benefits,  
Comp Essentials

#### We can help with:

- Understanding your timecard
- Understanding your time off
- Basic technical support

#### Navigate

- Retrieve timecard
- Clocking assist
- Timecard updates
- Approval process

*Note: Only if Time & Attendance is housed in ADP Workforce Now (WFN), Enterprise eTime or ADP Workforce Manager*

### Keeping you healthy

Comp HR, Comp Pay, Comp Benefits,  
Comp Essentials

#### Physical health

##### Explain and navigate

- Benefit plan offerings
- Enrollment
- Premiums /deductions
- Necessary forms completion
- Connecting to carrier for claims assistance

#### Employee Savings

- Retail discounts program via LifeMart

#### Employee Wellness

- Employee Assistance Program (counseling, work-life balance, health & wellness, online resources)

*Note: Only available for Comp HR*

#### Voluntary benefits options (if offered by company)

- Pet insurance
- Legal aid
- Short term life insurance

### Recognizing life's milestones

Comp Benefits only

#### Review, inform, and set-up changes for:

- Marriages & domestic partnerships
- Divorces
- Births
- Adoptions
- Gain or loss of coverage
- Changes in employment status (full-time to part-time)

### Tools to help yourself

Comp HR, Comp Pay, Comp Benefits,  
Comp Essentials

#### Online & mobile portal

- Clock In/out
- View your pay statement
- Update your personal information, W4, Direct Deposit and more
- Single sign-on to our partners
- Self-service password reset

### Understanding your pay

Comp HR, Comp Pay, Comp Benefits,  
Comp Essentials

#### Guide you on how to access and download:

- Your Paychecks
- Your W2
- Your 1095-C

*Note: Only if Payroll is WFN*

### Work transition support

Comp HR, Comp Pay, Comp Benefits,  
Comp Essentials

#### Explain benefits for these types of leave:

- FMLA vs. non-FMLA state leave vs. federal leave
- Military leave
- Workmen's Compensation
- Disability



# Registration and Password reset instructions

## Quick Links:

[Registration Code](#)

[Codeless Registration](#)

[Retrieve User ID](#)

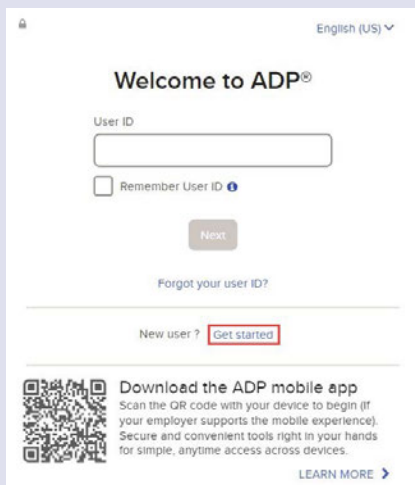
[Password Reset](#)

# Quick Reference Guide: Registration Code

## Sign-up with a registration code from your organization

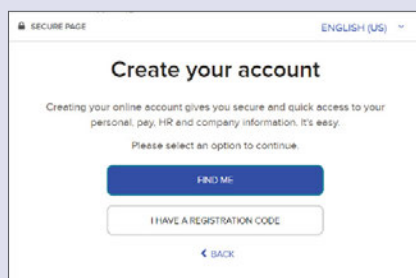
Navigate to the ADP Workforce Now® self-service website and click **Get Started**.

1



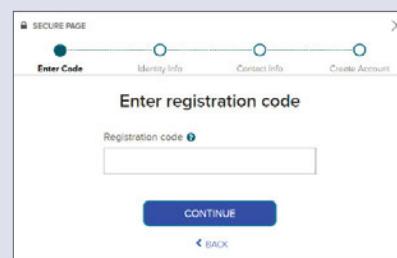
Select **I have a registration code**.

2



Enter the **registration code** that was provided by ADP or your organization's administrator.

3

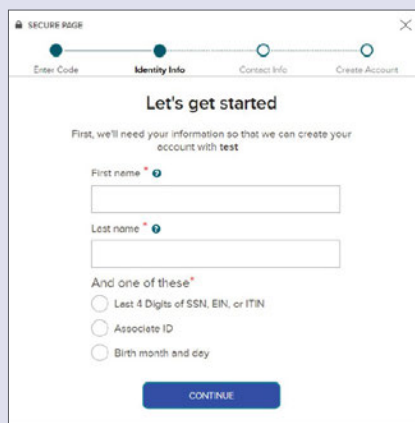


Enter your identity info, such as **First name** and **Last name**, and one or more of the following:

4

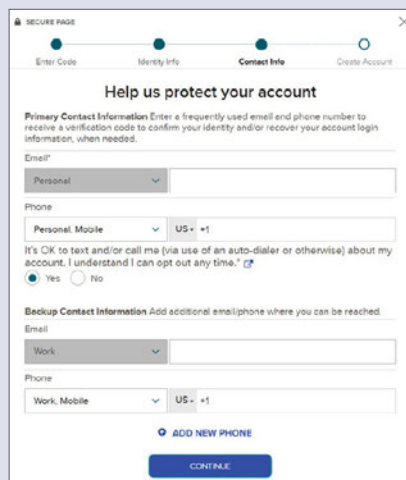
- Last 4 Digits of SSN, EIN, or ITIN
- Associate ID
- Date of birth

**Note:** this list may vary on your company's setup



Add your **Primary contact Information** — a frequently used email address and mobile phone number. It is also recommended to add **Backup Contact Information**.

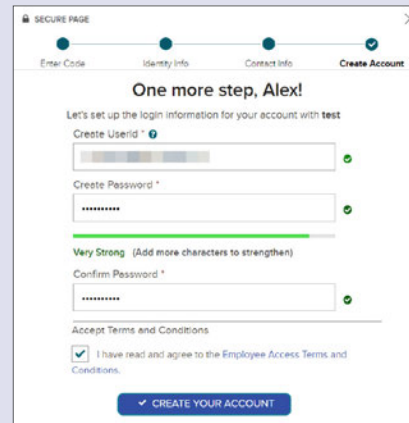
5



Create a **User ID & Password** then read and accept the Terms & Conditions. Once you click **Create Your Account**, you're all set!

6

**Note:** If you didn't include both an email address and mobile phone number, you'll be asked to set up Security Questions after creating your account.

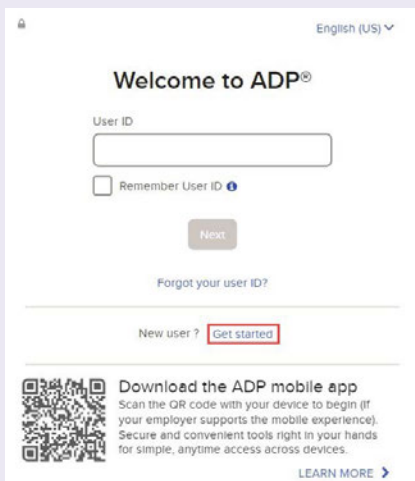


# Quick Reference Guide: Codeless Registration

## Register with your email, mobile phone, or identity information

Navigate to the ADP Workforce Now® self-service website and click **Get Started**.

1



Welcome to ADP®

User ID

☐ Remember User ID ⓘ

Next

Forgot your user ID?

New user? **Get started**

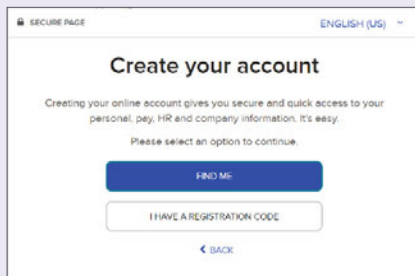
Download the ADP mobile app

Scan the QR code with your device to begin (if your employer supports the mobile experience). Secure and convenient tools right in your hands for simple, anytime access across devices.

LEARN MORE >

Select **Find me**.

2



SECURE PAGE

ENGLISH (US)

### Create your account

Creating your online account gives you secure and quick access to your personal, pay, HR and company information. It's easy.

Please select an option to continue.

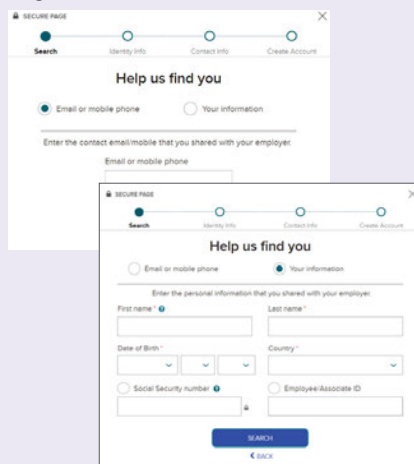
**FIND ME**

I HAVE A REGISTRATION CODE

BACK

Select **email** or **mobile phone** OR **Personal Information** that you shared with your organization.

3



SECURE PAGE

ENGLISH (US)

Search Identity Info Contact Info Create Account

### Help us find you

☒ Email or mobile phone ☐ Your information

Enter the contact email/mobile that you shared with your employer.

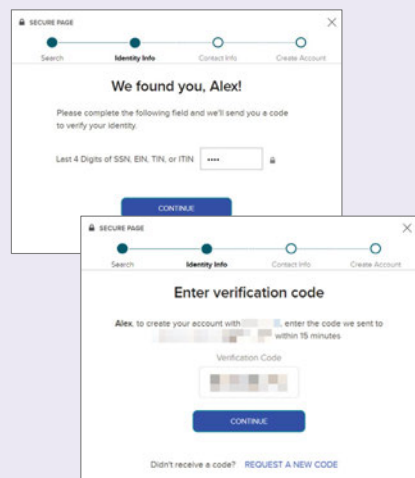
Email or mobile phone

**SEARCH**

BACK

Once your record is found, you'll be asked to verify your identity. Select how you want to receive a verification code — by email or text message. You'll have 15 minutes to enter the code and continue.

4



SECURE PAGE

Search Identity Info Contact Info Create Account

### We found you, Alex!

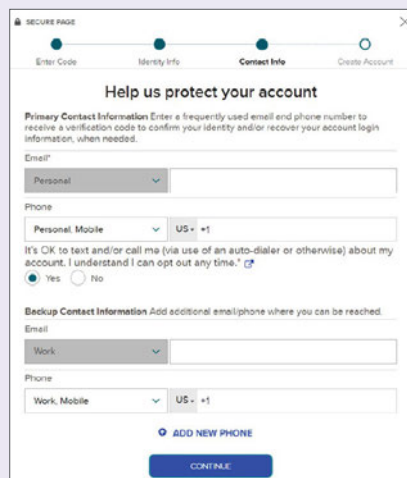
Please complete the following field and we'll send you a code to verify your identity.

Last 4 Digits of SSN, EIN, TIN, or ITIN

**CONTINUE**

Add your **Primary contact Information** — a frequently used email address and mobile phone number. It is also recommended to add **Backup Contact Information**.

5



SECURE PAGE

Enter Code Identity Info Contact Info Create Account

### Help us protect your account

**Primary Contact Information** Enter a frequently used email and phone number to receive a verification code to confirm your identity and/or recover your account login information, when needed.

Email\*

Personal

Phone

Personal, Mobile US +1

It's OK to text and/or call me (via use of an auto-dialer or otherwise) about my account. I understand I can opt out any time. ⓘ

☒ Yes ☐ No

**Backup Contact Information** Add additional email/phone where you can be reached.

Email

Work

Phone

Work, Mobile US +1

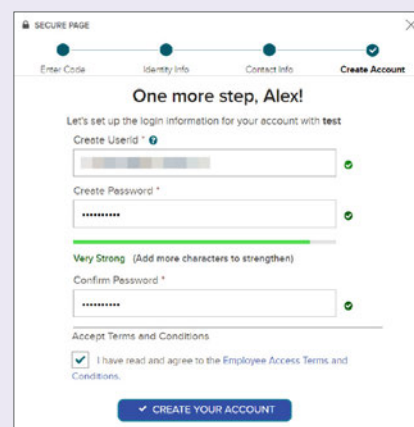
**ADD NEW PHONE**

**CONTINUE**

Create a **User ID & Password** then read and accept the Terms & Conditions. Once you click **Create Your Account**, you're all set!

6

**Note:** If you didn't include both an email address and mobile phone number, you'll be asked to set up Security Questions after creating your account.



SECURE PAGE

Enter Code Identity Info Contact Info Create Account

### One more step, Alex!

Let's set up the login information for your account with test

Create Userid \*

Create Password \*

**Very Strong** (Add more characters to strengthen)

Confirm Password \*

Accept Terms and Conditions

☒ I have read and agree to the Employee Access Terms and Conditions.

**CREATE YOUR ACCOUNT**

# Quick Reference Guide: Retrieve User ID

## Retrieve your forgotten user ID

1 Navigate to the ADP Workforce Now® self-service website and click **Forgot your user ID?**

English (US) ▼

Welcome to ADP®

User ID

☐ Remember User ID ⓘ

Next

**Forgot your user ID?**

New user? Get started

Download the ADP mobile app  
Scan the QR code with your device to begin (if your employer supports the mobile experience). Secure and convenient tools right in your hands for simple, anytime access across devices.

LEARN MORE >

2 Enter your **First name, Last Name, Email** or **Mobile phone**.

Forgot user ID

First name \*

Last name \*

And one of these \*

☒ Email ☐ Mobile phone

NEXT

[X CANCEL](#)

3 If prompted, select the **organization** (employer) that you want to retrieve the user ID for.

Select your organization

You have accounts with multiple organizations.

[X CANCEL](#)

4 Once your account is found, enter the **Last 4 Digits of SSN, EIN, TIN** or **ITIN** to verify your identity.

If the verification was successful, the page will then display your Name, Organization, and **User ID**.

We found you, Alex!

Enter the personal information that you shared with your employer.

Last 4 Digits of SSN, EIN, TIN, or ITIN

NEXT

[< BACK](#)

We found you

Name

Organization

User ID

SIGN IN

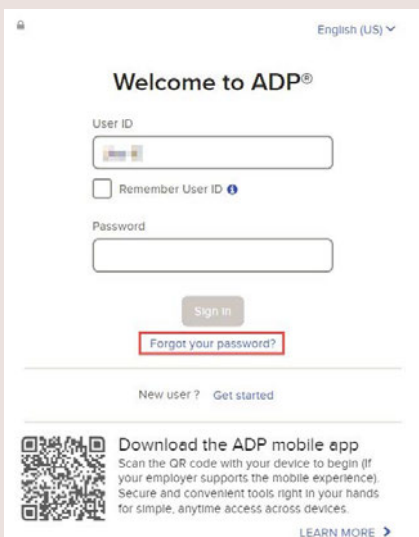
[I DON'T KNOW MY PASSWORD](#)

# Quick Reference Guide: Password Reset

## Password-less sign in or reset your forgotten password

Navigate to the ADP Workforce Now® self-service website. Enter your User ID then click **Forgot your password?**

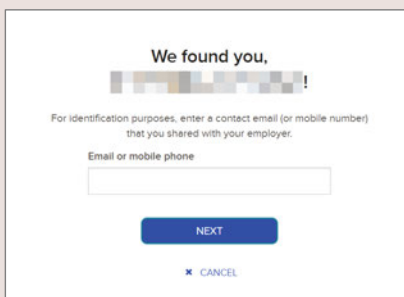
1



The screenshot shows the ADP Workforce Now login page. At the top, it says 'Welcome to ADP®'. Below this, there are fields for 'User ID' and 'Password'. A checkbox labeled 'Remember User ID' is next to the User ID field. A 'Sign in' button is below the password field. A red box highlights the link 'Forgot your password?'. At the bottom, there is a QR code and a section titled 'Download the ADP mobile app' with a 'LEARN MORE' link.

Enter your **Email** or **Mobile phone** that was shared with your employer.

2



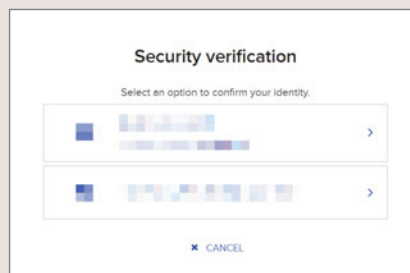
The screenshot shows a screen titled 'We found you,'. Below the title, it says 'For identification purposes, enter a contact email (or mobile number) that you shared with your employer.' There is a text input field for 'Email or mobile phone'. Below the field are two buttons: 'NEXT' and 'CANCEL'.

Select an option to confirm your identity:

3

- Send me an email
- Send me a text message
- Let me answer security questions

*Note: these options may vary*



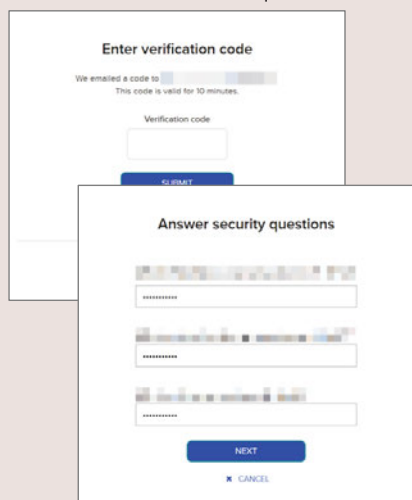
The screenshot shows a screen titled 'Security verification'. Below the title, it says 'Select an option to confirm your identity.' There are two rows of options, each with a blue square icon and a right arrow. Below the options are two buttons: 'NEXT' and 'CANCEL'.

If you opted for email or text message, then you'll need to submit the verification code within 10-minutes.

4

OR

If you opted to answer security questions, proceed to do so as a verification code is not required.

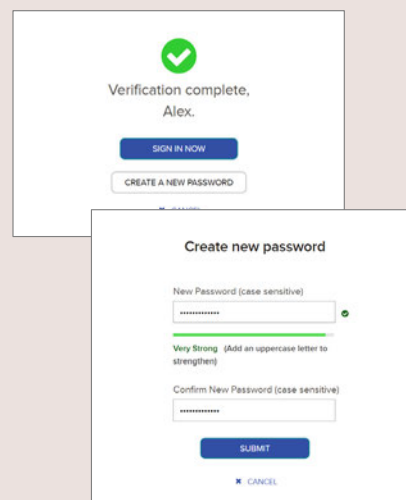


The screenshot shows two overlapping screens. The top screen is titled 'Enter verification code' and says 'We emailed a code to [redacted]. This code is valid for 10 minutes.' It has a 'Verification code' input field and a 'SUBMIT' button. The bottom screen is titled 'Answer security questions' and has three rows of questions, each with a text input field. At the bottom are 'NEXT' and 'CANCEL' buttons.

After successfully verifying your identity, select **Sign In Now** (without resetting your password) or **Create New Password** to reset it.

5

*Note: If you answered security questions, creating a new password will be the only option available.*



The screenshot shows two overlapping screens. The top screen is titled 'Verification complete, Alex.' and has a green checkmark icon. It has two buttons: 'SIGN IN NOW' and 'CREATE A NEW PASSWORD'. The bottom screen is titled 'Create new password' and has a 'New Password (case sensitive)' input field with a green checkmark. Below it is a strength indicator showing 'Very Strong' and a note '(Add an uppercase letter to strengthen)'. There is also a 'Confirm New Password (case sensitive)' input field. At the bottom are 'SUBMIT' and 'CANCEL' buttons.