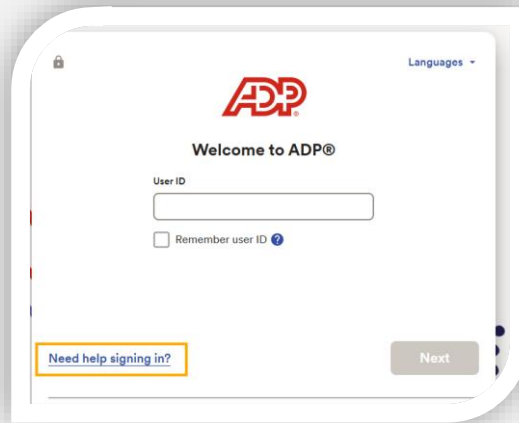


Recovering ADP User ID and Password

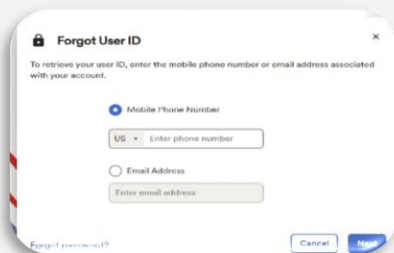
When signing into ADP, remember that your user ID is a unique username you made up when you first registered, it is not your Werfen email address.

If you don't recall your User ID, you can view it by clicking the "Need help signing in?" link on the log in page: [ADP Log in Page](#)

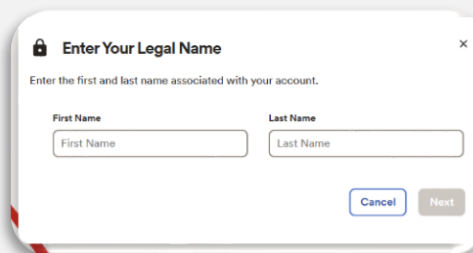


The image shows the ADP login page. At the top is the ADP logo and the text "Welcome to ADP®". Below this is a "User ID" input field. Underneath the input field is a checkbox labeled "Remember user ID" with a help icon. At the bottom left, the link "Need help signing in?" is highlighted with a yellow box. At the bottom right is a "Next" button.

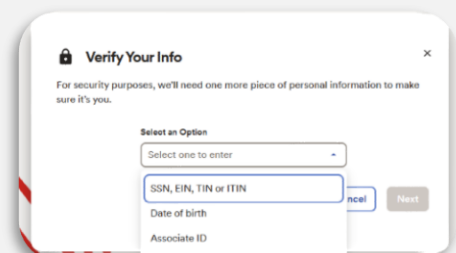
Then answer the following prompts



The "Forgot User ID" dialog box prompts the user to enter their mobile phone number or email address. It has two radio buttons: "Mobile Phone Number" (selected) and "Email Address". Below each radio button is an input field. At the bottom are "Cancel" and "Next" buttons.



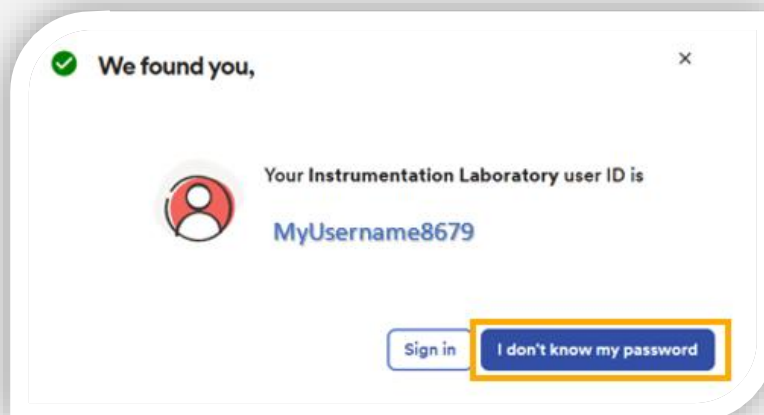
The "Enter Your Legal Name" dialog box prompts the user to enter their first and last name. It has two input fields: "First Name" and "Last Name". At the bottom are "Cancel" and "Next" buttons.



The "Verify Your Info" dialog box prompts the user to select an option to verify their identity. It has a dropdown menu labeled "Select one to enter" with options: "SSN, EIN, TIN or ITIN", "Date of birth", and "Associate ID". At the bottom are "Cancel" and "Next" buttons.

Once you complete those prompts you will be provided with your User ID

At this point, if you also do not know your password and would like to reset it, click the "I don't know my password button"



The "We found you" dialog box displays the user's Instrumentation Laboratory user ID. It shows a green checkmark icon and the text "We found you,". Below this is a red circle icon with a white person silhouette. To the right of the icon is the text "Your Instrumentation Laboratory user ID is" followed by "MyUsername8679". At the bottom are two buttons: "Sign in" and "I don't know my password", with the latter highlighted by a yellow box.

Answer the following prompts and complete the verification

The image shows two sequential mobile app screens for security verification. The first screen, titled "Security Verification", asks the user to select an option to verify their identity. It has three radio button options: "Send me a text message" (selected), "Send me an email", and "Send me an email". The first option shows a code "*****8769". The second option shows an email "*****c@outlook.com". The third option shows an email "*****t@werfen.com". There are "Cancel" and "Next" buttons at the bottom. A blue arrow points to the second screen, titled "Enter Verification Code". This screen shows a message: "If your information is correct, we sent a text with your code to *****8769. This code is valid for 10 minutes." Below this is a text input field labeled "Code". At the bottom, there is a "Back" button and a "Submit" button. A link "Resend code" is also present.

Security Verification

Select an option to verify your identity

- ☒ Send me a text message
*****8769
- ☐ Send me an email
*****c@outlook.com
- ☐ Send me an email
*****t@werfen.com

Cancel Next

Enter Verification Code

If your information is correct, we sent a text with your code to *****8769
This code is valid for 10 minutes.

Code

Didn't receive the code? [Resend code](#)

Back Submit

Then create your new password with ADP specifications

The image shows a "Create New Password" screen. It has a title "Create New Password" and a subtitle "Create a new password to protect your account". Below this is a text input field labeled "Enter New Password". Underneath the field, it says "Password requires 8 characters and at least 3 of the following:" followed by a list of requirements: "Uppercase letter", "Lowercase letter", "Number", and "Symbol". Each item has a small square icon next to it. Below the list is another text input field labeled "Confirm New Password". At the bottom right, there are "Cancel" and "Submit" buttons. The background of the screen features a decorative pattern of red and blue dots and lines.

Create New Password

Create a new password to protect your account

Enter New Password

Password requires 8 characters and at least 3 of the following:

- Uppercase letter
- Lowercase letter
- Number
- Symbol

Confirm New Password

Cancel Submit