

Instructions for Resetting Your Password and Logging into the ADP iPay Wage Statements website

Registration And Logon

Have you registered and logged into the ADP iPay website before?

- a. If the answer is yes, please **verify that you are using the correct User ID format** – the format is your <first initial><last name> followed by @tallmem
John L. Smith would have a username of jsmith@tallmem
- b. If the answer is no and you have received your first paycheck, contact Payroll at 431-6287 or extension 6287 to request help in registering on the ADP iPay website. If you are directed to voicemail please leave your name and a contact number. Someone will call you back to assist in registration. Voicemails left after hours or on the weekends will be returned the following business day.
- c. If the answer is no and you have not received your first paycheck, you will need to register using the code you receive via postal mail after your first paycheck.
(It may take several days for it to arrive via mail)

Note that some colleagues may have a number after their last name in their ADP username. This will follow the format of your TMH email address. If you have a number in your TMH email you will also have a number in your iPay User ID. (John.Smith2@tmh.org = JSmith2@tallmem) This may also apply to colleagues that have a first initial and last name that a former colleague had.

Password Reset

If you are using the correct user ID format and are still unable to access the system, follow the steps below to reset your password.

The screenshot shows the ADP iPayStatements website interface. At the top right is the ADP logo and 'iPayStatements' text. The main content area is titled 'Welcome to ADP iPayStatements' and contains a 'Login' button and three links: 'Forgot Your Password?', 'Forgot Your User ID?', and 'Register Now'. To the right is an 'Information Center' sidebar with links for 'Can't Log In?' and 'Security Settings'. Below the main content is a 'Latest Information' section with a red 'Note' icon and text: 'ADP iPayStatements users are encouraged to review their PayStatements to ensure their home address is accurate. Please contact your payroll administrator if a change is necessary.'

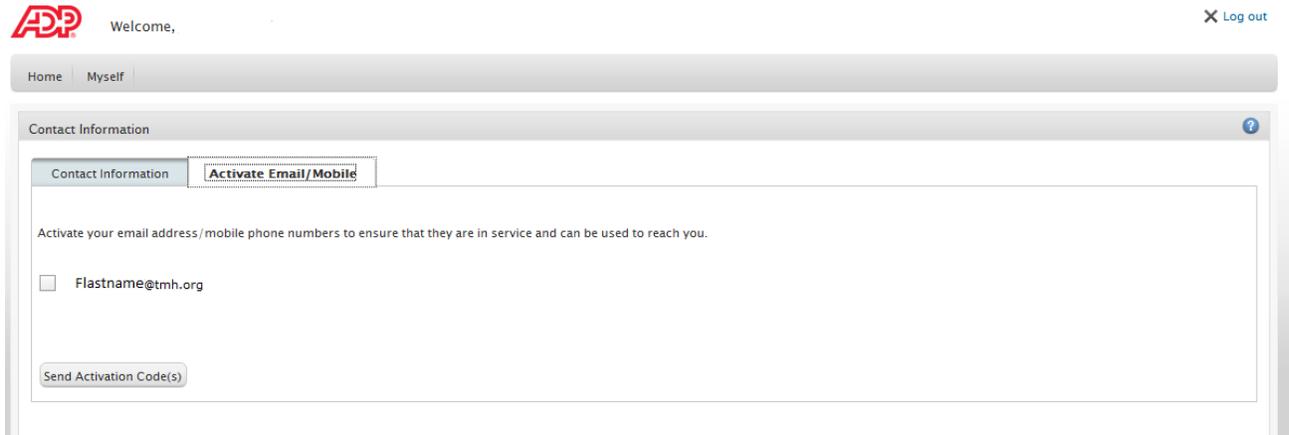
1. Click on **Forgot Your Password?**
2. Enter your User ID (follow the format detailed in section C above), then click **Next**
3. Select **Reset Password Online** and click **Next**
4. Select **Send access code by e-mail** or **Answer security questions**
5. Answer the security questions *or* follow the prompts to have a password reset code sent to your e-mail or cell phone.
6. If you chose to answer the security questions, follow the prompts to complete the password reset.
7. If you chose to have a reset code sent to your e-mail:
 - a. Before clicking the Next button, note which e-mail address the code is sent to. This e-mail address is dependent on what e-mail you used to sign up for ADP iPay access.

- i. If you no longer have access to the listed e-mail address, use the security questions option and then update your e-mail address once logged into the ADP iPay website.
 - b. Open your e-mail inbox for the account shown on the ADP reset prompt. (Use a new Internet Explorer Window)
 - c. Note it can take up to 15-20 minutes to receive the e-mail from the ADP system
 - d. Enter the access\activation code as your password to gain access. If you copy and paste the code from your e-mail be careful not to copy the space at the end of the access code. It will not be accepted with a space at the end. If you copy and paste the code but it does not work, directly type the code into the box.
- You can change your password by clicking on the **Change Your Password** link on the right, under **Things You Can Do**
- You can review and update your Security Questions by clicking on the **Change Your Security Questions** link on the right, under **Things You Can Do**

Activating Your E-mail Account

Activate your e-mail so you can reset your password if needed in the future.

1. After logging into the ADP website, click the **Contact information** link on the right
2. Click on **Activate Email/Mobile** tab at the top
3. Check the box by your **User ID**
4. Click on the **Send Activation Code(s)** button



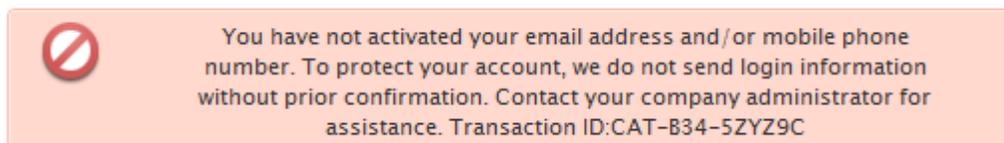
5. Enter the activation code that was sent to your e-mail. (You will need to open another window to check your e-mail to retrieve the code.)

This will allow you to reset your own passwords via the **Send Activation Code** option.

When to Contact the Service Desk

If at this point you get an error message of **Contact Your Administrator**, you will need to submit a "Request for Online Wage Statements Password Reset" form to the Service Desk via the TMH Intranet (Office Tools\Password Resets\Request for Password Reset under Online Wage Statements (ADP iPay). This request must be submitted from a TMH computer and cannot be made off-site.

Note that iPay is a non clinical system and telephone assistance from the Service Desk is not available. Please allow up to 24 hours for this reset to take place after submitting the form.



Remember to review your security questions once you have access to your iPay account and activate your email.