

How to Reset Your Password in ADP Self-Service for Employees



Forgot Your User ID/Password?

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.

Forgot User ID/Password

* = Required

First name* ⓘ
John

Last name*
Doe

And at least one of these* ⓘ

Email address
john.doe@organizationxyz.com

Mobile phone number
United States +1 555-555-5555

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

Click **I DON'T KNOW MY PASSWORD** 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.

To Reset Your Password

Select the “I don’t know my password” option. 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.

Your security code

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

☒5556 (SMS text)

☐ J.....e@organizationxyz.com

SEND CODE

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

CANCEL **NEXT**

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

Your security code

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

☐5556 (SMS text)

☐ J.....e@organizationxyz.com

SEND CODE

Enter your security code here in **14:10**

514235|

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

CANCEL **NEXT**

...and enter it here within 15 minutes.

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 questions

* = Required

What was the name of your first pet?

Your answer (not case-sensitive)*

bubbles

☒ Show answer

What was the first foreign country you visited?

Your answer (not case-sensitive)*

☐ Show answer

In what city was your father born? (Enter full name of city only)

Your answer (not case-sensitive)*

☐ Show answer

CANCEL

NEXT

Click Show answer to reveal your answer briefly.

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)*

tr@Ve12916

Strong

☒ Show password

Confirm new password

☐ Show password

CANCEL

Click Show password to reveal your password briefly.

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

✔ 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.

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

Northwest Kidney Centers

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