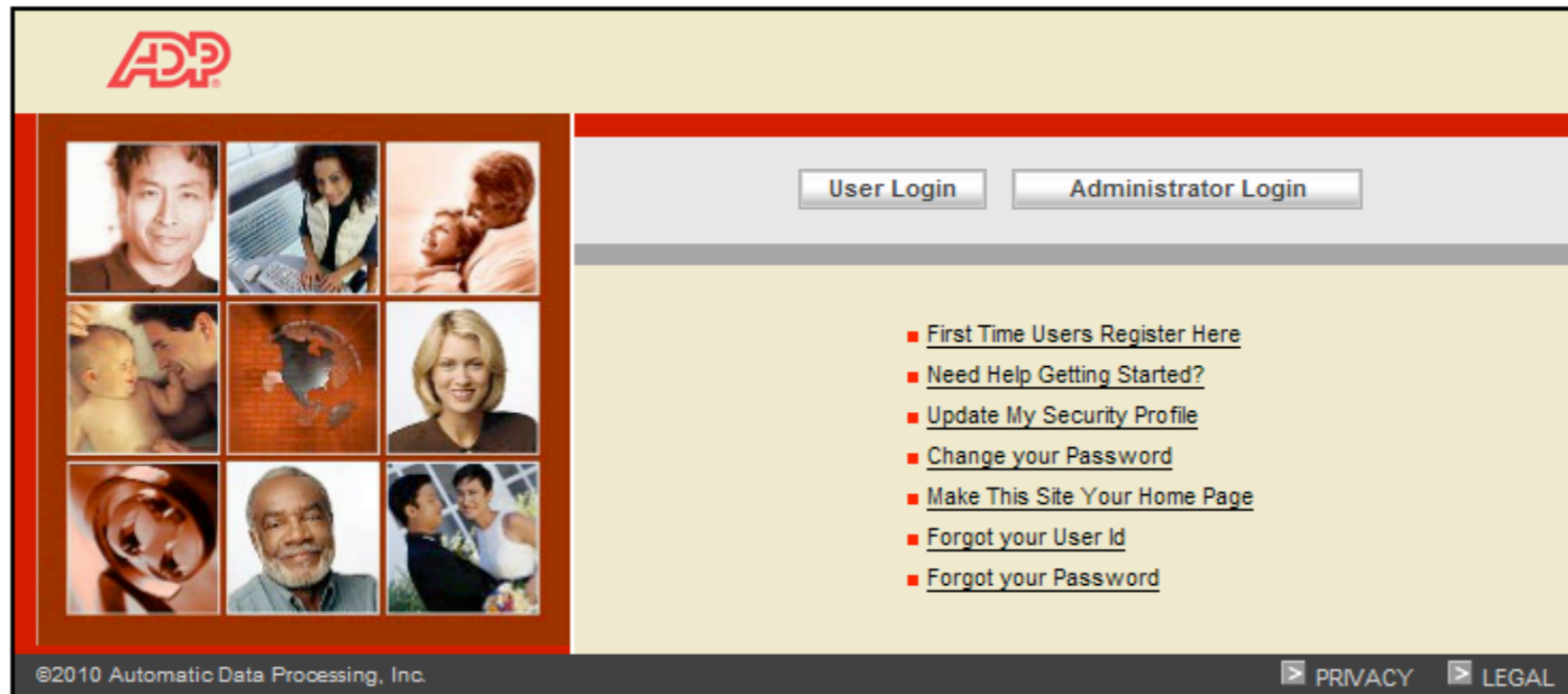


Forgot User ID or Password?



<https://portal.adp.com>



The screenshot shows the ADP portal homepage. At the top left is the ADP logo. Below it is a grid of nine small images depicting various people and business scenarios. To the right of the grid are two buttons: "User Login" and "Administrator Login". Below these buttons is a list of links with red square bullet points:

- [First Time Users Register Here](#)
- [Need Help Getting Started?](#)
- [Update My Security Profile](#)
- [Change your Password](#)
- [Make This Site Your Home Page](#)
- [Forgot your User Id](#)
- [Forgot your Password](#)

At the bottom left of the page is the copyright notice: "©2010 Automatic Data Processing, Inc." At the bottom right are two links: "PRIVACY" and "LEGAL".

Forgot User ID?



Retrieve Your User ID

Step 1
Identify Yourself

Step 2
Select Delivery Method

Step 3
Verify Information

Step 4
Confirmation

Step 1 of 4: Identify Yourself

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.

First Name:

Last Name:

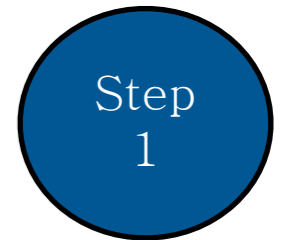
Select one type
of information *

Email Address:

Mobile Phone Number:

[Privacy](#) [Legal](#)

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Enter your name
and email address
or mobile phone
number



Forgot User ID?



Retrieve Your User ID

Step 1 Identify Yourself ✓ Step 2 Select Delivery Method Step 3 Verify Information Step 4 Confirmation

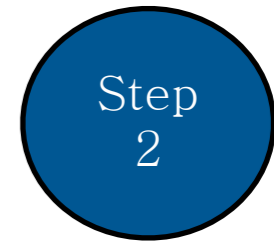
Step 2 of 4: Select Delivery Method

Depending on the option you select, you will be required to complete additional steps to verify your identity. Standard text and data charges might apply from your mobile phone carrier.

- Send my user ID to my mobile phone number ending in:
- Send my user ID to my email address:

Cancel Previous Next Done

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Select your method of notification: email or mobile phone



Forgot User ID?



Retrieve Your User ID

Step 1 Identify Yourself ✓ Step 2 Select Delivery Method ✓ Step 3 Verify Information Step 4 Confirmation

Step 3 of 4: Verify Information

i Your user ID is about to be sent to your mobile phone number ending in [redacted]. If the information displayed is incorrect, click Previous to change the delivery method.

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Verify your email
or mobile
number



Forgot User ID?



Retrieve Your User ID

Step 1 Identify Yourself ✓ Step 2 Select Delivery Method ✓ Step 3 Verify Information ✓ Step 4 Confirmation

Step 4 of 4: Confirmation

✓ Your user ID has been sent. Use this user ID to log in to your ADP service.

[I also forgot my password](#)

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Confirmation!

Click the “I also forgot my password” link if necessary.



Forgot Password?



Reset Your Password

Step 1 Identify Yourself Step 2 Select Reset Method Step 3 Verify Information Step 4 Reset Password Step 5 Confirmation

Step 1 of 5: Identify Yourself

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.

User ID:

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Enter your user ID



Forgot Password?



Reset Your Password

Step 1 Identify Yourself ✓ Step 2 Select Reset Method Step 3 Verify Information Step 4 Reset Password Step 5 Confirmation

Step 2 of 5: Select Reset Method

To protect your information, the password to your account cannot be retrieved and must be reset. Depending on the option you select, you will be required to complete additional steps to verify your identity. Standard text and data charges might apply from your mobile phone carrier.

Select the contact information to which you have immediate access to continue this process.

Reset Method:

- Send a temporary password to my mobile phone number ending in:
- Send a temporary password to my email address:

Cancel Previous Next Done

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Select your reset method: mobile phone or email address



Forgot Password?



Reset Your Password

Step 1 Identify Yourself ✓ Step 2 Select Reset Method ✓ Step 3 Verify Information Step 4 Reset Password Step 5 Confirmation

Step 3 of 5: Verify Information

Enter the answer to the security question. Answers are not case sensitive.

Question: What was your favorite childhood pet's name?

Answer:

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You will have to answer (2) security questions in step 3



Forgot Password?



Reset Your Password

Step 1 Identify Yourself ✓ Step 2 Select Reset Method ✓ Step 3 Verify Information ✓ Step 4 Reset Password Step 5 Confirmation

Step 4 of 5: Reset Your Password

i Your temporary password is about to be sent to your mobile phone number ending in



Reset your password

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Forgot Password?



Reset Your Password

Step 1 Identify Yourself ✓ Step 2 Select Reset Method ✓ Step 3 Verify Information ✓ Step 4 Reset Password ✓ Step 5 Confirmation

Step 5 of 5: Confirmation

✓ Your temporary password has been sent. Use this password to log in to your ADP service. You will be asked to change your password after you log in.

Log In

Cancel Previous Next Done

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Confirmation

