

# Fast Track Forgot Your User ID/Password



A more human resource.™

If you forget your login information, you can use the “**Forgot Your User ID/Password?**” link on your ADP service web site to retrieve your user ID and 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.

User ID/Password Recovery

\* = Required

User ID (If you know it)

First name\*

Last name\*

And at least one of these\*

Email address

Mobile phone number

CANCEL NEXT

Enter your first name and last name exactly as they exist in your organization's records.

Enter an email address and/or mobile phone number associated with your account.

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

Your user ID

John Doe, this is your user ID for OrganizationXYZ:

JDoe@OrganizationXYZ

LOGIN I DON'T KNOW MY PASSWORD

Use this option to reset your account password. The process will be different for administrators / practitioners.

Congratulations! You have successfully retrieved your user ID of your ADP service account.

If you have an email address and/or mobile phone number that is not shared with others in your organization, you can receive and enter a security code. (If you don't have access to your email/phone or you share your email address and/or mobile phone number with others in your organization, you will be prompted to answer security questions instead.)

**Your security code**

Select where you want to send the security code and click Send Code.

XXXXXX4133 (SMS text)

XXXXXXXXXXXXXXXXXXXXn@adp.com

**SEND CODE**

Enter your security code here in **12.45**

432157

I don't have access to any of these emails/phones

**CANCEL** **NEXT**

Send the code to your email or mobile phone...

...and enter it here within 15 minutes.

Upon successful verification of your security code or your security answers, you will be prompted to enter and confirm your new password.

**Reset password**

\* = Required

New password (case sensitive)\*

..... Strong

**Confirm new password**

.....

**CANCEL**

**Your password is valid**

Your password **MUST** have:

- At least 8 characters
- A lowercase or uppercase letter
- A number

Your password **MUST NOT** have:

- Any character repeated more than 3 times in a row. For example, do not use 1111 or aaaa.
- More than 3 sequential letters or numbers in a row. For example, do not use 1234 or dcba.

To strengthen your password, do the following:

- Increase the length from 12-20 characters.
- Add one or more special characters such as @, \$, or &.
- Use a combination of uppercase and lowercase letters.

Click to see how well your password meets the requirements and how to make it stronger.

Congratulations! You have successfully retrieved your user ID and reset your password of your ADP service account.