

Employee Quick Reference Guide

Welcome! Thank you for using the convenience of the Internet to view your payroll information with ADP's iPayStatements. This Quick Reference Guide is designed to help you access the Web site to view your pay statements, W-2s, and 1099s. This guide also provides specifications for the proper browser configurations. If you follow the instructions outlined in this Quick Reference Guide and in the iPayStatements web 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 iPayStatements.

Frequently Asked Questions

How Do I?	Action
<p>How do I log on to iPayStatements for the first time?</p> <p><i>Use these directions if you have not used iPayStatements before, and you have a company Self Service Registration Pass Code from your payroll administrator.</i></p>	<p>To log on to iPayStatements for the first time, you need to have the following information:</p> <ul style="list-style-type: none"> • Your most recent pay statement • Your company Self Service Registration Pass Code (published by your payroll administrator) <ol style="list-style-type: none"> 1. Open your browser and type https://paystatements.adp.com. <p>Note: Pop-up blockers may interfere with some of the features in iPayStatements. ADP recommends that you turn off popup blockers when using this site. For more information about pop-up blockers, click the Pop-up Blockers link</p> 2. Click Register Now. 3. Enter your company Self Service Registration Pass Code and click Next. 4. From the list of available products, select ADP iPayStatements and click Next. 5. Select Pay Statements/Earnings Statements as the document you will use to verify your identity, and click Next. 6. Using your current pay statement, enter the following information: <ul style="list-style-type: none"> • CO (Company code) • File (File number) • Number (Check/voucher number) • Pay date (in mm/dd/yyyy format, for example 09/15/2003) • Last 4 digits of SSN 7. Click Next. 8. Enter the following personal information: <ul style="list-style-type: none"> • Name • E-mail address • Phone Number (optional) • Address 9. Click Next. 10. Enter the following security information: <p>Important: To meet ADP's security standards, your password must be 8 to 20 characters long and contain at least one numeric and one alphabetic character.</p> <ul style="list-style-type: none"> • A password of your choice • Security details (allows you to retrieve your user ID or password if you forget it) <p>Note: Choose only one security question from each drop-down list.</p> 11. Click Submit. <p>Result: Your user ID is displayed. You will also receive an e-mail confirming your enrollment.</p> 12. To start using iPayStatements, click Login to begin using this service. <p>Note: For easy access to iPayStatements, bookmark (Netscape®) or Add to Favorites (Microsoft® Internet Explorer) the URL for iPayStatements, https://paystatements.adp.com.</p> 13. Enter your user ID and password to access your pay statements.

How Do I?	Action
How do I log on to iPayStatements?	Do the following to log on to iPayStatements. <ol style="list-style-type: none"> 1. Browse to https://paystatements.adp.com. 2. Click Login. 3. Enter your user ID and password 4. Click OK.
How do I access iPayStatements if I forgot my password?	To reset your password, do the following: <ol style="list-style-type: none"> 1. Browse to https://paystatements.adp.com. 2. Click Forgot Your Password? 3. Enter your user ID. 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. 5. Create a new password. 6. Click Continue. <p>Result: You will be returned to the ADP iPayStatements login page.</p>
How do I access iPayStatements if I forgot my User ID?	To view your User ID, do the following: <ol style="list-style-type: none"> 1. Browse to https://paystatements.adp.com. 2. Click Forgot Your User ID? 3. Follow the instructions to answer a series of security questions. <p>Result: Your user ID is displayed. If you cannot display your user ID, contact your payroll administrator.</p> <ol style="list-style-type: none"> 4. Click Continue. <p>Result: You will be returned to the ADP iPayStatements login page.</p>
How do I know my information is secure?	<p>ADP is committed to ensuring that your information is kept confidential. As soon as you log in, your connection to iPayStatements is secure. If you leave your computer unattended or you forget to log off before exiting the site, iPayStatements automatically logs you off after 20 minutes.</p> <p>Once you are logged in, iPayStatements 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> <ul style="list-style-type: none"> • If you are logged into iPayStatements and need to walk away for any reason, click Logoff 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. • Select a password that would be difficult for others to guess. • 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.

Troubleshooting

Situation	Action
You are a new employee who will use iPayStatements, but you are unable to register.	You must wait until your first pay date has passed before you can register to use iPayStatements. For example, if you receive a paper check on Thursday afternoon, but the funds are not available until Friday (the pay date), you must wait until Friday to access iPayStatements for the first time.
After 20 minutes, the site times out.	To protect your privacy, iPayStatements has a 20-minute idle time limit. After 20 minutes, you will be logged off of iPayStatements and you will have to log in again to access the site.
The calculators do not provide exact calculations.	(Optional) iPayStatements 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.
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.	<p>You need the latest version of Adobe® Reader® to view your wage and salary information.</p> <ul style="list-style-type: none"> • Click Cancel to close the File Download message window. • On the iPayStatements home page, click the Adobe Reader link to download the latest version of Adobe Reader.
You receive your e-mail notification after payday.	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.
Some parts of the site don't seem to be working.	Blocking all pop-ups may prevent important features in iPayStatements from working. ADP recommends that you turn off any pop-up blockers while using iPayStatements. For more information about pop-up blockers, refer to the iPayStatements online help.

Checking for Proper Browser Configuration Settings

Browser	Configuration Settings
Microsoft Internet Explorer (Version 5.5. or higher)	<ol style="list-style-type: none"> 1. On the browser menu bar, click either View → Internet Options or Tools → Internet Options. 2. On the Advanced tab, select the following: <ul style="list-style-type: none"> • Enable Page Transitions • Use SSL 3.0 • Use SSL 2.0 • Use HTTP 1.1 through proxy connection • Use HTTP 1.1 3. Verify that your browser accepts cookies. 4. In the Temporary Internet Files section on the General tab, click Settings. 5. Set Check for newer versions of stored pages to Every visit to the page.
Netscape Communicator or Netscape Navigator (Versions 4.7x or higher)	<ol style="list-style-type: none"> 1. On the browser menu bar, click Edit → Preferences → Appearance → Fonts. 2. Verify the following information: <ul style="list-style-type: none"> • Variable Width Font = Times New Roman • Size = 10 • Fixed Width Font = Courier New • Size = 10 • Use document-specified fonts, including Dynamic Fonts is selected 3. Under Advanced → Cache, select the following: Document in Cache is compared to Document on Network field = Every Time <p>Note: Netscape® 6 is not supported for this application.</p>

Minimum Requirements

The minimum requirements for operating systems and browsers are as follows:

Microsoft® Internet Explorer

Important: For optimal performance, use the latest version of Microsoft® Internet Explorer.

- Microsoft® Internet Explorer version 6.0 or higher (running Windows® XP, Windows® 2000, or Windows® 98).
- Microsoft® Internet Explorer version 5.5 or higher (running Windows® 2000).

Netscape® Navigator

- Netscape® version 4.7x, version 7.0 or higher.

Note: To view your pay statements, you must have the latest version of Adobe Reader.

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