iPayStatements Frequently Asked Questions and Troubleshooting

https://ipay.adp.com

HOW DO I?	ACTION
How do I log onto to view my iPayStatements?	If you are logging on for the first time, you must register first. See the "How to Access Your Pay Information" document. Once registered, do the following to log on to view your iPayStatements. 1. Go to https://ipay.adp.com 2. Click **Login** 3. Enter your User ID and password 4. Click **OK**
How do I access my iPayStatements if I forgot my password?	To reset your password, do the following: 1. Go to https://ipay.adp.com 2. Click **Forgot Your Password?** 3. Enter your User ID 4. Follow the instructions to answer security questions you set up during registration. If you do not know the answers to these questions, contact the Corporate Payroll office. 5. Create a new password 6. Click **Continue**
How do I access my iPayStatements if I forgot my User ID?	To view your User ID, do the following: 1. Go to https://ipay.adp.com 2. Click **Forgot Your User ID?** 3. Follow the instructions to answer security questions you set up during registration. **RESULT:** Your User ID is displayed. If not, contact the Corporate Payroll office. 4. Click **Continue**
How do I know my information is secure?	As soon as you log in, your connection to your iPayStatements is secure. If you leave your computer unattended or you forget to log off before exiting the site, you will automatically be logged off after 20 minutes. Once you are logged in, your information is protected 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: • If you are logged in and need to walk away for any reason, click **Log Off**. 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). • Select a password that would be difficult for others to guess.

HOW DO I?	ACTION
	• Do not give your password to anyone. Do not leave written notes with your password near your computer.
How do I set up my password correctly?	Passwords must be from 8 to 20 characters in length and include at least 1 alpha (upper or lowercase) and at least 1 numeric character. **NOTE:** Special characters - !@#$ can be used and your password is case sensitive.
Can my password expire?	Your password must be changed every six months.
What happens if I respond incorrectly to the challenge questions?	You will need to contact the Corporate Payroll office to reset your password.
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 paycheck 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.
Can I receive an e-mail when my latest pay statement is available?	Yes. To set up this option, log into iPayStatements and click **Change Your Notifications Options.**
You receive your email notification after payday.	If you elect to have an automatic email 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.
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 a disk.	You need the latest version of Adobe® Reader® to view your wage and salary information. • 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.
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.