

Internet Security Client Administrator Quick Reference Guide

Welcome! Thank you for using the convenience of the ADP Internet Security to control your employees' secure access to ADP Internet products. This Quick Reference Guide is designed to help you access the Web site to set up users and manage their access to the ADP Internet products your company has subscribed to. In addition to this guide, you can refer to the *ADP Internet Security User Guide for Clients*, and the Internet Security online help for further information. If you still have questions, please contact your company's Security Master or your ADP representative.

Important: Pop-up blockers may interfere with the display of valid pop-up screens (confirmations, forms, reports). ADP recommends that you disable pop-up blockers or set up your pop-up blocker to allow pop-ups for this site.

Frequently Asked Questions

| How Do I? | Action |
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| <p>How do I register for ADP Internet Security for the first time?</p> | <p>After your company's Security Master or your ADP representative contacts you for setup information, you will receive a "Confirmation of ADP Enrollment" e-mail containing instructions for registering for ADP Internet Security and logging on to the Web site.</p> <ol style="list-style-type: none"> Click the URL in the "Confirmation of ADP Enrollment" e-mail. Result: The ADP Internet Security User Registration screen is displayed. Copy and paste the User ID and Access code from the confirmation e-mail onto the registration screen. Important: The Access code is case-sensitive. Make sure you don't copy extra spaces with the Access code. Select the security question that you agreed on with your company's Security Master or your ADP representative, and enter your answer. Important: Your answer is case-sensitive. Create a password for your account. Password rules are as follows: Your password must be between eight and twenty characters and contain at least one letter (A-Z) and one number (0-9). Passwords are case-sensitive. You can use special characters and spaces in your password. You cannot repeat any character more than 4 times. For example, AAAAAA11 is not allowed. Note: For added security, your password will expire after six months. When your password expires, you will be prompted to select a new one when you log in to an ADP Internet product. You can select your new password online, and it will be effective immediately. When changing your password, you cannot repeat a password for four instances. In other words, the system will retain a history of your last four changed passwords, and you cannot reuse them. Temporary reset passwords will not be part of the password history. Click Submit to download your digital certificate. The certificate is stored on your PC and allows you to access the ADP Internet Security web site from your PC only. Note: Your digital certificate is valid for two years. You will receive an e-mail notification 60 days before the expiration date. The e-mail includes instructions for renewing your certificate. |

| How Do I? | Action |
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| <p>How do I log on to ADP Internet Security after registering?</p> | <ol style="list-style-type: none"> 1. Go to the ADP Internet product home page and click the Security link, if it is available. Otherwise, go to the Netsecure Welcome Page: https://netsecure.adp.com. 2. Click Login. 3. In the Client Authentication window, select your digital certificate from the list displayed and click OK. <ul style="list-style-type: none">  Tip: The digital certificate is labeled with your first and last name, followed by the expiration date. 4. In the Network Password window, enter your User ID and password. <ul style="list-style-type: none"> Important: Your password is case-sensitive. 5. Click OK. <ul style="list-style-type: none">  Tip: This is the same procedure you follow to log on to ADP Internet products, however each product has its own URL. |
| <p>How do I access ADP Internet Security if I forgot my user ID or password?</p> | <ul style="list-style-type: none">  Tip: Your password is case-sensitive. Passwords are between eight and twenty characters and contain at least one letter (A-Z) and one number (0-9). <p>Your User ID is in the following format: First initial and last name + @ + your company's Client ID. For example, JDoe@GenCo.</p> <p>You can attempt to log in with an incorrect User ID or password six times before the systems locks you out. If you cannot remember your User ID or password, please contact your company's Security Master or your ADP representative.</p> |
| <p>What is the self-service registration pass code?</p> | <p>You should establish the self service registration pass code, which your employees need to register for ADP Internet products, with your ADP representative. Or, you can obtain the pass code from your company's Security Master.</p> <p>The complete pass code consists of your Client ID and the code you establish. For example, ACME-1234abcd. (A hyphen is automatically inserted between the Client ID and the code you select.)</p> |
| <p>How do I, as a Security Administrator, register for a product?</p> | <p>Note: Since you already have a User ID, you do not need to use the self service registration pass code to register.</p> <ol style="list-style-type: none"> 1. On the Subscribe to ADP Services screen, click I have an ADP user ID. 2. After logging in, follow the instructions under Subscribe Products. |

Frequent Tasks

| Task | Action |
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| Adding a user | <p>Important: You must agree on the security question and answer with the user before you begin the setup process. The question and answer are used in the registration process. You should advise the user that the answer is case-sensitive.</p> <p>Steps</p> <ol style="list-style-type: none"> In the top navigation bar, click Users Add. Result: The Add User wizard opens in a new window and guides you through the steps to add a user. On the Edit User Info screen, enter the user information. Fields with an asterisk (*) are required. When finished, click Next. If you do not want to assign a profile to the user now, click Skip This Step. If you want to assign a profile to the user now, click the profile in the Available Profiles list and click >> to move the profile to the Assigned Profiles list. When finished, click Assign Profile. Note: The user cannot access products until they are assigned a profile.  Tip: For more information on Profiles, see the Internet Security online help. In the Add User confirmation window, you can choose to assign another profile to this user, or select Move to the Next Step. After the user is successfully added, either select Add Another User or click I'm Finished to complete the add user process. |
| Finding a user | <ol style="list-style-type: none"> In the top navigation bar, click Users→Find. Result: The Find User search form opens. Enter all or part of the user's name.  Tip: If you only know the user's last name, type an asterisk (*) followed by a space and the last name you want to search for. For example, enter * Doe to search for all users with the last name Doe. You can also search on a partial name using an asterisk as a wildcard. For example, enter Mary A* to search for all users with the first name Mary whose last names begin with A. You can also use the Advanced Search option if you do not know the user name or ID. Advanced Search allows you to search on other criteria. <p>Important: Your search must contain at least 2 characters (3 characters when using 2 wildcards). For example, if you are searching for John Doe, the following would not be allowed: *o, J*, or *oh*.</p> <ol style="list-style-type: none"> Click Search. Result: A list of users matching your search criteria is displayed. |
| Modifying a user's personal information | <ol style="list-style-type: none"> In the top navigation bar, click Users→Find. Enter all or part of the user's name. Click Search. On the User Results screen, click the user's name or ID. Result: The Manage User screen is displayed, listing the information on file for the user. On the left navigation menu, click Edit User Info. Enter the new information and click Save Changes. |

| Task | Action |
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| Resetting a user's password | <p>You may need to reset a user's password if the user forgets it and cannot reset it themselves (Self service users are able to reset their own passwords, however, Security Administrators and Product Users will have to contact you for assistance).</p> <p>Steps</p> <ol style="list-style-type: none"> 1. On the top navigation bar, select Reset Password from the Frequent Tasks drop down menu. 2. Enter the User ID of the user whose password you need to reset and click Go. 3. Result: The Reset Password window displays the user's name and e-mail address. Verify that the user's e-mail address is correct. If it is not correct, click Cancel and update the user's e-mail address. 4. Click Reset Password. Result: A "Confirmation of ADP Change" e-mail message is sent to the user containing a new temporary password. The user must log on with the temporary password and then follow the on-screen instructions to change it. |
| Reissuing a user's digital certificate | <p>You may need to reissue a user's certificate due to a lost certificate, a computer hard drive crash, or assignment to another computer.</p> <p>Steps</p> <ol style="list-style-type: none"> 1. On the top navigation bar, select Reissue Certificate from the Frequent Tasks drop down menu. 2. Enter the User ID of the user whose certificate you need to reissue and click Go. Result: The Reissue Certificate window displays the user's name and e-mail address. Verify that the user's e-mail address is correct. If it is not correct, click Cancel and update the user's e-mail address. 3. Click Reissue Certificate. Result: A "Confirmation of ADP Change" e-mail message is sent to the user containing the information the user needs to download the new digital certificate. |
| Giving users access to new ADP Internet products and services | <p>A product profile helps control user access to a product by associating the product with a user role and authorization codes. You must assign profiles to users before they can access ADP Internet products.</p> <p>Steps</p> <ol style="list-style-type: none"> 1. In the top navigation bar, click Users→Find. 2. Enter all or part of the user's name. 3. Click Search. 4. In the User Results list, click to place a checkmark next to the appropriate user. 5. From the Action drop down menu, select Assign Profile and click Go. 6. Select the profile from the Available Profiles list and click >> to move the profile to the Assigned Profiles list. When finished, click Assign Profile. 7. In the Assign User Profile confirmation window, either select Assign Another Profile or, if you are finished assigning profiles, click I'm Finished. For more information on product profiles, see the Internet Security online help. |

| Task | Action |
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| Running reports | <p>Internet Security provides four reports you can run to get data on your users. For each report, you can select report criteria and sorting options. After you generate a report, you can download a PDF or CSV file of the report to save or print.</p> <p>The following reports are available:</p> <ul style="list-style-type: none"> User Information Self Service User Status User Product Certificate Expiration Report <p>For more information on the different reports, see Internet Security online help.</p> <p>Steps</p> <ol style="list-style-type: none"> 1. Click Reports in the upper right corner of the screen to open the reporting menu. 2. Select the Report Name. 3. Select Sort Options from the Sort On list. This allows you to select a field to sort the report on, such as User Name, Client ID, and Date Created. 4. Select Qualifiers. This allows you to specify what information you want to include on the report, such as users with a specific status or security role. To select more than one item in a list, hold down the CTRL key and click each item. 5. When you are finished selecting report criteria, click Submit Request. <p>Result: Your report is displayed and you have the option of downloading a PDF or CSV file of the report to save or print.</p> |
| Changing my password | <ol style="list-style-type: none"> 1. In the top right corner of the screen, click My Account. <p>Result: The Account Management window opens.</p> <ol style="list-style-type: none"> 2. On the top navigation bar, click Change Password. 3. On the Change My Password page, enter your current password, and then enter your new password twice. Then click Save. <p>Note: For password rules, see “How do I register for ADP Internet Security for the first time”, on page 1.</p> |
| Changing my account information | <ol style="list-style-type: none"> 1. In the top right corner of the screen, click My Account. <p>Result: The Account Management window opens.</p> <ol style="list-style-type: none"> 2. On the top navigation bar, click Manage My Profile. 3. On the My Profile form, enter your new information. When finished, click Save to save changes. <p>Important: Please ensure that you keep your e-mail address up-to-date. All Internet Security related correspondence is sent to you via e-mail.</p> |