

## Employee Quick Reference Guide

With one sign on, you can access ADP Workforce Now™ at <https://portal.adp.com>. Select the Pay & Taxes tab to view your pay statement or annual statement information, as well as financial calculators.

Use this Quick Reference Guide to learn how to view your pay statements, W-2s, 1099s, and adjustments.

If you follow the instructions outlined in this Quick Reference Guide and in the online 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** when exiting.

### Adobe® Reader®

Adobe Reader is used to view your pay and wage information.

**Note:** Adobe Reader version 9 users with Windows 2000 must have Service Pack 4 or higher.

**Note:** If your company requires Adobe Reader you will see the Adobe Reader icon on the Home page after you log in.

### Installing Adobe Reader

To install the latest version of Adobe Reader, do the following.

1. Click **Get Adobe Reader** and follow the instructions on the Adobe web site.
2. After the download is complete, close the Adobe web site.

### Display PDF in Browser When Using Adobe Reader

It is important to verify that you have a required setting selected in Adobe Reader. To verify this setting, complete the following.

1. Start Adobe Reader.
  2. On the menu bar, select **Edit→Preferences→Internet**.
  3. Click to select the **Display PDF in browser** check box.
  4. Click **OK**.
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## Recommended Security Settings

To make sure that your personal information is secure, ADP strongly recommends that you set up your browser with the security settings listed below.

**Important:** Following these recommendations will prevent historical files of your pay statements from being left behind on your PC.

### Microsoft® Internet Explorer®

To configure your security settings for Microsoft Internet Explorer, do the following.

1. Start Microsoft Internet Explorer.
2. Select **Tools** → **Internet Options**.

On this tab	Do the following
<b>General</b>	For Internet Explorer 6, under the section <b>Temporary Internet files</b> , click <b>Settings</b> . Then, under the section <b>Check for newer versions of stored pages</b> , select the <b>Every visit to the page</b> option. For Internet Explorer 7 or 8, under <b>Browsing history</b> click <b>Settings</b> . Under <b>Check for newer versions of stored pages</b> , select <b>Every time I visit the webpage</b> .
<b>Security</b>	Under the section <b>Security level for this zone</b> , click <b>Custom Level</b> . Then, scroll to the <b>Scripting</b> section and make sure the <b>Active scripting</b> option is set to <b>Enable</b> .
<b>Privacy</b>	Under the section <b>Settings</b> , click <b>Advanced</b> . Then, under the section <b>Cookies</b> , make sure the <b>Override automatic cookie handling</b> check box is not selected.
<b>Advanced</b>	Under the section <b>Browsing</b> , select the <b>Enable page transitions</b> option. Under the section <b>HTTP 1.1 Settings</b> , select the <b>Use HTTP 1.1 through proxy connections</b> and <b>Use HTTP 1.1</b> . Under the section <b>Security</b> , select the <b>Do not save encrypted pages to disk</b> , <b>Empty Temporary Internet Files Folder when browser is closed</b> , <b>Use SSL 3.0</b> , and <b>Use SSL 2.0</b> options.

3. Click **OK**.
4. On the browser menu bar, select **Help** → **About Internet Explorer** and verify that the Cipher Strength setting reads at least 128-bit. If your browser does not meet this requirement, have a technical support person at your company location update your browser.

### Firefox®

To configure your security settings for Firefox, do the following.

1. Start Firefox.
2. On the browser menu bar, select **Tools** → **Options**.

On this tab	Do the following
<b>Advanced</b>	Select <b>Encryption</b> . Under <b>Protocols</b> , verify that <b>Use SSL 3.0</b> is selected. Click to select <b>Use TLS 1.0</b> . Select <b>Network</b> → <b>Settings</b> . Verify that <b>Configure Proxies to Access the Internet</b> is set to <b>No proxy</b> .
<b>Privacy</b>	Under <b>History</b> : Verify that <b>Accept cookies from sites</b> and <b>Accept third-party cookies</b> are selected. Verify under <b>Firefox will:</b> that <b>Use custom settings for history</b> is selected. Verify that <b>Remember download history</b> is selected and click to select <b>Remember search and form history</b> . Click to select <b>Clear history when Firefox closes</b> . Under <b>Settings</b> , verify that all <b>History</b> items are selected. Click to select all <b>Data</b> items.
<b>Security</b>	Verify that <b>Use a master password</b> is not selected.
<b>Content</b>	Verify that <b>Block pop-up windows</b> is not selected.


3. Click **OK**.

## Recommended Security Settings continued

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### Adobe® Reader®

**Note:** Depending on how your company set up your pay statements, Adobe Reader may not be required. If it is required, you will see the Adobe Reader icon on the Home page after you log in.

 **Important:** Adobe Reader may store previously viewed PDF images in the temporary internet files folder. To prevent these images from being stored locally, do the following.

#### Preventing PDF Images from Being Stored Locally by Adobe Reader 7.08

1. Start Adobe Reader.
2. On the menu bar, select **Edit→Preferences→General**.
3. In the listbox, select **Startup**.  
**Result:** The **Opening Documents** option is displayed.
4. Deselect **Use Page Cache** to prevent Reader from storing the next page of a PDF image in a local cache.

#### Preventing PDF Images from Being Stored Locally by Adobe Reader 8.0 and 9.0

1. Start Adobe Reader.
2. On the menu bar, select **Edit→Preferences→Page Display**.
3. Deselect **Use page cache** to prevent Reader from storing the next page of a PDF image in a local cache.

#### Verifying an Additional Setting in Internet Explorer When Using Adobe Reader

It is important to verify that you have a security setting selected in Internet Explorer. To verify this setting, complete the following.

1. In Internet Explorer, select **Tools→Internet Options→Advanced**.
  2. Under the Security heading, select the check box for **Do not save encrypted pages to disk**.  
**Result:** A check mark appears for this option.
  3. Click **OK**.
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## Frequently Asked Questions

How Do I?	Action
<p><b>How do I register to view my pay statements?</b></p>	<p>When you registered with your self service password for ADP Workforce Now, you completed registration to view your pay statements as well.</p>
<p><b>How do I log on to ADP Workforce Now?</b></p>	<p>Do the following to log on to ADP Workforce Now:</p> <ol style="list-style-type: none"> <li>1. Browse to <a href="https://portal.adp.com">https://portal.adp.com</a></li> <li>2. Click <b>User Login</b>.</li> <li>3. Enter your user ID and password.</li> <li>4. Click <b>OK</b>.</li> <li>5. Select the <b>Pay &amp; Taxes</b> tab.</li> </ol>
<p><b>How do I access my pay statements if I forgot my password?</b></p>	<p>To reset your password, do the following:</p> <ol style="list-style-type: none"> <li>1. Browse to <a href="https://portal.adp.com">https://portal.adp.com</a></li> <li>2. Click <b>Forgot Your Password?</b></li> <li>3. Enter your user ID.</li> <li>4. Follow the instructions to answer a series of security questions. If you do not know the answers to these questions, contact your payroll or HR administrator.</li> <li>5. Create a new password.</li> <li>6. Click Continue.</li> </ol> <p><b>Result:</b> You will be returned to the ADP Workforce Now login page.</p>
<p><b>How do I access my pay statements if I forgot my User ID?</b></p>	<p>To view your User ID, do the following:</p> <ol style="list-style-type: none"> <li>1. Browse to <a href="https://portal.adp.com">https://portal.adp.com</a></li> <li>2. Click <b>Forgot Your User ID?</b></li> <li>3. Follow the instructions to answer a series of security questions.</li> </ol> <p><b>Result:</b> Your user ID is displayed. If you cannot display your user ID, contact your payroll administrator.</p> <ol style="list-style-type: none"> <li>4. Click Continue.</li> </ol> <p><b>Result:</b> You will be returned to the ADP Workforce Now login page.</p>
<p><b>How do I know my information is secure?</b></p>	<p>ADP is committed to ensuring that your information is kept confidential. As soon as you log in, your connection to ADP Workforce Now is secure. If you leave your computer unattended or you forget to log off before exiting the site, you are automatically logged off after 20 minutes.</p> <p>Once you are logged in, ADP 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> <p>If you are logged into ADP Workforce Now and need to walk away for any reason, click <b>Log off</b> or lock your workstation. When you log off, your secure connection will be terminated, to view your information again, you will need to log on again (re-enter your User ID and password) to view your information.</p> <p>Select a password that would be difficult for others to guess.</p> <p>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.</p> <p>If you follow the ADP recommended security settings in this guide, you will prevent historical files of your pay statements from being left behind on your PC.</p>

## Troubleshooting

Situation	Action
<p><b>After 20 minutes, the site times out.</b></p>	<p>To protect your privacy, ADP has a 20-minute idle time limit. After 20 minutes, you will be logged off and you will have to log in again to access the site.</p>
<p><b>The calculators do not provide exact calculations.</b></p>	<p>(Optional) ADP 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><b>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.</b></p>	<p>You need Adobe Reader to view your wage and salary information.</p> <p>Click <b>Cancel</b> to close the File Download message window.</p> <p>On the pay statements home page, click the Adobe Reader link to download the latest version of Adobe Reader.</p>
<p><b>You receive your e-mail notification after payday.</b></p>	<p>If you elect to have an automatic e-mail notification sent to you when your current earnings statement is available, it is possible that you may receive this notification after payday. This does not affect your direct deposit.</p>
<p><b>Some parts of the site don't seem to be working.</b></p>	<p>Blocking all pop-ups may prevent important features in ADP Workforce Now from working. ADP recommends that you turn off any pop-up blockers while using ADP Workforce Now.</p>

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