

Retirement Services



# ADP Online Retirement Savings Account User's Guide

*Registering for Single Sign-On ID*



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## Who should use this guide?

Before you get started, let's make sure this guide is right for you.

### You should use this guide if:



You are registering for an ADP User ID and Password through [www.mykplan.com](http://www.mykplan.com) or [www.mykplan.adp.com](http://www.mykplan.adp.com)

and



You are a newly-hired employee who has never completed an online registration for an ADP User ID and password with any ADP product or service;

or



You are a newly-eligible participant for your company's 401k plan who has never registered for an ADP User ID and password with any other ADP product or service;

or



You are a current participant in your company's 401(k) plan who has not registered for an ADP user ID and password with any ADP product or service.

### You do not need to use this guide if:



You are an employee or 401(k) participant who is already registered with an ADP User ID and password with any other ADP product or service.

# Simple Steps for Registering Your ADP User ID

Securing your personal information and making it easier to manage your online retirement savings account are our priority.

Depending on the ADP products or services offered through your company, you will have access to all your ADP accounts with one User ID and password.

## 1 Register Your Account

To begin the registration process for creating an ADP User ID and Password, select the **Register Now** button. (Highlighted in the illustration by the red box.)



## 2 Identify Yourself

Enter the required personal information on the **Identify yourself** screen. The identity options that are available will depend on how your organization's account is set up.

A

Click the **I am not a robot** check box to complete a sample challenge security check to access your account. (Highlighted in the illustration by the red box.)

A screenshot of the 'Identify yourself' registration screen. The form is on a light gray background. It contains several input fields: 'First name\*' (with 'marvel' entered), 'Last name\*' (with 'dennis' entered), 'SSN, EIN, or ITIN\*' (with asterisks), 'Birth month and day\*' (with 'January' and '01' selected), and 'Home ZIP/Postal code\*' (with '63011' entered). At the bottom, there is a red rectangular box highlighting a checkbox labeled 'I am not a robot'. To the right of the checkbox is a CAPTCHA image showing a blue robot head and the text 'I am not a robot' and 'hCAPTCHA Privacy Terms'. A green circle with the letter 'A' is placed over the CAPTCHA area. At the bottom right of the form is a 'NEXT' button.

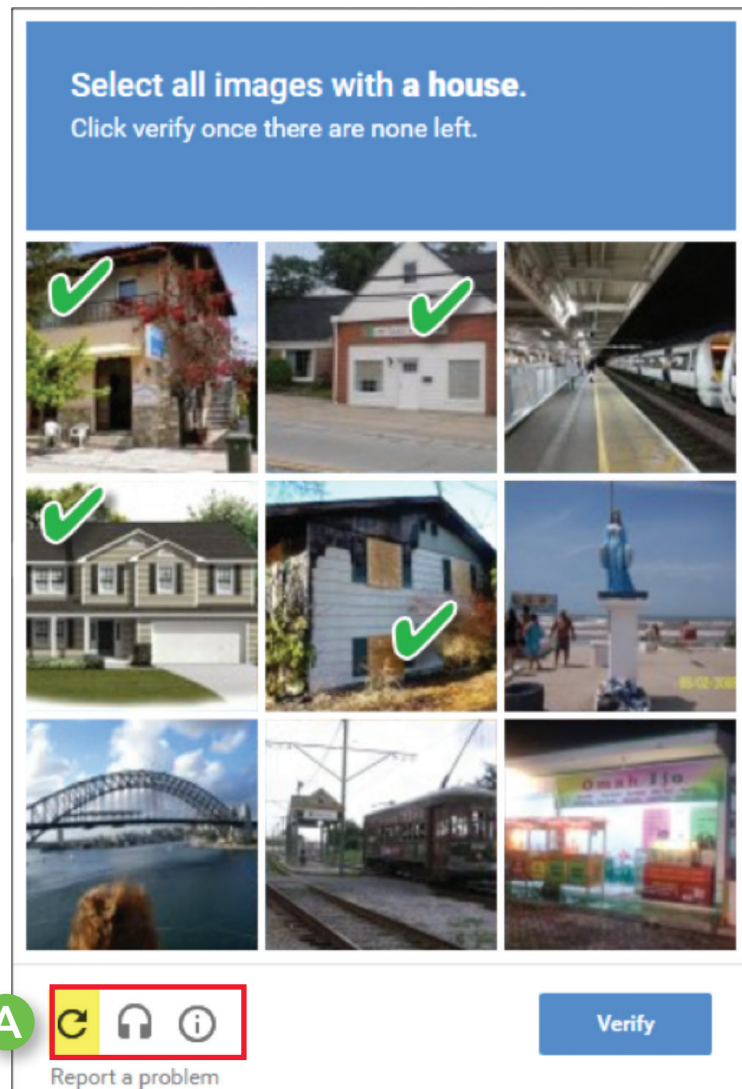
## About Google™ reCAPTCHA

ADP uses Google™ reCAPTCHA to prove registering users are human and helps prevent identity fraud.

### To complete the Sample Challenge:

- ▶ Click on the images that meet the required criteria; and
- ▶ Select all results that apply and select Verify.

**A** Click the **Refresh** icon to load a new Sample Challenge. Select the **Audio** icon to hear the Sample Challenge read to you. (Highlighted in the illustration by the red box.)



**B**

If any of the information which was entered is **NOT CORRECT**— that is, your First Name, Last Name, Social Security Number, and Date of Birth information — you will receive an alert message. (Highlighted in the illustration by the red box.)

Cancel the alert message and reenter the corrected information.

**B**

**Note:** The following message alerts will only appear if there are multiple accounts associated with your identity.

This screen will be presented after your personal information has been confirmed and if multiple 401(k) accounts are found on file. Otherwise, you will be directed to Step 3.

**C**

To continue on this screen, select the company name you wish to associate this account with and then select the **Register Now** button on this screen. (Highlighted in the illustration by the red box.)

You will have access to all your retirement savings accounts we have on record for you after you register with just one company.

**C**

## Registering Your ADP User ID

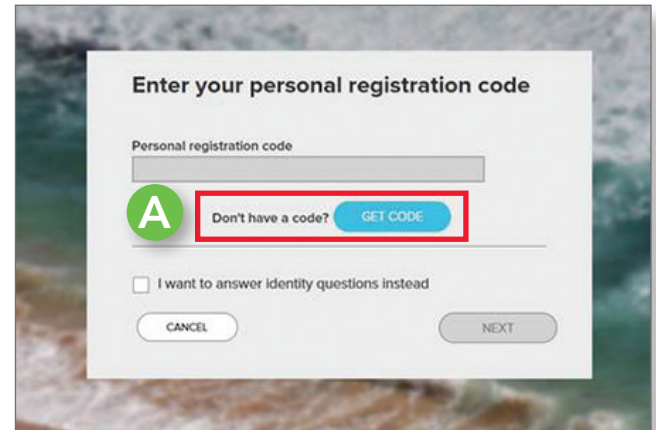
### 3 Enter Your Registration Code

On the next screen, enter the 8-digit registration code you received in your Welcome letter. Please note, the code is valid for only 15 calendar days after the date of issue. If you try to use your code after that date, you will be prompted to request a new code.

#### A What if I do not have my registration code?

If you do not have your code or have misplaced it and you have a unique email address on file, you can select the **Get Code** button and a new one can be emailed to you. (Highlighted in the illustration by the red box.)

**Note:** This option will not appear on the screen if you do not have a unique email on file, skip to Option 2, **I want to answer identity questions instead**.



Enter your personal registration code

Personal registration code

A Don't have a code? GET CODE

☐ I want to answer identity questions instead

CANCEL NEXT



## Option 1: Email Retrieval

You may use this process if:

- ▶ Your email address is unique within our system; and
- ▶ You have access to the email address displayed on screen.

**B** To have a new registration code sent to the displayed email address, select the radio button next to the email address and then click **Send Code**.

(Highlighted in the illustration by the red box.)

A new code will be sent to this email address. Enter the new personal registration code included in the email in the field on this page within 15 minutes of receipt of the email.

**C** This notification will originate from **SecurityServices\_NoReply@adp.com**.

If a unique email address is not listed within our system, use the identity verification system to obtain a new code, refer to Option 2, **I want to answer identity questions instead**.

**Enter your personal registration code**

Personal registration code

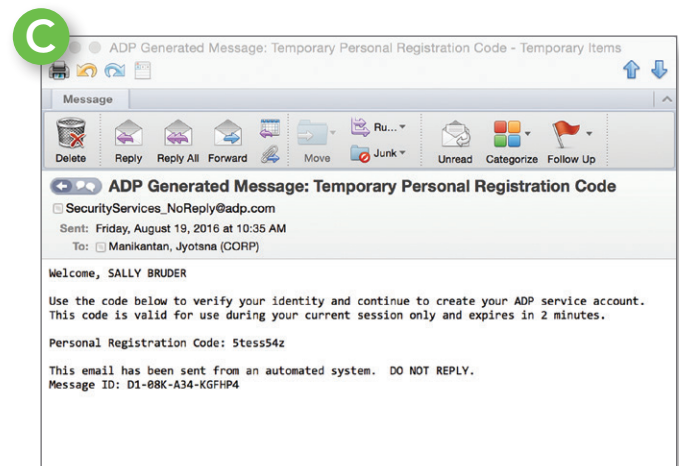
[DIDN'T RECEIVE THE CODE?](#)

Don't have a code?

**Click SEND CODE to have a personal registration code sent to the email address on file in your organization's records:**

☒ f\*\*\*\*\*c@adp.com

☐ I want to answer identity questions instead



## Option 2: Identity Verification

You may use this option if:

- ▶ A unique email is not available in our system; or
- ▶ You do not recognize or have access to the email listed on the screen.

To complete the registration process, you will be presented with a series of questions with listed possible answers. You will need to select the correct answer for two out of three questions and you have 30 seconds to complete each question.

If you answered two out of the three questions correctly, you will be given one additional question to answer. If this last question is answered incorrectly, you will not be able to proceed in registering your ADP UserID and password.

If you fail the first set of questions, you may try again by starting a new registration session. You will be able to try to answer the question set three times before your account is permanently locked.

### Notes about the questions and answers displayed in the identity verification process:

These questions and answer choices are generated from public records and other commercially available data sources. They are not used for any purpose other than to verify your identity. This information is not shared with your organization.

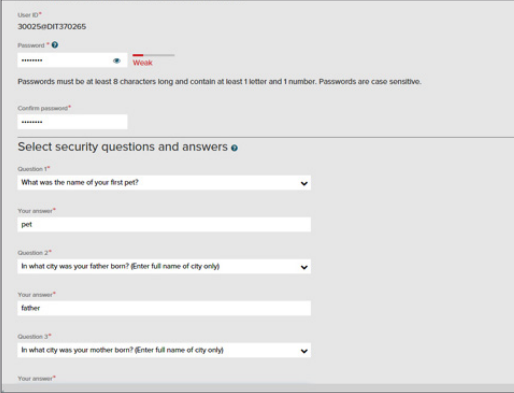
The image displays three overlapping screenshots of the 'Help us verify your identity' screen. Each screen features a title bar with the text 'Help us verify your identity' and a timer (00:27, 00:28, and 00:22 respectively). A red asterisk and the text '\* = Required' are visible in the top right corner of each screen. The screens are slightly offset to show the progression of the verification process. The topmost screen shows a question 'Do you \_\_\_\_\_?' and a list of five answer choices: 'Answer Choice 1', 'Answer Choice 2', 'Answer Choice 3', 'Answer Choice 4', and 'Answer Choice 5'. The 'Answer Choice 3' is selected with a radio button. Below the list are 'CANCEL' and 'NEXT' buttons. The middle and bottom screens show similar elements but are partially obscured by the top screen.



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After your personal information has been confirmed, you will need to create a Password for the account and select three security questions and answers on the next screen. This information will be used to validate your identity in the event you need to recover a forgotten User ID or Password.

Note: If your company has set up the option for you to provide your own unique User ID, you will be able to enter this information here as well.



The screenshot shows a web form for account creation. At the top, it displays 'User ID\*' as '300256IDT370265'. Below this is a 'Password\*' field with a strength indicator showing 'Weak'. A note states: 'Passwords must be at least 8 characters long and contain at least 1 letter and 1 number. Passwords are case sensitive.' There is a 'Confirm password\*' field below. The section 'Select security questions and answers' contains three questions, each with a dropdown menu and a text input field for the answer. The first question is 'What was the name of your first pet?' with the answer 'pet'. The second question is 'In what city was your father born? (Enter full name of city only)' with the answer 'father'. The third question is 'In what city was your mother born? (Enter full name of city only)'.

User ID\*  
300256IDT370265

Password\*  
[password field] Weak

Passwords must be at least 8 characters long and contain at least 1 letter and 1 number. Passwords are case sensitive.

Confirm password\*  
[password field]

Select security questions and answers

Question 1\*  
What was the name of your first pet?  
Your answer\*  
pet

Question 2\*  
In what city was your father born? (Enter full name of city only)  
Your answer\*  
father

Question 3\*  
In what city was your mother born? (Enter full name of city only)  
Your answer\*



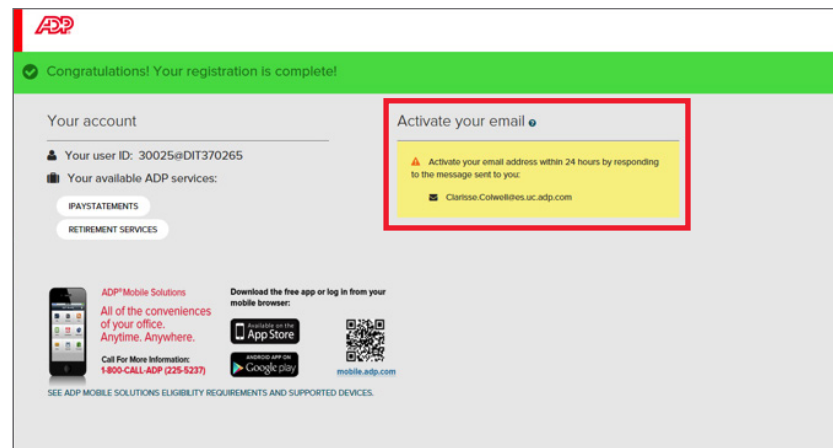
## 5 Be sure to Activate Your Email.

(Highlighted in the illustration by the red box.)

A confirmation email will be sent to your email address on file. In order for you to receive important notifications in the future, you must activate your email by responding to the confirmation message sent to you within 24 hours after receiving the message.

If you do not complete this last step, you will not be able to retrieve your User ID and Password using the Forgot User ID / Password on the website. In this event, an ADP Participant Call Center representative will be able to send a temporary password to the active email address on file to be used to access your online retirement savings account.

You may also provide a mobile phone number to link to this account. If a mobile phone number is provided, you will be prompted to activate that channel as well.



Your password and security questions can be changed or updated at anytime. You can also change your password directly on the retirement services participant website by going to My Profile and selecting Reset Password.

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Selecting Retirement Services on the portal screen will allow you to log into your online retirement savings account and any other ADP product or service your company uses.

**Note:** A new password for your online retirement savings account must be created every 180 days.



## Congratulations!

You have just completed the process for easier and more secure access to your online retirement savings account.



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**ADP Retirement Services**

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Please note, the screens displayed in this document may not look the same when you access your account. They may appear differently depending if you have a single-sign-on account already established.

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