

Dear Associate:

We are pleased to announce ADP iPayStatements, a new benefit for all associates. Through ADP, our payroll provider, we are able to offer you access to your earnings statements and W-2 forms 24 hours per day, 7 days a week!

You will be prompted to complete a registration process during which you must enter contact and security information, answer a few security questions and create a password. Your password must be at least eight characters long and must contain at least one letter and either one number or one special character. Also, your password is case sensitive. You will be assigned a system generated User ID. The security questions will be used to verify your identity if you ever forget your user ID or password.

When registering, refer to the Self Service Registration Quick Reference Card for more information.

Your Registration Pass Code: **COMPERS-1234** (required for registration).

Upon completing the registration process, you may access your pay statements at <https://ipay.adp.com>.

We hope you will enjoy this new feature. We appreciate the opportunity to provide you with this exciting new way of viewing your pay information.



IN THE BUSINESS OF YOUR SUCCESSSM

Self Service Registration Quick Reference

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.

During registration, you will establish your contact preferences and select an email address to receive security notification from your company or ADP. You can also activate your email address and mobile phone numbers to receive login information upon your request.

Before You Begin: You will need your registration pass code and the URL of your ADP service web site. Be sure to keep them handy. If you do not have this information, contact your company administrator for assistance.

On your ADP service web site, click the link to register for ADP services. Complete the following steps, clicking **Next** to continue:

- 1 Enter the registration pass code.

ADP

Register for ADP Services

Step 1 of 7: Begin Registration

Step 1: Begin Registration

Step 2: Verify Identity

Step 3: Get User ID & Password

Step 4: Select Security Questions

Step 5: Enter Contact Information

Step 6: Enter Activation Code

Step 7: Review and Submit

Enter the registration code that you received from your employer or ADP. If you do not have this information, contact your company administrator. Registration code is not case sensitive.

Registration Code:

Previous Next Submit



- 2 Enter your personal information to verify your identity.
Note: The fields that are available on this page may vary based on your company setup.

The screenshot shows the ADP registration interface. On the left is a vertical sidebar with seven steps: Step 1 (Begin Registration) with a green checkmark, Step 2 (Verify Identity) with a blue arrow, Step 3 (Get User ID & Password), Step 4 (Select Security Questions), Step 5 (Enter Contact Information), Step 6 (Enter Activation Code), and Step 7 (Review and Submit). The main content area is titled "Step 2 of 7: Verify Identity". Below the title is a message: "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: "Company Name:" with a text input and a "NAME" label; "Identity Type:" with a dropdown menu set to "Full SSN"; "First Name:" with a text input; "Last Name:" with a text input; "SSN or EIN or ITIN:" with a text input and a help icon; "Confirm SSN or EIN or ITIN:" with a text input; and "Birth Month, Day and Year:" with a date picker.

- 3 Get your user ID and create your password to log in to your ADP service.
Note: Depending on the ADP services your company is using, the option to create your user ID may be available.

The screenshot shows the ADP registration interface. The sidebar now highlights Step 3 (Get User ID & Password) with a blue arrow. The main content area is titled "Step 3 of 7: Get User ID & Password". Below the title is a message: "Welcome, Firstname Lastname. You will use this information to log in to your ADP service." The form fields include: "Your User ID:" with a text input; "Create Your Password" section with instructions: "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." Below this are two password input fields: "Password:" and "Confirm Password:", each with a strength indicator. The "Password:" field shows a strength of "Strong". A callout box on the right provides a mnemonic: "The first time I traveled to a foreign country I was 9 years old" and the password "tFtlt2@FC1w9y0", along with three techniques: "Use the first letter of most words.", "Capitalize all letters in the first half of the alphabet.", and "Use similar-looking substitutions i.e., ! for 1, 2 for 'to', @ for 'a', etc."

- 4 Select three security questions and enter security answers to protect your account.
Answers must be at least 2 alphanumeric characters long and are not case sensitive. Be sure to choose answers you can remember.



Register for ADP Services

Step 1: Begin Registration ✓
Step 2: Verify Identity ✓
Step 3: Get User ID & Password ✓
Step 4: Select Security Questions ✓
Step 5: Enter Contact Information
Step 6: Enter Activation Code
Step 7: Review and Submit

Step 4 of 7: Select Security Questions and Answers

To protect your account, the information you enter will be used to verify your identity if you forget your user ID and/or password.

Security Questions and Answers*

Answers must be at least 2 alphanumeric characters long and are not case sensitive. Be sure to choose answers you can remember.

Question 1: What was your childhood nickname that most people do not know?
Answer 1: Answer1

Question 2: What is the first and last name of your childhood best friend?
Answer 2: Answer2

Question 3: What was the name of your first pet?
Answer 3: Answer3

- 5 Enter your contact information to receive security notifications from your company or ADP. This is how ADP sends your activation code to you.

Register for ADP Services

Step 1: Begin Registration ✓
Step 2: Verify Identity ✓
Step 3: Get User ID & Password ✓
Step 4: Select Security Questions ✓
Step 5: Enter Contact Information ✓
Step 6: Enter Activation Code
Step 7: Review and Submit

Step 5 of 7: Enter Your Contact Information

Enter your contact information to receive communication from your company and/or ADP. ADP will send you an activation code to confirm that we can contact you.

ADP may send notifications when your pay statements are ready, benefit enrollment changes are processed, and/or workflow items need your attention. If you forget your login information, ADP can send you a text message with your temporary password and/ or user ID.

Email Addresses* Use for Notifications

Select at least one email address to use for notifications.

Work Email:

Personal Email:

Phone Numbers

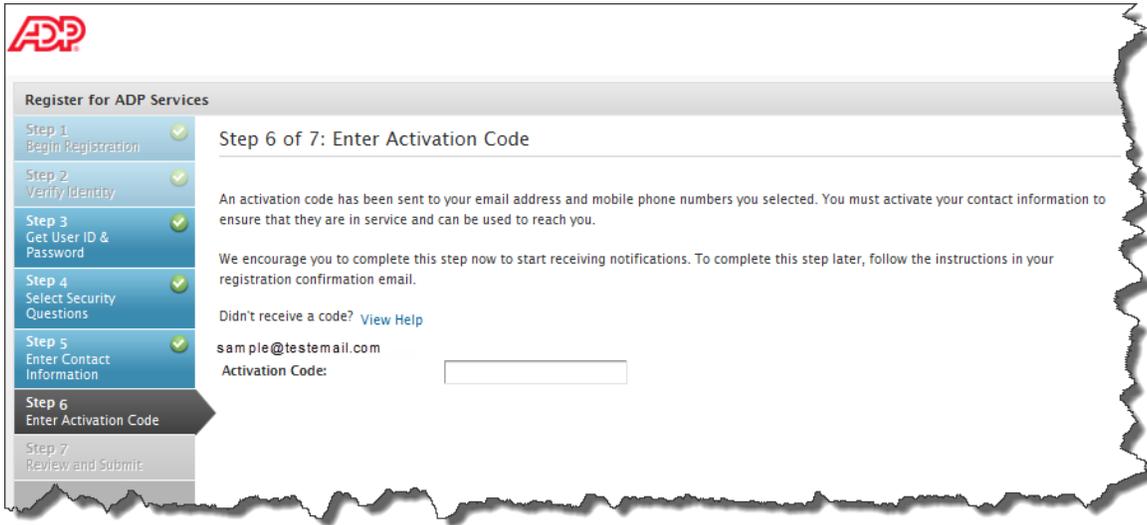
If you forget your login information, ADP can send you a text message with your temporary password and/ or user ID. ADP does not charge for this service, but standard text and data charges might apply from your mobile phone carrier. [Terms and conditions.](#)

Office: Ext:

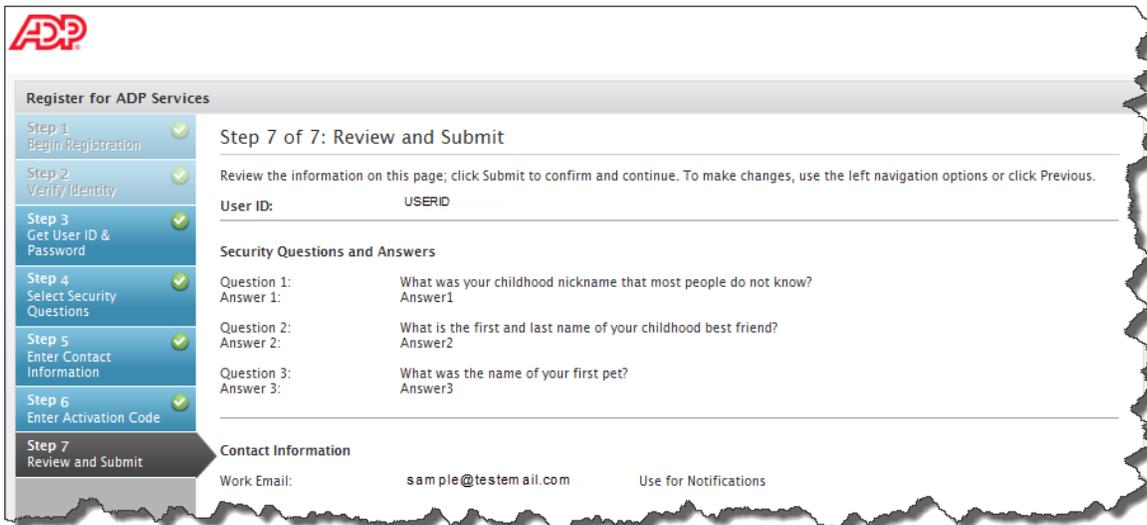
Work Mobile: I authorize ADP to send my login information to this phone at my request.

Personal Mobile: I authorize ADP to send my login information to this phone at my request.

- 6 Enter the activation code you received from ADP.
Note: You may need to wait longer for an activation code to arrive by email. There can be a delay due to Internet traffic, your service provider, firewalls, etc.



7 Review your information and click **Submit**.



8 On the confirmation page, click **Log In**. Once registered, you can log in to your ADP service and manage your account information to keep it accurate.



Employee Quick Reference Guide

Welcome! Thank you for using the convenience of the Internet to view your payroll information with ADP's iPayStatements. This Quick Reference Guide is designed to help you access the Web site to view your pay statements, W-2s, and 1099s. This guide also provides specifications for the proper browser configurations. If you follow the instructions outlined in this Quick Reference Guide and in the iPayStatements web help and you are still experiencing difficulty, please contact your payroll administrator for further information.

Important!

To maintain the integrity of your payroll information, always be sure to click **Logoff** before exiting iPayStatements.

Frequently Asked Questions

How Do I?	Action
<p>How do I log on to iPayStatements for the first time?</p> <p><i>Use these directions if you have not used iPayStatements before, and you have a company Self Service Registration Pass Code from your payroll administrator.</i></p>	<p>To log on to iPayStatements for the first time, you need to have the following information:</p> <ul style="list-style-type: none"> • Your most recent pay statement • Your company Self Service Registration Pass Code (published by your payroll administrator) <ol style="list-style-type: none"> 1. Open your browser and type https://paystatements.adp.com. 2. Click Register Now. 3. Enter your company Self Service Registration Pass Code and click Submit. 4. From the list of available products, select iPayStatements and click Submit. 5. Using your current pay statement, enter the following information: <ul style="list-style-type: none"> • Company code • File number • The last four digits of your Social Security number • Pay date (in mm/dd/yyyy format, for example 09/15/2003) • Voucher number 6. Click Submit. Result: The Enrollment screen is displayed. 7. Enter the following information: <ul style="list-style-type: none"> • Name • Address • E-mail address • A challenge question (allows you to change your password if you forget it) • A password of your choice <p>Important: To meet ADP's security standards, your password must be 8 to 20 characters long and contain at least one numeric and one alphabetic character.</p> 8. Click Submit. Result: Your system-generated user ID is displayed. 9. Enter your user ID and password to access your pay statement. Result: You will receive an e-mail confirming your enrollment. <p>Note: Once you have completed the registration process, Bookmark (Netscape®) or Add to Favorites (Microsoft® Internet Explorer) the new URL for iPayStatements, https://paystatements.adp.com.</p>

How Do I?	Action
How do I log on to iPayStatements?	<p>Do the following to log on to iPayStatements.</p> <ol style="list-style-type: none"> 1. Go to https://paystatements.adp.com. 2. Click Login. 3. Enter your User ID and Password 4. Click OK. 5. If you are a current user of iPayStatements, you may be prompted to enter additional information. The information you enter is used to register with iPayStatements' new security.
How do I log on to iPayStatements after registering?	<ol style="list-style-type: none"> 1. Go to https://paystatements.adp.com. 2. Enter your user ID and password in the Connect window. Important: Only your password is case-sensitive. 3. Click OK.
How do I know my personal information is secure?	<p>ADP is committed to ensuring that your information is kept confidential. As soon as you log in, your connection to iPayStatements is secure. If you leave your computer unattended or you forget to log off before exiting the site, iPayStatements automatically logs you off after five minutes.</p> <p>Once you are logged in, iPayStatements protects your information with SSL technology. SSL is used to encrypt your personal information such as your user ID, password, and salary and wage information. To further ensure your information is secure and confidential, do the following:</p> <ul style="list-style-type: none"> • If you are logged into iPayStatements and need to walk away for any reason, click Logoff or lock your workstation. When you log off, your personal information is cleared from your browser's memory so no one can use your computer to view your personal information. • Select a password that would be difficult for others to guess. • Do not give your password to anyone. Do not save passwords on your web site or leave written notes with your password near your computer.
How do I access iPayStatements if I forgot my user ID?	<p>If you forgot your user ID, please contact your payroll administrator. You do not have the option to select or change your user ID.</p>
How do I access iPayStatements if I forgot my password?	<ol style="list-style-type: none"> 1. Go to https://paystatements.adp.com. 2. Click Forgot your Password? 3. Enter your user ID. Result: A challenge prompt question is displayed. 4. Answer the question. If you do not know the answer to the question, contact your payroll or HR administrator. Result: After you answer the challenge prompt, you will receive an e-mail message with a temporary password to access the iPayStatements site. You must set a new password when you enter the site.

Troubleshooting

Situation	Action
<p>You are a new employee who will use iPayStatements</p> <p>Your company has just subscribed to iPayStatements</p>	<p>You must wait until your first pay date has passed before you can register to use iPayStatements. For example, if you receive a physical check on Thursday afternoon, but the funds are not available until Friday (the pay date), you must wait until Friday to access iPayStatements for the first time.</p>
<p>After 5 minutes, the site times out</p>	<p>To protect your privacy, iPayStatements has a 5-minute idle time limit. You will be logged off of iPayStatements and you will not be able to access your wage and salary information until you log in again.</p>
<p>The calculators do not provide exact calculations</p>	<p>iPayStatements provides online calculators to help you model pay statement information. The calculators are designed to provide general guidance and estimates. Do not rely on these calculators to calculate exact taxes, payroll, or other financial data. The calculators are not intended to provide tax or legal advice and they do not represent any ADP service or solution. You should refer to a professional advisor or accountant regarding any specific requirements or concerns.</p>
<p>When you access iPayStatements using a kiosk, the browser does not display your current pay statement</p>	<ol style="list-style-type: none"> 1. On the browser menu bar, click either View → Internet Options or Tools → Internet Options. 2. In the Temporary Internet Files section on the General tab, click Settings. 3. Set Check for newer versions of stored pages to Every visit to the page.
<p>When you try to view your pay information, a File Download message window is displayed indicating you should open the file or save it to disk</p>	<p>You need Adobe® Acrobat® Reader® version 5.x or 4.x to view your wage and salary information.</p> <ol style="list-style-type: none"> 1. Click Cancel to close the File Download message window. 2. On the iPayStatements home page, click the Adobe Acrobat Reader link to download the appropriate version of Adobe Acrobat Reader. <p>Note: ADP does not recommend using Adobe Acrobat Reader version 6.0 to view your wage and salary information.</p>

Checking for Proper Browser Configuration Settings

Browser	Configuration Settings
Microsoft Internet Explorer (Version 5.5. or higher)	<ol style="list-style-type: none">1. On the browser menu bar, click either View → Internet Options or Tools → Internet Options.2. On the Advanced tab, select the following:<ul style="list-style-type: none">• Enable Page Transitions• Use SSL 3.0• Use SSL 2.0• Use HTTP 1.1 through proxy connection• Use HTTP 1.13. Verify that your browser accepts cookies.
Netscape Communicator or Netscape Navigator (Versions 4.7x or higher)	<ol style="list-style-type: none">1. On the browser menu bar, click Edit → Preferences → Appearance → Fonts.2. Verify the following information:<ul style="list-style-type: none">• Variable Width Font = Times New Roman• Size = 10• Fixed Width Font = Courier New• Size = 10• Use document-specified fonts, including Dynamic Fonts is selected3. Under Advanced → Cache, select the following: Document in Cache is compared to Document on Network field = Every Time <p>Note: Netscape® 6 is not supported for this application.</p>

Minimum Requirements for Operating Systems

The minimum requirements for operating systems and browsers are as follows:

Internet Browsers

- Microsoft Internet Explorer version 5.5 (Service Pack 2) or higher
- Netscape version 4.7x or version 7.0
- America Online (AOL) browser

Operating Systems

- Windows NT® operating system version 4.0x or higher
- Windows® ME operating system
- Windows® 2000 operating system
- Windows® XP (Professional or Home Edition) operating system

Note: To view your pay statements, you must have Adobe Acrobat Reader, version 4.0 or higher. ADP does not recommend using Adobe Acrobat Reader version 6.0.

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ADP Mobile Solutions – Startup Notes for Clients Using ADP iPayStatements

Introduction

ADP is launching an innovative new service, the ADP Mobile Solutions application. This new mobile app will provide pay statement information for the last five pay periods to your employees anytime, anywhere right from their mobile device.

ADP Mobile Solutions is automatically activated for all users of ADP iPayStatements. If you would like to disable this new feature, please contact your Service Representative.

Getting Employees Started with ADP Mobile Solutions

To begin using ADP Mobile Solutions on their mobile device, employees must currently have a registered user profile for ADP Workforce Now, iPayStatements, or ADP Employee Self Service.

Note: New users who have just established a profile must wait 24 hours before accessing ADP Mobile Solutions.

Depending on the device you use, there are two ways to use ADP Mobile Solutions:

- Accessing ADP Mobile Solutions using your device browser
- Downloading the app to your Apple mobile device

Accessing ADP Mobile Solutions from ADP

Before you Begin: Confirm that you are using a compatible mobile device:

- iPhone® (3G, 3GS or 4 iOS 3.1.3 or higher)
- iPad® (1 or 2 iOS 3.1.3 or higher)
- iPod Touch® (3rd or 4th generation iOS 3.1.3 or higher)
- Android (V2.0 or higher)
- BlackBerry® (v4.6.1 or higher)

Important: If you are using an iPhone, iPad, or iPod Touch, you can also use the alternate procedure, [Downloading ADP Mobile Solutions from the App Store](#).

1. On your mobile device, go to: <https://mobile.adp.com>
2. On the Login page, enter your ADP User ID.

If you don't want to re-enter it every time you launch the application, select **Remember User ID?** and then select **Submit**.

3. Enter your ADP Password and select **Log In**.

If you forget your password, select **Forgot?** and follow the instructions to reset it by logging in from a desktop browser (not your mobile device).

4. Review the Terms of Use and select **Accept**.

From the Springboard, you can now access the available ADP Mobile Solutions.

Downloading ADP Mobile Solutions from the App Store

As an alternative to downloading ADP Mobile Solutions from ADP, you can also download the iPhone, iPad, or iPad Touch app directly from the App Store.

Before you Begin: Confirm that you are using a compatible mobile device:

- iPhone® (3G, 3GS or 4 iOS 3.1.3 or higher)
- iPad® (1 or 2 iOS 3.1.3 or higher)
- iPod Touch® (3rd or 4th generation iOS 3.1.3 or higher)

1. Go to the App store on your device or iTunes® on your computer and download the ADP Mobile Solutions app.
2. From the ADP Mobile Solutions Login page, enter your ADP User ID.

If you don't want to re-enter it every time you launch the application, turn on **Save My User ID** and then select **Log in**.

3. Enter your ADP Password and select **Log In**.

If you forget your password, select **Forgot?** and follow the instructions to reset it by logging in from a desktop browser (not your mobile device).

4. Review the Terms of Use and select **Accept**.

From the Springboard, you can now access the available ADP Mobile Solutions.

Logging in with a PIN

If you plan to use ADP Mobile Solutions frequently, or if you use a mobile device without a key pad, you may prefer to create a PIN (Personal Identification Number) for faster login.

1. In the upper right corner of the Springboard, select the **Settings** icon.
2. Select **Preferences** and then select **I want to log in with a PIN**.
3. Enter your PIN and confirm your selections.

Your PIN must be 4 to 10 digits long. It can't be a sequence of digits (e.g., 2345) or the same digit (e.g., 3333).