



THE TOWN OF
CONCORD
MASSACHUSETTS

Town of Concord Employees ADP Self-Service is now available!



ADP Employee Self-Service is here!

The ADP Employee Self-Service portal provides you with swift and convenient access to your personal, pay, and benefits information any time, even from home.

On our ADP portal, you can:

- Opt to get **paperless** pay statements. That means no more biweekly envelopes to recycle!
- View your pay statements and W-2s, update your tax-filing status, and access financial calculators.
- View and update your life insurance beneficiaries, insurance dependents, and emergency contacts.
- Access employee discounts now available to you.
- Enroll in employee benefit programs.
- Submit changes to your address, phone, name, and other important information the Town needs to administer your benefits and contact you.

Also, you can use the portal to manage your ADP account to:

- Update your security questions and answers to be able to reset your password or retrieve your user ID, as needed.
- Update/Activate your mobile phone numbers and email address to receive security notifications from the Town of Concord or ADP.

You will need the following information:

1. A Personal Registration Code—that you receive in an email from SecurityServices_NoReply@adp.com.
2. Follow the link you receive in your email. Then click on **Need an account** when you see this screen:

3. **Please register with your Town of Concord email address.*** Registering with a Town of Concord email address now will prevent you from experiencing service disruptions and/or re-registering later once single sign-on is enabled.

***If you do not have a Town of Concord email address:**

- However, you do have a minlib email address, please use that for registration.
- Otherwise, please use your personal email address for registration.

If you have any questions, and/or need assistance, please contact Human Resources at (978)318-3025 or hr@concordma.gov.

We are very excited about the value this service will provide you. Refer to the registration quick reference card and register today!

Thank you!

Registration Quick Reference Card for Employees/Associates



Welcome! Register an account with ADP to access the services offered by your organization.

Option 1: Using a Personal Registration Code

- 1 On your ADP service website, enter the registration code (for example, b9a7q6re) received in an email from ADP (SecurityServices_NoReply@adp.com) or from your administrator. This code will expire in 15 days from the date of issue.

Create your account

Registration code

HOW DO I GET A CODE?

NEXT

CANCEL

- 2 Enter your personal identity information.

Identify yourself

First name*

Last name*

And one of these*

Last 4 Digits of SSN, EIN, or ITIN

Employee ID

Birth month and day

CONTINUE

CANCEL

ADP uses this information to verify that YOU are the person registering for the account.

- 3 Add your frequently used contact email address(s) and mobile number(s) in order to receive account notifications.

The screenshot shows a web form titled "Help us protect your account". It is divided into two main sections: "Primary Contact Information" and "Backup Contact Information".

Primary Contact Information: This section asks for a frequently used email and phone number to receive verification codes. It includes a dropdown menu for "Email" (set to "Work"), a text input field, a dropdown menu for "Phone" (set to "Work, Mobile"), a country code dropdown (set to "US"), a text input field for the phone number, and a radio button selection for "It's OK to text me about my account*" (set to "Yes").

Backup Contact Information: This section asks for additional email/phone where the user can be reached. It includes a dropdown menu for "Email" (set to "Personal"), a text input field, a dropdown menu for "Phone" (set to "Work, Other"), a country code dropdown (set to "US"), a text input field for the phone number, and an "Ext" field.

At the bottom of the form, there is a blue "CONTINUE" button and a grey "CANCEL" button with a close icon.

- 4 Set up your user ID and password for your account.
Note: Users providing a unique email and a unique phone number will not be required to set up security questions and answers.

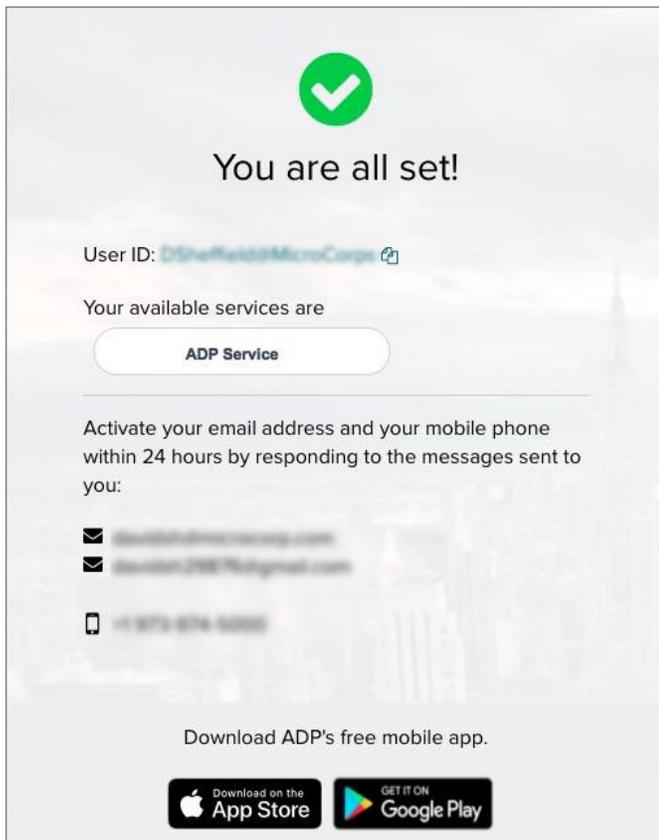
The screenshot shows a web form titled "One more step, [Name]!". It is for creating an account with "<Your Company Name>".

The form includes fields for "User ID:" and "Password (case sensitive)*". The password field is currently filled with dots. Below the password field, there is a "Confirm" field.

A password strength indicator shows a progress bar with the word "Strong" in orange. A tooltip box titled "Password must:" lists the following requirements:

- 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.

Click Create Your Account to complete the registration and set up your ADP account. Use your user ID and password to access your ADP service(s).



Disclaimer: Employee registration does not apply to admin-only services such as General Ledger Interface, ADP Reporting, and Payroll QuickView. The registration process outlined in this document does not apply to RUN Powered By ADP® Employee Access®. The registration process will vary slightly for employees registering for ADP Retirement Services on the participant website at www.mykplan.com.

Activate Your Email Address

During registration, if you provided a unique email address that is not shared by others in your organization, you will receive an activation email from ADP. Follow the instructions in the email you receive from SecurityService_NoReply@ADP.com to complete the activation.

Activate Your Mobile Phone

During registration, if you provided a unique mobile phone number that is not shared by other users in your organization, you will receive a text message from ADP and reply with the code to complete the activation. In some countries, your activation process will differ; so, please follow the instructions in the text message in order to activate your mobile number.

Forgot Your User ID/Password?

If you forget your login information, you can use the “Forgot Your User ID/Password?” link on your ADP service login page.

- 1 Enter your first name and last name exactly as they exist in your organization’s records. You will also be asked to enter an email address and/or mobile phone number associated with your account. [See this step.](#)

Upon successful verification of the information that you entered, your user ID will be displayed.

- 2 To reset your password, select the “I don’t know my password” option and choose an option.

- **Option 1 – Get and Enter a Code within 15 Minutes**

If your email address or mobile phone number is unique within your organization, and you have access to it. [See Option 1.](#)

- **Option 2 – Answer Your Security Questions**

If your email address or mobile phone number is not unique within your organization’s records, or you do not recognize or have access to them. [See Option 2.](#)

Upon successful verification of your response, you will be prompted to enter and confirm your new password. [See this step.](#)

