

Retirement Services

A woman with curly hair is sitting at a desk, working on a laptop. The desk is cluttered with various items like pens, a camera, and papers. The background shows a modern office environment with hexagonal shelves and a window. A purple geometric pattern is overlaid on the bottom half of the image.

# ADP Online Retirement Savings Account User's Guide

*Registering for Single Sign-On ID*



A more human resource.™

## 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 form. 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 the 'I am not a robot' checkbox and the adjacent CAPTCHA logo. To the right of the CAPTCHA logo is a green circle with the letter 'A'. Below the red box is a 'NEXT' button.

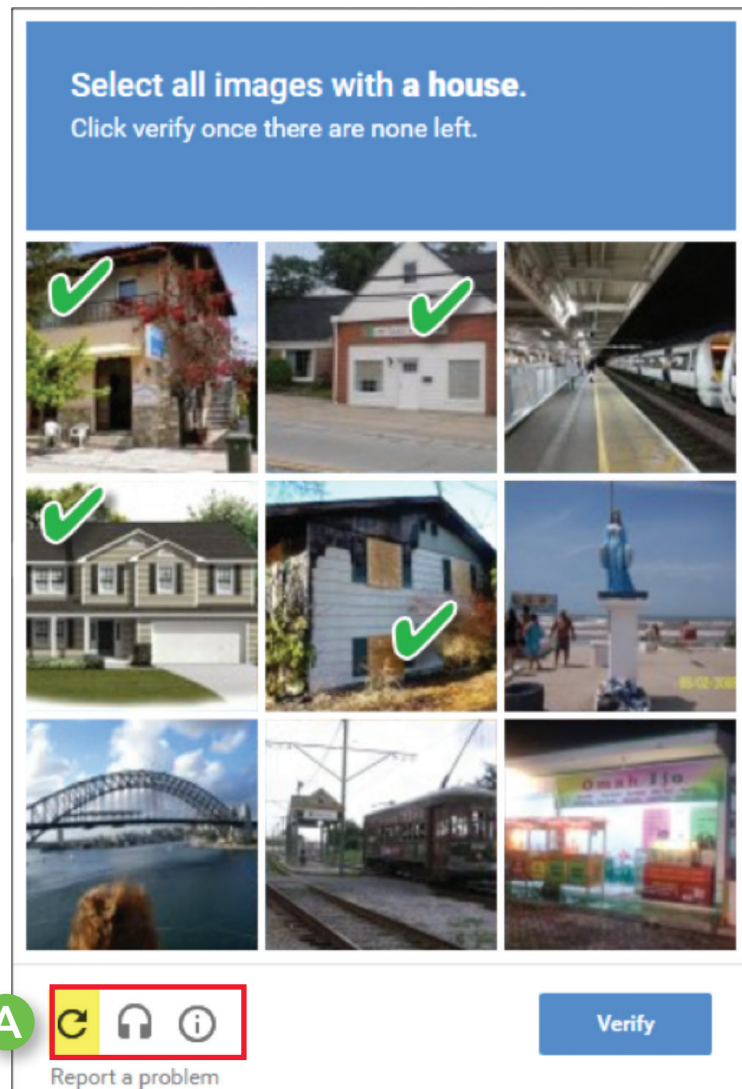
## About Google™ reCAPTCHA

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

### To complete the Sample Challenge:

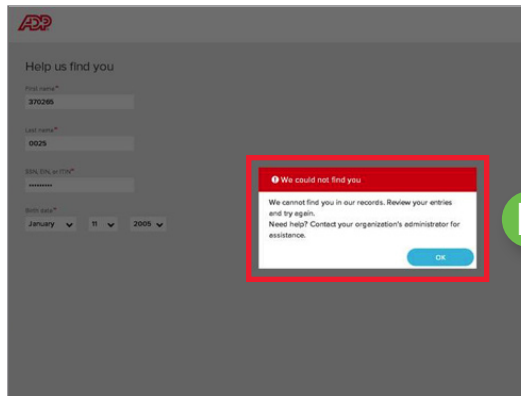
- ▶ Click on the images that meet the required criteria; and
- ▶ Select all results that apply and select Verify.

**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.

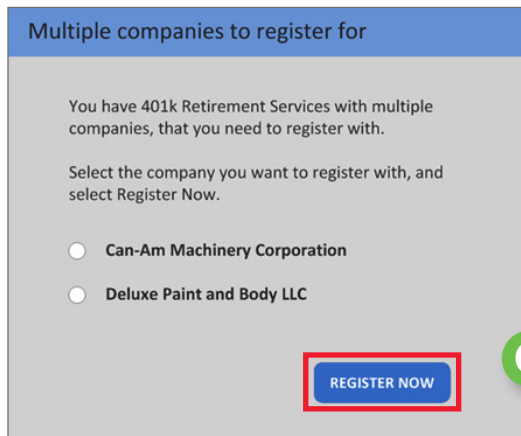
A screenshot of the ADP login interface. The background is dark gray. On the left, there are input fields for 'First name\*', 'Last name\*', 'SSN, EIN, or ID#\*', and 'Birth date\*' with a calendar icon. A red-bordered box highlights a white error message on the right. The message has a red header with an exclamation mark icon and the text 'We could not find you'. The body text says 'We cannot find you in our records. Review your entries and try again. Need help? Contact your organization's administrator for assistance.' and there is a blue 'OK' button at the bottom right of the message box. A green circle with the letter 'B' is positioned to the right of the error message box.

**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.

A screenshot of a screen titled 'Multiple companies to register for' in a blue header. The background is light gray. The text says 'You have 401k Retirement Services with multiple companies, that you need to register with.' followed by 'Select the company you want to register with, and select Register Now.' Below this are two radio button options: 'Can-Am Machinery Corporation' and 'Deluxe Paint and Body LLC'. At the bottom right, a blue 'REGISTER NOW' button is highlighted with a red-bordered box. A green circle with the letter 'C' is positioned to the right of the button.

## Registering Your ADP User ID

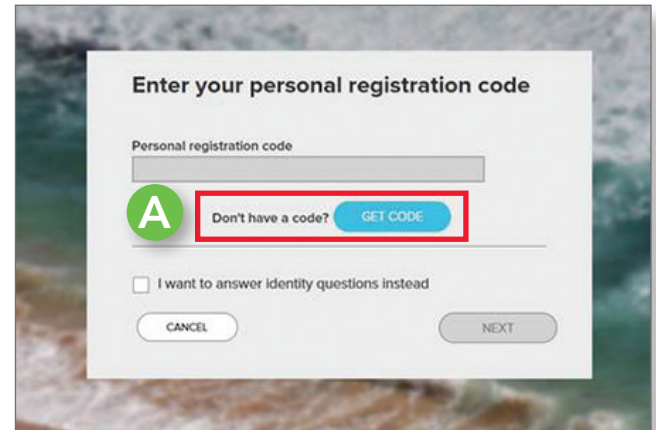
### 3 Enter Your Registration Code

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? [GET CODE](#)

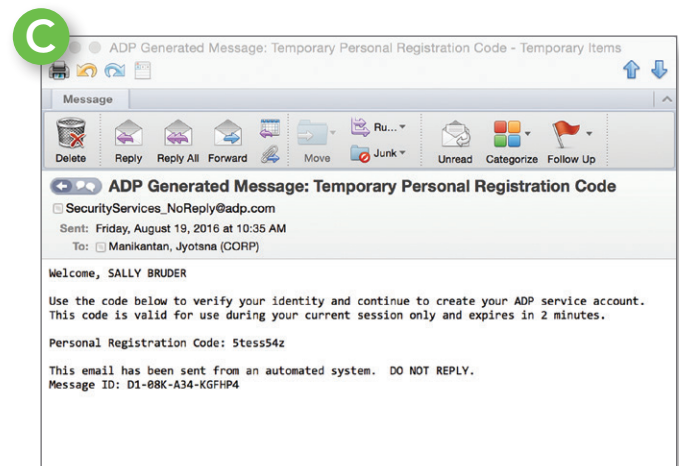
Click **SEND CODE** to have a personal registration code sent to the email address on file in your organization's records:

☒ f\*\*\*\*\*c@adp.com

[SEND CODE](#)

☐ I want to answer identity questions instead

[CANCEL](#) [NEXT](#)



## 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.

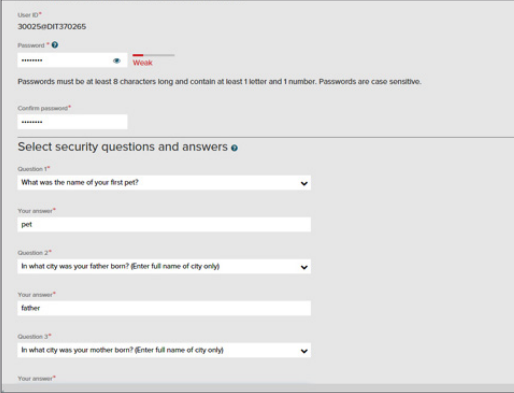
The image displays three overlapping screenshots of the 'Help us verify your identity' screen. Each screen features a title bar with the text 'Help us verify your identity' and a timer. The top screen shows a timer of 00:27, the middle screen 00:28, and the bottom screen 00:22. Each screen also includes a red asterisk and the text '\* = Required'. The bottom screen shows a question 'Do you \_\_\_\_\_?' and five answer choices: 'Answer Choice 1', 'Answer Choice 2', 'Answer Choice 3' (selected), 'Answer Choice 4', and 'Answer Choice 5'. The bottom screen also has a 'CANCEL' button and a 'NEXT' button.



4

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\*



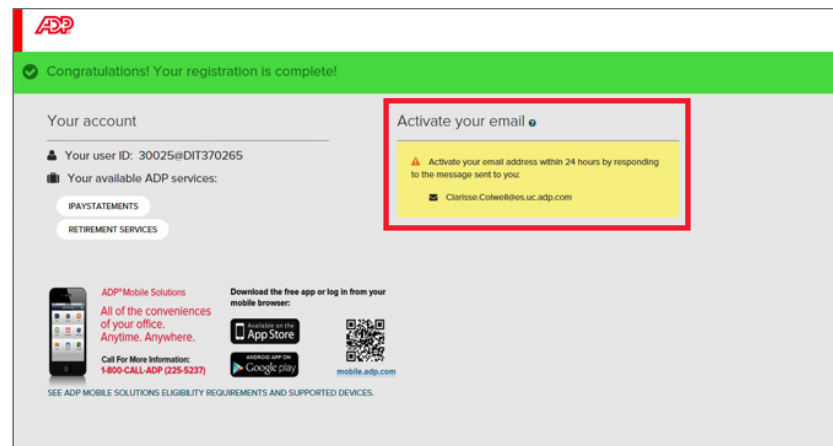
## 5 Be sure to Activate Your Email.

(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.

6

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.



A more human resource.™

**ADP Retirement Services**

71 Hanover Road  
Florham Park, NJ 07932

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.

The information contained herein is intended as general information only, and nothing in these materials is intended to be, nor should be construed as, advice or a recommendation for a particular situation, individual or plan. ADP, LLC and its affiliates (ADP) do not endorse or recommend specific investment companies or products, financial advisors or service providers; engage or compensate financial advisors for the provision of advice; offer financial, investment, tax or legal advice or management services; or serve in a fiduciary capacity with respect to retirement plans. Please consult with your own advisors for such advice.

ADP and the ADP logo are registered trademarks of ADP, LLC. ADP A more human resource. is a service mark of ADP, LLC. All other trademarks and service marks are the property of their respective owners.  
99-4439-1016 Printed in USA © 2016 ADP, LLC. ALL RIGHTS RESERVED.



**Mixed Sources**  
Product group from well-managed  
forests, controlled sources and  
recycled wood or fiber  
[www.fsc.org](http://www.fsc.org) Cert no. SGS-COC-003959  
© 1996 Forest Stewardship Council

