How to Reset your Password for the ADP Portal

Job Tools

Issue Date 08/08/2012

OVERVIEW

Forget your ADP Portal password? Use the *Forgot your Password* option on the ADP Portal homepage. You will need your Social Security Number (SSN), date of birth and answers to your security questions. *The security questions were set up during your ADP Portal registration.*

Assistance Needed

If you need assistance with this procedure, receive an error message at any step in the process or any concerns once you are logged in. Please contact our friendly and knowledgeable Shared Services Center (SSC) Customer Support team for assistance. Our normal business hours are Monday through Friday 8AM – 5PM except holidays. We invite you to call us toll free at 1-855-214-2644 or email us at helpdesk@ssc.usg.edu.

WORK INSTRUCTIONS

1. Navigate to: https://portal.adp.com/public/index.htm
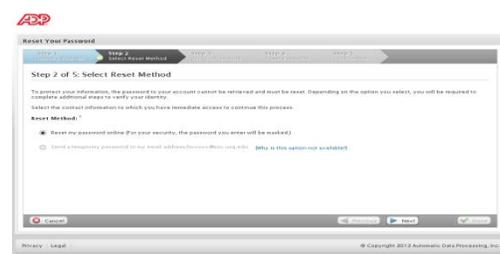
a) Click *Forgot your Password*

2. Identify Yourself

a) Enter you ADP User ID
b) Click *Next*

3. Select Reset Method

a) Select *Reset my password online*
b) Select *Ask me identity questions on screen*

4. Verify Information

a) Verify your information

Note: You will need the last 4 digits of your Social Security Number (SSN) and date of birth.

b) Click *Next*

5. Verify Information

a) Answer your security questions
Answers are not case sensitive.

6. Reset Your Password

a) Create and confirm and Confirm your new password
Note: Password must be 8 characters long and contain at least 1 letter and 1 number.

b) You will receive confirmation that your password has been reset.

7. Navigate to: https://portal.adp.com/public/index.htm

University System of Georgia Shared Services Center
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1005 George J. Lyons Pkwy, Sandersville Georgia 31082
Toll Free (855) 214-2644 Phone (478) 240-6500 Fax (478) 240-6414
Email helpdesk@ssc.usg.edu Web www.ssc.usg.edu
Normal Business Hours: Monday through Friday 8AM – 5PM   Self-Service Support is available at https://answers.ssc.usg.edu

a) Enter your ADP User ID and new password.

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