

Client Administrator Quick Reference Guide

Thank you for using ADP's iPayStatements to view your payroll information. Use this Quick Reference Guide to learn how to view your pay statement, understand the buttons on the Administrative Interface, and to troubleshoot problems you or your employees might have using iPayStatements. This guide also provides tips for accessing the Web site, troubleshooting incorrect information, and checking for proper browser configurations.

If your employees have followed the instructions outlined in the Employee Quick Reference Guide and in the iPayStatements web help and are still experiencing difficulty, contact your ADP representative.

Viewing Your Pay Statement for the First Time

Before you can view your pay statement, you must register to use this version of iPayStatements. Do the following to register and view your pay statement:

1. Open your browser and type **<https://paystatements.adp.com>**.
2. Click **Register Now**.
3. Select **I have an ADP user ID** box, and click **Next**.
Note: As a client administrator, you are not required to enter the Self Service Registration Pass Code.
4. Log in using your client administrator user ID and password.
5. Click **Add a Service**.
6. From the list of available products, select **ADP iPayStatements** and click **Next**.
7. Select **Pay Statements/Earnings Statements** as the document you will use to verify your identity, and click **Next**.
8. Using your current pay statement, enter the following information:
 - CO (Company code)
 - File (File number)
 - Number (Check/voucher number)
 - Pay date (in mm/dd/yyyy format, for example 09/15/2003)
 - Social Security number

9. Click **Next**.

10. Enter the additional security details:

Note: The security information you entered (for Security Question #1) during the client administrator registration process has been entered for you. You may change this information if you choose.

11. Click **Submit**. You will receive an e-mail confirming your enrollment.

12. Click **Exit**.

13. To start using iPayStatements, open your browser and type **<https://paystatements.adp.com>**.

Note: For easy access to iPayStatements, bookmark (Netscape®) or Add to Favorites (Microsoft® Internet Explorer) the new URL for iPayStatements, <https://paystatements.adp.com>.

14. Click **Login**.

15. Enter your user ID and password to access your pay statements and click **OK**.

Using the ADP iPayStatements Administrative Interface

The iPayStatements Administrative Interface is located at <https://ipayadmin.adp.com>.

On the Home page of the iPayStatements Administrative Interface, there are four menu heads on the screen.

Manage Employee Earnings Statements

From the Home page, click...	To
Checks and Pay Statements	Search for and/or delete payroll documents. After you click Checks and Pay Statements , to specify the payroll document you want, enter the Social Security number of the employee, and delete the information, if necessary.
W-2 Statements	Search for and/or delete payroll documents. After you click W-2 Statements , to specify the payroll document you want, enter the Social Security number of the employee, and delete the information, if necessary.
1099 Statements	Search for and/or delete payroll documents. After you click 1099 Statements , to specify the payroll document you want, enter the Social Security number of the employee, and delete the information, if necessary.
Security	Link to ADP's Netsecure site. You can use the Netsecure site to complete the following tasks: <ul style="list-style-type: none"> • Reset employees' passwords • View a list of employees registered within iPayStatements for a selected company code • Run detailed employee enrollment reports • View your company's Self Service Registration Pass Code

Manage Company Options

From the Home page, click...	To
W-4 Assistant Display Settings	Display or hide the W-4 Assistant link on the iPayStatements web site. After you click W-4 Assistant Display Settings , select or deselect the appropriate company codes and save the information.
Paper Option Settings for W-2s and 1099s	Set up employee options for receiving both paper and online copies of annual statements, or for allowing employees to choose to receive paper and/or online copies. After you click Paper Option Settings for W-2s and 1099s , select the appropriate setting for each company code and save the information.
Paper Option Settings for Pay Statements	Set up employee options for receiving both paper and online copies of pay statements, for allowing employees to choose to receive paper and/or online copies or for forcing employees to receive online copies only. After you click Paper Option Settings for Pay Statements , select the appropriate setting for each company code and save the information.

Support Documents

From the Home page, click...	To
Download or View (when available)	View, download, or print the following documents: <ul style="list-style-type: none"> • Employee Announcement Letter • Employee Exit Letter • Client Administrator Quick Reference Guide (this document) • Employee Quick Reference Guide • Internet Security Client Administrator Quick Reference Guide • Viewing Your Paycheck Online • Paper Suppression Information (Go Paperless) • What's New in iPayStatements?

Security

From the Home page, click...	To
iPayStatements Security	Link to ADP's Netsecure site. You can use the Netsecure site to complete the following tasks: <ul style="list-style-type: none"> • Reset employees' passwords • View a list of employees in a specific client ID • View your company's information and Self Service Registration Pass code



Please refer to the iPayStatements Administrative Interface online help for further instructions.

Questions Employees Might Ask

How Do I?	Action
<p>How do I log on to iPayStatements for the first time?</p> <p><i>Use these instructions if you have not used iPayStatements before, and you have a company Self Service Registration Pass Code from your payroll administrator.</i></p>	<p>To log on to iPayStatements for the first time, you need to have the following information:</p> <ul style="list-style-type: none"> • Your most recent pay statement • Your company Self Service Registration Pass Code (published by your payroll administrator) <ol style="list-style-type: none"> 1. Open your browser and type https://paystatements.adp.com. <ul style="list-style-type: none"> Note: Pop-up blockers may interfere with some of the features in iPayStatements. ADP recommends that you turn off popup blockers when using this site. For more information about pop-up blockers, click the Pop-up Blockers link. 2. Click Register Now. 3. Enter your company Self Service Registration Pass Code and click Next. 4. From the list of available products, select ADP iPayStatements and click Next. 5. Select Pay Statements/Earnings Statements as the document you will use to verify your identity, and click Next. 6. Using your current pay statement, enter the following information: <ul style="list-style-type: none"> • CO (Company code) • File (File number) • Number (Check/voucher number) • Pay date (in mm/dd/yyyy format, for example 09/15/2003) • Social Security number 7. Click Next. 8. Enter the following personal information: <ul style="list-style-type: none"> • Name • E-mail address • Phone Number (optional) • Address 9. Click Next. 10. Enter the following security information: <ul style="list-style-type: none"> Important: To meet ADP's security standards, your password must be 8 to 20 characters long and contain at least one numeric and one alphabetic character. • A password of your choice • Security details (allows you to retrieve your user ID or password if you forget it) <ul style="list-style-type: none"> Note: Choose only one security question from each drop-down list. 11. Click Submit. <ul style="list-style-type: none"> Result: Your user ID is displayed. You will also receive an e-mail confirming your enrollment. 12. To start using iPayStatements, click Login to begin using this service. <ul style="list-style-type: none"> Note: For easy access to iPayStatements, bookmark (Netscape®) or Add to Favorites (Microsoft® Internet Explorer) the URL for iPayStatements, https://paystatements.adp.com. 13. Enter your user ID and password to access your pay statements.

How Do I?	Action
How do I log on to iPayStatements?	Do the following to log on to iPayStatements. <ol style="list-style-type: none"> 1. Browse to https://paystatements.adp.com. 2. Click Login. 3. Enter your User ID and Password. 4. Click OK.
How do I know my information is secure?	ADP is committed to ensuring that your information is kept confidential. As soon as you log in, your connection to iPayStatements is secure. If you leave your computer unattended or you forget to log off before exiting the site, iPayStatements automatically logs you off after five minutes. <p>Once you are logged in, iPayStatements protects your information 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:</p> <ul style="list-style-type: none"> • If you are logged into iPayStatements and need to walk away for any reason, click Logoff or lock your workstation. 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) to view your information. • Select a password that would be difficult for others to guess. • Do not give your password to anyone. Do not save passwords on your web site or leave written notes with your password near your computer.
How do I access iPayStatements if I forgot my user ID?	To view your User ID, do the following: <ol style="list-style-type: none"> 1. Go to https://paystatements.adp.com. 2. Click Forgot Your User ID? 3. Follow the instructions to answer a series of security questions. Result: Your User ID is displayed. 4. Click Continue. Result: You will be returned to the ADP iPayStatements login page.
How do I access iPayStatements if I forgot my password?	To reset your password, do the following: <ol style="list-style-type: none"> 1. Go to https://paystatements.adp.com. 2. Click Forgot Your Password? 3. Enter your user ID. 4. Follow the instructions to answer a series of security questions. 5. Create a new password. 6. Click Continue. Result: You will be returned to the ADP iPayStatements login page.



Troubleshooting

Situation	Action
An employee has an incorrect pay statement, direct deposit voucher, Form W-2, or 1099 form.	Access the iPayStatements Administrative Interface to view and delete employee information from the iPayStatements database: https://ipayadmin.adp.com/ For instructions on how to delete employee information from the iPayStatements database, use the iPayStatements Administrative Interface online help.
You erroneously deleted a pay statement from the iPayStatements Administrative Interface.	When you delete pay statements using the iPayStatements Administrative Interface, the employee can no longer view the information. Contact ADP to recover an employee's pay statement. Note: If you delete a check using the iPayStatements Administrative Interface, it does not delete the monies from any of the payroll files.
You erroneously deleted a W-2 or 1099 from the iPayStatements Administrative Interface.	When you delete W-2 forms, or 1099 forms using the iPayStatements Administrative Interface, the employee can no longer view the information. The iPayStatements database cannot recover this information. Note: If you delete a check using the iPayStatements Administrative Interface, it does not delete the monies from any of the payroll files.
I downloaded a digital certificate, but I cannot access the Administrative Interface.	The digital certificate resides on your computer. To access the iPayStatements Administrative Interface, you must use the same computer that you used to download the digital certificate.
You have a new employee who will use iPayStatements, but they are unable to register.	Employees must wait until their first pay date has passed before they can enroll. For example, if an employee receives a paper check on Thursday afternoon, but the funds are not available to the employee until Friday (the pay date), the employee must wait until Friday to access iPayStatements for the first time.
A user is prompted to enter his or her User ID and password even though he or she asked the system to remember this information.	To ensure the security of your confidential information, iPayStatements requires that you enter your user ID and password every time the site is accessed.
After 20 minutes, the iPayStatements site times out.	To protect your privacy, iPayStatements has a 20-minute idle time limit. You will be logged off of iPayStatements and you will not be able to access your wage and salary information until you log in again.
The calculators do not provide exact calculations.	iPayStatements provides online calculators to help you model pay statement information. The calculators are designed to provide general guidance and estimates. Do not rely on these calculators to calculate exact taxes, payroll, or other financial data. The calculators are not intended to provide tax or legal advice, and they do not represent any ADP service or solution. You should refer to a professional advisor or accountant regarding any specific requirements or concerns.
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 disk.	You need the latest version of Adobe® Reader® to view your wage and salary information. <ul style="list-style-type: none"> • 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.
A user changed their name and can no longer access all their pay statements.	This might happen if the employee changed their name and changed divisions, or your company reorganized (resulting in a new company code for the employee.) You can determine if this condition exists by using the iPayStatements Administration Interface to view an employee's pay documents and checking if there are different names in the Effective Names column. For more information and instructions, use the iPayStatements Administrative Interface online help.
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.

Checking for Proper Browser Configuration Settings

Browser	Configuration Settings
Microsoft® Internet Explorer (Version 5.5 or higher)	<ol style="list-style-type: none"> 1. On the browser menu bar, click either View → Internet Options or Tools → Internet Options. 2. On the Advanced tab, select the following: <ul style="list-style-type: none"> • Enable Page Transitions • Use SSL 3.0 • Use SSL 2.0 • Use HTTP 1.1 through proxy connection • Use HTTP 1.1 3. Verify that your browser accepts cookies. 4. In the “Temporary Internet Files” section on the General tab, click Settings. 5. Set “Check for newer versions of stored pages:” to Every visit to the page.
Netscape® (Version 7.0 or higher)	<ol style="list-style-type: none"> 1. On the browser menu bar, click Edit → Preferences. 2. Under Advanced → Scripts & Plugins, select the following: Set “Enable JavaScript for” to Navigator. 3. Under Advanced → Cache, select the following: Set “Compare the page in the cache to the page on the network” to Every time I view the page. 4. Under Advanced → HTTP Networking, select the following: Set “Direct Connection Options” and “Proxy Connection Options” to Use HTTP 1.1 options. 5. Under Privacy & Security → SSL, select the following: Set “SSL Protocol Versions” to Enable SSL version 2 and Enable SSL version 3 options. 6. Click OK.

Minimum Requirements

The minimum requirements for operating systems and browsers are as follows:

Operating Systems

- Windows® ME
- Windows® 2000
- Windows® XP (Professional or Home Edition)

Browsers

Microsoft® Internet Explorer

Important: For optimal performance, use the latest version of Microsoft Internet Explorer.

- Microsoft Internet Explorer version 5.5 or higher.

Netscape®

- Netscape version 7.0 or higher.

Note: To view your pay statements, you must have Adobe® Reader®, version 6.0.2 or higher installed on your computer.

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