

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*

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

[LOG IN](#) [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**

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@Vel2916

Show password

Strong

Your password is valid

Confirm new pas

Show password

CANCEL

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.