



# ADP Online Retirement Savings Account User's Guide

Setting up your account



Always Designing  
for People™



# 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 401(k) 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.

# Registering your ADP account

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 Let's get started.

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.

### 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. Select the "Continue" button when complete. *Highlighted in the illustration by the red box.*

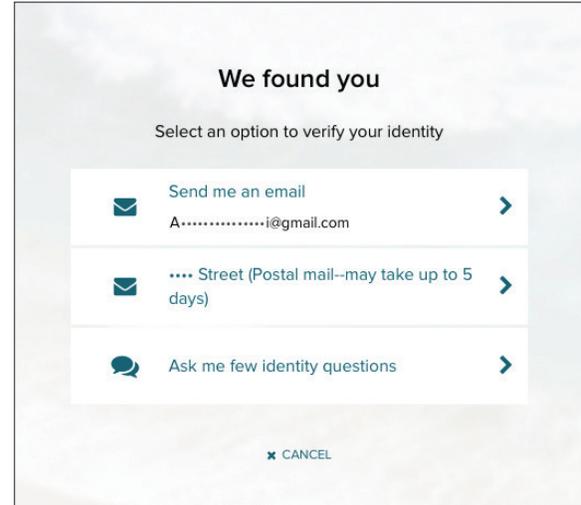
If your information was entered incorrectly, you will receive an alert message similar to the one pictured here. If this error persists, please contact ADP Participant Services at 1-877-706-1996.

### 3 We found you!

Successfully completing the User Information will bring you to the next screen. Here you may have up to three different options to verify your identity:

1. An email will be sent to the address we currently have on file for you.
2. Receive a notice mailed to your home that contains a personal registration code. This may take up to five business days to reach you.
3. Answer a few challenge questions that will confirm your identity.

Each of these options will be explained on more detail.



**A** "Send Me an Email" verification option

Enter your personal registration code

Your code has been sent to A.....@gmail.com

It is valid to use during this session only and expires in minutes.

Personal Registration Code

SELECT A DIFFERENT METHOD

SUBMIT CODE

CANCEL

ADP Generated Message: Temporary Personal Registration Code

**S** SecurityServices\_NoReply@adp.com <SecurityServices\_NoReply@adp.com>  
Striewski, Alberta  
Friday, February 22, 2019 at 2:44 PM

From: SecurityServices\_NoReply@adp.com [mailto:SecurityServices\_NoReply@adp.com]  
Sent: Friday, February 22, 2019 2:43 PM  
To: Striewski, Alberta <Alberta.Striewski@mail.com>  
Subject: ADP Generated Message: Temporary Personal Registration Code

Welcome, ALBERTA STRIEWSKI

Use the code below to verify your identity and continue to create your ADP service account. This code is valid for use during your current session only and expires in 15 minutes.

Personal Registration Code: p72u7zmq

This email has been sent from an automated system. DO NOT REPLY.  
Email Tracking Number: FT-32P-E36-28XZZD

If you select this option, a verification code will be sent to the email address that we have on file for you. You will need to enter that code in entry box on the screen. This code is only valid for this session and will expire in 15 minutes after it was sent.

**B** "Mail Code" verification option

**⚠** Personal registration code is on its way

A personal registration code has been sent to your home address by postal mail and should arrive in the next few days. This code will expire in 15 days from today. You must visit this registration site and enter the code (before it expires) to complete the registration.

OK

If you selected this option, you will receive the following screen alert. When you receive the verification by mail, you will have 15 days to complete the registration process. After that time, the code will expire.

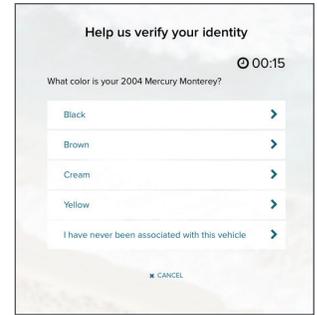
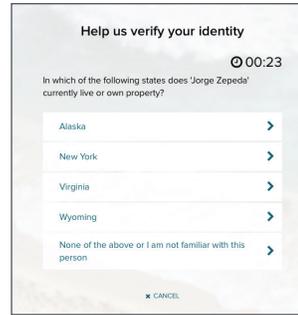
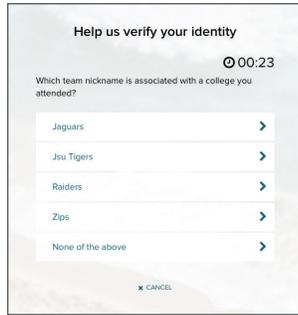
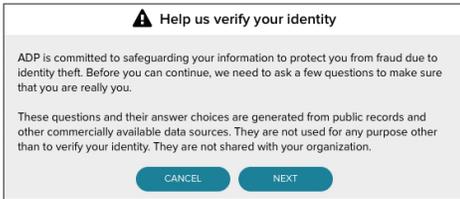


## "Ask me few identity questions" verification option

If this option is selected, you will be asked a few questions to verify your identity. The questions and answers are generated from public records and other commercially available data sources. They are only used to verify your identity and not shared with your employer.

You will need to select the correct answer for three questions and you have 30 seconds to complete each question. If you answer 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 continue the registration process.

If your first attempt fails, you may try again by starting a new registration session. You are allowed three attempts to complete this verification option before your account is permanently locked. If your account becomes locked, you will need to contact ADP Participant Services at (877) 706-1996 or speak with your plan administrator to request further assistance.



## Select your organization

Our records indicate that you have a 401(k) retirement account with multiple organizations. Select one and continue. You will be able to see all your 401(k) accounts after you register with one organization.



CANCEL

**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.

To continue on this screen, select the company name you wish to associate this account with.

You will have access to all your retirement savings accounts we have on record for you after you register with just one company.

## 4 Help us protect your account.

After your personal information has been confirmed by one of the three verification methods, you will need to complete the Primary and Backup Contact Information sections of this screen. This information will be used to provide you with verification codes to confirm your identity — in the event you ever need to recover your account login information in the future.

## 5 Just one more step.

The final step of the registration process is for you to create a User ID and Password for your account.

If you select a User ID that is invalid or not available, you will see an on-screen alert to "Try a different User ID." *Highlighted in the illustration by the red box.*

Also, your password must contain between 8 and 64 characters and follow the additional password requirements detailed in the Pop-Up screen. *Highlighted in the illustration by the red box.*

**Help us protect your account**

**Primary Contact Information** Enter a frequently used email and phone number to receive a verification code to confirm your identity and/or recover your account login information, when needed.

Email\*  
Work ▾ Alberta.Striewski@gmail.com

Phone\*  
Personal, Mobile ▾ +1

**Backup Contact Information** Add additional email/phone where you can be reached.

Email  
Personal ▾

Phone  
Work, Other ▾ +1 Ext

[ADD NEW PHONE](#)

CONTINUE  
CANCEL

**One more step, ALBERTA!**

Create your account with AuthInfra Retirement Services

User ID \*

Password (case sensitive) \*

Confirm password (case sensitive) \*

CREATE YOUR ACCOUNT

CANCEL

**One more step, ALBERTA!**

Create your account with AuthInfra Retirement Services

Try a different User ID

123

Password (case sensitive) \*

Confirm password (case sensitive) \*

CREATE YOUR ACCOUNT

CANCEL

**Password must:**

- ✘ Between 8 and 64 characters
- ✘ A lowercase or uppercase letter
- ✘ At least one number
- ✔ Not repeat any character more than 3 times in a row.
- ✔ Not be a sequence of 4 characters in a row.
- ✘ Increase the length from 12-20 characters.
- ✘ Add one or more special characters such as @, \$, or &.
- ✘ Use both uppercase and lowercase letters.

Your password can be changed or updated at anytime by going directly to the ADP Retirement Services Participant Website. Simply select "My Profile" and choose "Reset Password."

**Note:** A new password for your on line retirement savings account must be created every 180 days.

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## Congratulations!

Your registration is now complete and you can start using your online retirement savings account.

**Be sure to activate your email and mobile device.**

You can complete the activation process by responding to the email and text notifications sent to you.



### Your registration is complete!

User ID: [Alberta.Striewski](#)

Sign-in to complete additional tasks  
[Retirement Services](#)

Activate your email address and your mobile phone within 24 hours by responding to the messages sent to you:

✉ [Alberta.Striewski@gmail.com](mailto:Alberta.Striewski@gmail.com)

📱 +1 973-555-2727

Download ADP's free mobile app.



ADP Generated Message: Welcome to ADP services!

 [SecurityServices\\_NoReply@adp.com](mailto:SecurityServices_NoReply@adp.com) <[SecurityServices\\_NoReply@adp.com](mailto:SecurityServices_NoReply@adp.com)>  
Striewski, Alberta  
Friday, February 22, 2019 at 2:57 PM

From: [SecurityServices\\_NoReply@adp.com](mailto:SecurityServices_NoReply@adp.com) [[mailto:SecurityServices\\_NoReply@adp.com](mailto:SecurityServices_NoReply@adp.com)]  
Sent: Friday, February 22, 2019 2:56 PM  
To: Striewski, Alberta <[Alberta.Striewski@gmail.com](mailto:Alberta.Striewski@gmail.com)>  
Subject: ADP Generated Message: Welcome to ADP services!

ALBERTA STRIEWSKI  
Thank you for setting up your account with ADP. We look forward to providing you with the best service.  
Your User ID: Alberta.Striewski

To access an ADP service, click on a link below:  
Retirement Services: <https://commonag-481k-fit.nj.adp.com/public/Login.aspx>

To manage your account information, log in to your ADP service.

Need help or have questions about your account? If you need assistance please contact our participant call center at 1(800) 555-1989.

This email has been sent from an automated system. DO NOT REPLY TO THIS EMAIL.  
Email Tracking Number: FT-32P-E36-28KZ2D

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.

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