

Employee 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 statements, W-2s, 1099s, and adjustments. This guide also provides tips for checking minimum software requirements, proper browser configurations, and optimal security settings.

If you follow the instructions outlined in this Quick Reference Guide and in the iPayStatements web help and you are still experiencing difficulty, please contact your payroll administrator for further information.

Important: To maintain the integrity of your payroll information, always be sure to click **Logoff** when exiting iPayStatements.

Minimum Software Requirements

Operating Systems

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

Browsers

If you are using	Make sure you have
Microsoft® Internet Explorer	Version 5.5 or higher Important: For optimal performance, always use the latest version available.
Netscape® Navigator	Netscape version 7.0 or higher.

Adobe® Reader®

Adobe Reader is used to view your pay and wage information.

Note: If your company requires Adobe Reader you will see the Adobe Reader icon on the Home page after you log in.

To view your pay statements, you must have Adobe Reader version 7.0 or 8.0 installed.

To check the version of Adobe Reader installed on your computer, open your current version of Adobe Reader and choose **Help→About Adobe Reader**.

Installing Adobe Reader

To install the latest version of Adobe Reader, do the following.

1. Click **Get Adobe Reader** and follow the instructions on the Adobe web site.
2. After the download is complete, close the Adobe web site and return to iPayStatements.

Recommended Security Settings

To make sure that your personal information is secure, ADP strongly recommends that you set up your browser with the security settings listed below.

Important: Following these recommendations will prevent historical files of your pay statements from being left behind on your PC.

Microsoft® Internet Explorer

Note: Recommended version for Internet Explorer is version 6.0. Minimum requirement is version 5.5.

To configure your security settings for Microsoft Internet Explorer, do the following.

1. Start Microsoft Internet Explorer.
2. On the browser menu bar, select **Tools** → **Internet Options**.

On this tab	Do the following
General	Under the section "Temporary Internet files", click Settings . Then, under the section "Check for newer versions of stored pages:" select the Every visit to the page option.
Security	Under the section "Security level for this zone", click Custom Level . Then, scroll to the "Scripting" section and make sure the Active scripting option is set to Enable .
Privacy	Under the section "Settings", click Advanced . Then, under the section "Cookies", make sure the Override automatic cookie handling check box is not selected.
Advanced	<ul style="list-style-type: none"> • Under the section "Browsing", select the Enable page transitions option. • Under the section "HTTP 1.1 Settings", select the Use HTTP 1.1 through proxy connection and Use HTTP 1.1 options. • Under the section "Security", select the Do not save encrypted pages to disk, Empty Temporary Internet Files Folder when browser is closed, Use SSL 3.0, and Use SSL 2.0 options.

3. Click **OK**.
4. On the browser menu bar, select **Help** → **About Internet Explorer** and verify that the Cipher Strength setting reads 128-bit. If your browser does not meet this requirement, have a PC support person update your browser.

Netscape (Version 7.0 or higher)

Configuring Your Security Settings

1. Start Netscape.
2. On the browser menu bar, select **Edit** → **Preferences**.


Under the Category section	Do the following
Advanced → Scripts & Plugins	Under the section "Enable JavaScript for", select the Navigator option.
Advanced → Cache	Under the section "Compare the page in the cache to the page on the network", select the Every time I view the page option.
Advanced → HTTP Networking	Under the sections "Direct Connection Options" and "Proxy Connection Options", select the Use HTTP 1.1 options.
Privacy & Security → SSL	Under the section "SSL Protocol Versions", select the Enable SSL version 2 and Enable SSL version 3 options.

3. Click **OK**.

Recommended Security Settings continued

Adobe® Reader®

Note: Depending on how your company set up iPayStatements, Adobe Reader may not be required. If it is required, you will see the Adobe Reader icon on the Home page after you log in.

 **Important:** Adobe Reader 7.0 and 8.0 may store previously viewed PDF images in the temporary internet files folder. To prevent these images from being stored locally, do the following.

Preventing PDF Images from Being Stored Locally by Adobe Reader 7.0

1. Start Adobe Reader.
2. On the menu bar, select **Edit→Preferences→General**.
3. In the listbox, select **Startup**.
Result: The **Opening Documents** option is displayed.
4. Deselect **Use Page Cache** to prevent Reader from storing the next page of a PDF image in a local cache.

Verifying an Additional Setting in Internet Explorer When Using Adobe Reader 7.0 and 8.0

It is important to verify that you have a security setting selected in Internet Explorer. To verify this setting, complete the following.

1. In Internet Explorer, select **Tools→Internet Options→Advanced**.
 2. Under the Security heading, select the check box for **Do not save encrypted pages to disk**.
Result: A check mark appears for this option.
 3. Click **OK**.
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Checking for Proper Browser Configuration Settings

Browser	Configuration Settings
Microsoft® Internet Explorer (Version 5.5. or higher)	<ol style="list-style-type: none"> On the browser menu bar, click either View → Internet Options or Tools → Internet Options. 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 Verify that your browser accepts cookies. In the “Temporary Internet Files” section on the General tab, click Settings. Set “Check for newer versions of stored pages:” to Every visit to the page.
Netscape® (Version 7.0 or higher) Enabling SSL	<ol style="list-style-type: none"> On the browser menu bar, click Edit → Preferences. Under Advanced → Scripts & Plugins, select the following: Set “Enable JavaScript for” to Navigator. 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. Under Advanced → HTTP Networking, select the following: Set “Direct Connection Options” and “Proxy Connection Options” to Use HTTP 1.1 options. Under Privacy & Security → SSL, select the following: Set “SSL Protocol Versions” to Enable SSL version 2 and Enable SSL version 3 options. Click OK.
Netscape® (Version 7.0 or higher) Automatically Clearing History	<ol style="list-style-type: none"> Near the top of the Privacy panel, select Clear My Tracks on Exit. <p>Result: The history icon on your Navigation toolbar changes.</p> <p>Important: You may want to select this option when a computer has multiple users. Selecting this option ensures that other users will not be able to view any information you may have viewed or transmitted while you were using Netscape browser.</p> Close Netscape Browser when you are finished. <p>Note: Closing the browser once you are finished is recommended especially after using a public computer with this checkbox activated. Selecting Clear My Tracks on Exit deletes history information only after you close the browser.</p>

Frequently Asked Questions

How Do I?	Action
<p>How do I log on to iPayStatements for the first time?</p> <p><i>Use these directions 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 Tell me more link. 2. Click Register Now. At the Welcome! page, click Register Now. 3. Enter your company Self Service Registration Pass Code and click Next. 4. Enter the Verify Your Identify information and click Next. 5. From the list of available services, select iPayStatements. 6. Select Pay Statements/Earnings Statement as the document you will use to verify your identity. 7. Using your current pay statement, enter the following information: <ul style="list-style-type: none"> • CO (Company code) • File (File number) • Number (Check/Advice#) • Pay date (in mm/dd/yyyy format, for example 09/15/2003) 8. Click Next. 9. Complete the Enter Your Contact Information page. <ul style="list-style-type: none"> • Name • E-mail addresses • Phone Number (optional) 10. Click Next. 11. Complete the Enter Your Security Information page and click Next. <ul style="list-style-type: none"> Note: Choose only one security question from each drop-down list. Result: Your user ID is displayed. You will also receive an e-mail confirming your enrollment. 12. Enter your password and click Submit. <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. 13. To start using iPayStatements, click Log On 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. 14. Enter your user ID and password to access your pay statements.

<p>How do I log on to iPayStatements?</p>	<p>Do the following to log on to iPayStatements.</p> <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.
<p>How do I access iPayStatements if I forgot my password?</p>	<p>To reset your password, do the following:</p> <ol style="list-style-type: none"> 1. Browse to https://paystatements.adp.com. 2. Click Forgot Password? 3. Enter your user ID and click Submit. 4. Follow the instructions to answer a series of security questions. If you do not know the answers to these questions, contact your payroll or HR administrator. 5. Create a new password. 6. Click Continue. <p>Result: You will be returned to the ADP iPayStatements login page.</p>
<p>How do I access iPayStatements if I forgot my User ID?</p>	<p>To view your User ID, do the following:</p> <ol style="list-style-type: none"> 1. Browse to https://paystatements.adp.com. 2. Click Forgot User ID? 3. Follow the instructions to answer a series of security questions. <p>Result: Your user ID is displayed. If you cannot display your user ID, contact your payroll administrator.</p> <ol style="list-style-type: none"> 4. Click Submit. <p>Result: You will be returned to the ADP iPayStatements login page.</p>
<p>How do I know my information is secure?</p>	<p>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 20 minutes.</p> <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 Log off 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. • If you follow the ADP recommended security settings in this guide, you will prevent historical files of your pay statements from being left behind on your PC.

Troubleshooting

Situation	Action
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 check 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.
The calculators do not provide exact calculations.	(Optional) 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.	<p>You need the latest version of Adobe® Reader® to view your wage and salary information.</p> <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.
You receive your e-mail notification after payday.	If you elect to have an automatic e-mail 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.
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.

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