

# **PCS Internet Security User Guide**

**User Guide**  
for Clients

*August 2005*

The ADP Logo is a registered trademark of ADP of North America, Inc.

All other trademarks are the property of their respective owners.

Copyright © 2005 Automatic Data Processing, Inc. All rights reserved.

**U.S. Government Restricted Rights.** The Software and written materials accompanying the Software are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions set forth in subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights 48 cfr 52.227-19, as applicable. Contractor is ADP, Inc., One ADP Boulevard, Roseland, New Jersey 07068, U.S.A.

The information contained herein constitutes proprietary and confidential information of ADP. It must not be copied, transmitted or distributed in any form or by any means, electronic, mechanical or other, including photocopy, recording or any information storage and retrieval system, without the express written permission of ADP. All rights reserved.

ADP provides this publication “as is” without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability or fitness for a particular purpose. ADP is not responsible for any technical inaccuracies or typographical errors that may be contained in this publication.

Changes are periodically made to the information herein, and such changes will be incorporated in new editions of this publication. ADP may make improvements and/or changes in the product and/or the programs described in this publication at any time without notice.

## Contents

Overview of ADP Internet Security.....	4
Purpose of This Guide .....	4
Internet Security Registration .....	5
Setting Up Your Company for Internet Security .....	5
Setting Up Your Internet Security Access .....	5
Downloading Your Digital Certificate.....	6
Logging in to ADP Internet Security .....	9
Overview of User Roles.....	11
Security Administrator.....	11
Product User.....	11
Self Service User.....	11
User Maintenance Tasks .....	13
Suspending or Activating a User .....	16
Modifying a User’s Personal Information .....	18
Resetting a User’s Password.....	20
Reissuing a User’s Digital Certificate.....	22
Personal Account Maintenance.....	23
Setting Up Security Administrators .....	24
Setting Up a User .....	24
Assigning a Profile to the User .....	26
Creating an Administrator from an Existing User .....	<b>Error! Bookmark not defined.</b>

## **Overview of ADP Internet Security**

ADP Internet Security is the system that controls access to ADP Internet products. It provides user authentication, a single sign-on, and centralized user management. This means that secure user access to all ADP Internet products can be set up and managed within one application. Users only have to register once and all of the ADP Internet products share the same registration and login.

You will be set up as a Security Administrator in the ADP Internet Security system by your ADP representative who will collect the necessary information from you to establish your account. As the Security Administrator, you have access to sensitive company and user information. Security Administrators (also called Client Administrators by ADP) manage employee access to ADP Internet products through the security system.

### **Purpose of This Guide**

This guide will provide an overview of the Internet Security registration and login process as well as your user support responsibilities.

## Internet Security Registration

### Setting Up Your Company for Internet Security

If your company has not been set up in the ADP Internet Security system, your ADP Representative will contact you to gather the following information:

- Company name, address, and phone number
- Company codes (The ADP representative may already know these based on sales orders)
- Client ID – You must choose a short, unique identifier for your company's Client ID. The Client ID is limited to 10 characters. For example, if your company is ACME Products, Inc., your Client ID could be *ACME*. Your ADP representative can help you choose a Client ID.
- Self Service Registration pass code, if the product requires. This is the code your self service employee users will need to register online for ADP Internet products. The complete pass code consists of your Client ID and the code you establish. For example, GenCo-1234abcd. (A hyphen is automatically inserted between the Client ID and the code you select.)

### Setting Up Your Internet Security Access

After your ADP representative sets up your company in the Internet Security system, he or she will contact you to gather the following personal information in order to set you up as a Security Administrator:

- First and last name
- E-mail address
- Work telephone number
- Work address, if different from the main company address
- Security question and answer – These are two pieces of security information that you will need during registration. The answer is case-sensitive, so keep this in mind when giving your response.

After this information is entered into Internet Security, you will receive a confirmation e-mail, which contains your User ID and Access code, and the URL for the Internet Security registration page. You will use this e-mail to download the digital certificate you need to log in to the Internet Security Web site and to ADP Internet products.

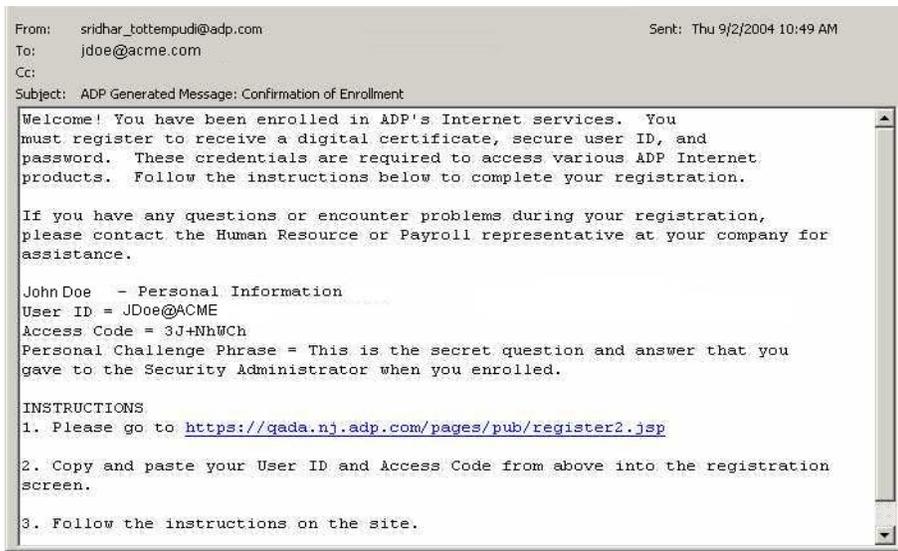


You do not need to use the self service registration pass code when registering for ADP Internet products. On the Register for this Service screen, click **I have an ADP User ID**. After logging in, follow the instructions under Subscribe Products.

## Downloading Your Digital Certificate

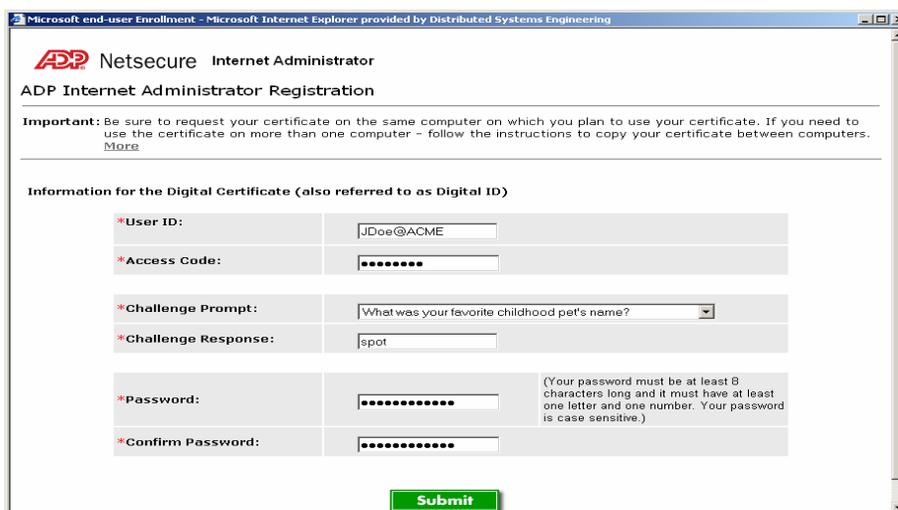
You must download your digital certificate before you can log in to ADP's Internet Security web site for the first time. Perform the following procedure on the PC you will use to set up and manage users.

1. Open the confirmation e-mail you received from ADP. (The URL shown below is for illustration only).



2. Click the URL in the e-mail or enter it in your browser to go to the following registration page.

**Note:** You will receive a security alert before this page appears. When you do, click Yes to continue.



The screenshot shows a web browser window titled "Microsoft end-user Enrollment - Microsoft Internet Explorer provided by Distributed Systems Engineering". The page is titled "ADP Netsecure Internet Administrator" and "ADP Internet Administrator Registration".

**Important:** Be sure to request your certificate on the same computer on which you plan to use your certificate. If you need to use the certificate on more than one computer - follow the instructions to copy your certificate between computers. [More](#)

Information for the Digital Certificate (also referred to as Digital ID)

*User ID:	<input type="text" value="JDoe@ACME"/>
*Access Code:	<input type="text" value="*****"/>
*Challenge Prompt:	<input type="text" value="What was your favorite childhood pet's name?"/>
*Challenge Response:	<input type="text" value="spot"/>
*Password:	<input type="password" value="*****"/> (Your password must be at least 8 characters long and it must have at least one letter and one number. Your password is case sensitive.)
*Confirm Password:	<input type="password" value="*****"/>

3. Copy and paste the User ID and Access code from the confirmation e-mail.

**Note:** The Access code is case-sensitive. Do not copy any spaces with the Access code.

4. Select the security question you agreed on with your ADP representative, and enter your answer. **Note:** Your answer is case-sensitive.

5. 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 alpha and one numeric character.
- Your password is case-sensitive.
- You can use special characters and spaces in your password.
- You cannot repeat any character more than four 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.

6. Click **Submit** to download your certificate.

**Note:** You will receive several security alerts before this page appears. When you do, click Yes to continue.



**Result:** A digital certificate is downloaded to your PC and your password is set. You are now ready to log in to ADP Internet Security or the ADP Internet product your company is using. See the “Logging in to ADP Internet Security” section for information on how to access the security site. Refer to your product documentation for information on how to access specific products.

**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.

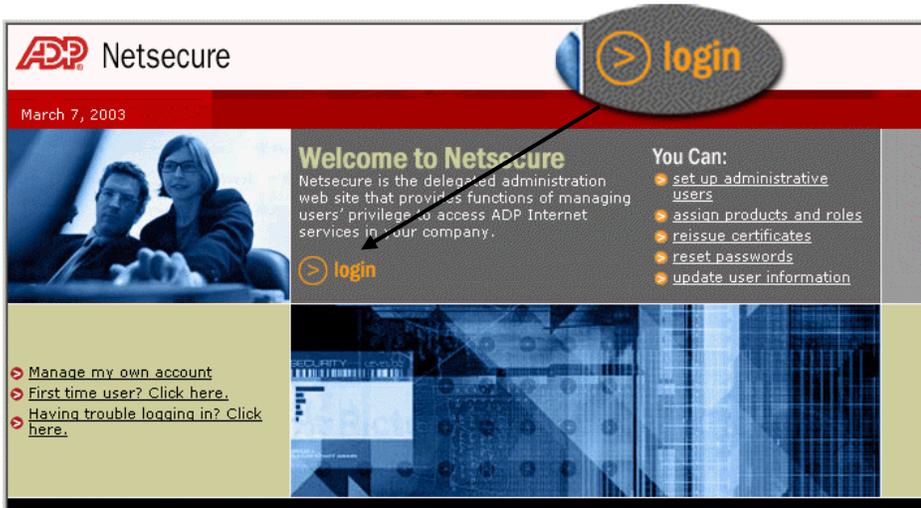


You can export your certificate to a disk/CD to keep as a backup in case your PC crashes. Be sure to keep the disk/CD in a secure location. You can also import your certificate to another PC from the disk/CD. For more information, see “How do I export my digital certificate?” in the Internet Security online help.

## Logging in to ADP Internet Security

**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.

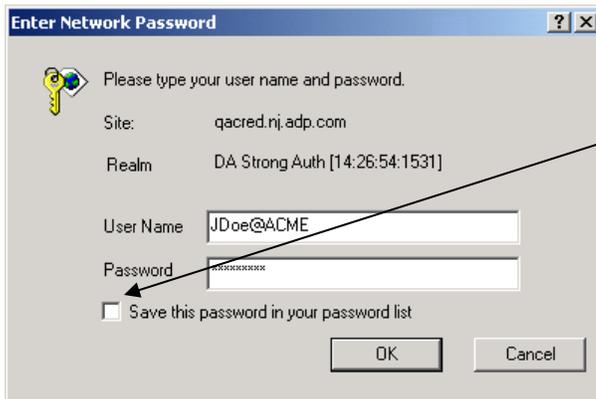
1. Go to the Netsecure Welcome Page: <https://netsecure.adp.com>.
2. On the Welcome page, click **Login**.



3. In the Client Authentication window, select your certificate and click **OK**.



4. In the Network Access window, enter your User ID and password and click **OK**.



Enter Network Password

Please type your user name and password.

Site: qacred.nj.adp.com

Realm: DA Strong Auth [14:26:54:1531]

User Name: JDoe@ACME

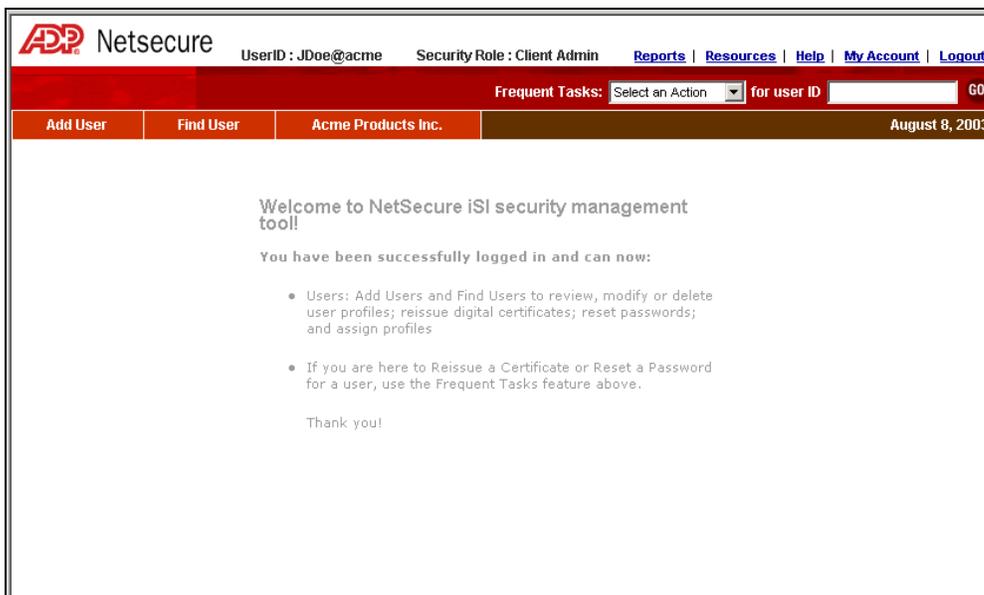
Password: \*\*\*\*\*

Save this password in your password list

OK Cancel

**Note:** This check box is disabled for ADP Internet products as an added security measure. You cannot select this option.

**Result:** The home page for your company is displayed, similar to the sample below.



ADP Netsecure

User ID : JDoe@acme Security Role : Client Admin [Reports](#) | [Resources](#) | [Help](#) | [My Account](#) | [Logout](#)

Frequent Tasks: Select an Action for user ID  GO

[Add User](#) [Find User](#) [Acme Products Inc.](#) August 8, 2003

Welcome to NetSecure iSI security management tool!

You have been successfully logged in and can now:

- Users: Add Users and Find Users to review, modify or delete user profiles; reissue digital certificates; reset passwords; and assign profiles
- If you are here to Reissue a Certificate or Reset a Password for a user, use the Frequent Tasks feature above.

Thank you!

## Overview of User Roles

In addition to Security Administrators, there are Product users and Self Service users in the Internet Security system. ADP will set up the Security Administrators at your company, and, if applicable, the Product Users.

**Note:** If you are not a Security Administrator or Master, proceed to the Personal Account Maintenance section on page 21.

You need to provide your ADP representative with the following information for security administrators and/or product users who need to be set up at your company:

- First and last name
- E-mail address
- Work telephone number
- Work address, if different from the main company address
- Security role (Security Administrator or Product User)
- Security Question and Answer

### Security Master

Security Masters manage employee access to ADP Internet products through the Internet Security system. Employee users include Security Administrators and Self Service users. The Security Master has access to sensitive company and user information. The Security Master has the same roles as the Security Administrator except is the only role that can add Security Administrators to Netsecure.

### Security Administrator

Security Administrators manage employee access to ADP Internet products through the Internet Security system. Employee users include Product users and Self Service users. The Security Administrator has access to sensitive company and user information.

### Product User – Not Used for iPay Statements

Product users require digital certificates to register for ADP Internet products, however, they do not have security responsibilities or administrative access to the Internet Security system itself. Product users' access to ADP Internet products is controlled through the Internet Security system.

### Self Service User

Not all ADP Internet products have Self Service users. Some ADP Internet products offer users the ability to self register for the product or service online. These users only have access to their own personal information within the product. Self Service users therefore need a User ID and password to register for and access ADP Internet products, but they do not need a digital certificate, since they will not be accessing sensitive company information. Self Service users do

not have access to the Internet Security system. Self service user access to ADP Internet products is set up and controlled through the individual products.

## User Maintenance Tasks

The image shows a toolbar from the ADP Internet Security application. At the top, it displays the user's role as 'Client Admin' and provides navigation links for 'Reports', 'Resources', 'Help', 'My Account', and 'Logout'. Below this, there is a section for 'Frequent Tasks' which includes a dropdown menu labeled 'Select an Action', a text input field for 'for user ID', and a 'GO' button.

The following is a list of the most common user maintenance tasks you will perform as a Security Administrator. The tasks are explained in detail on the following pages.

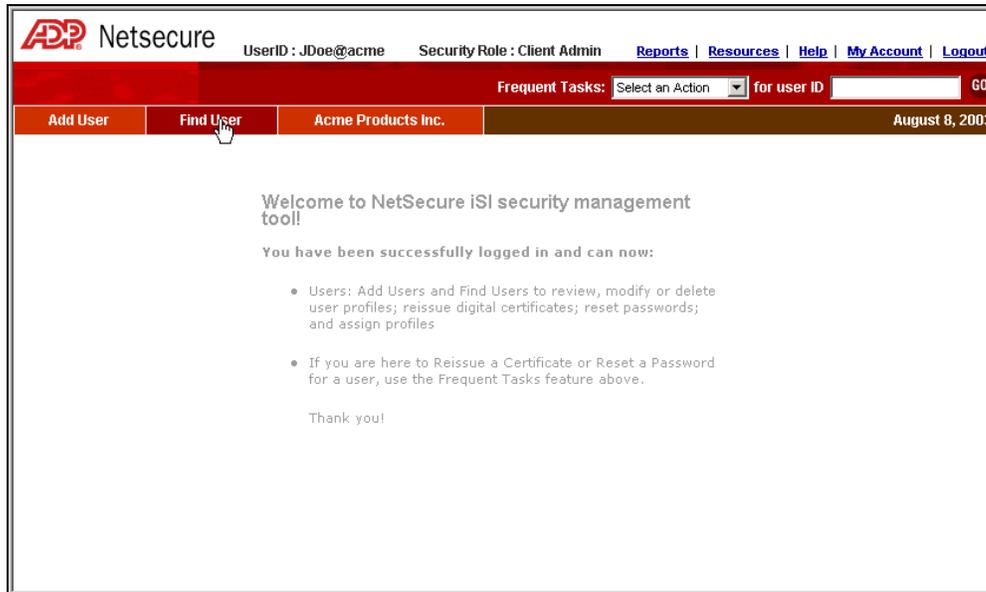
- Finding a User
- Suspending or Activating a User
- Modifying a User's Personal Information
- Resetting a User's Password
- Reissuing a User's Digital Certificate

For more information on tasks performed by the Security Administrator, refer to the *Internet Security Client Administrator Quick Reference Guide*, which outlines procedures to help you complete frequently performed tasks. To access the *Quick Reference Guide*, click **Resources** on the toolbar, shown above.

The Internet Security online help also contains comprehensive information on using the Internet Security system. To access help, click **Help** on the toolbar, shown above.

## Finding a User

4. On the top navigation bar, click Find User.



5. On the Find Users screen, enter the user name and click **Search**.

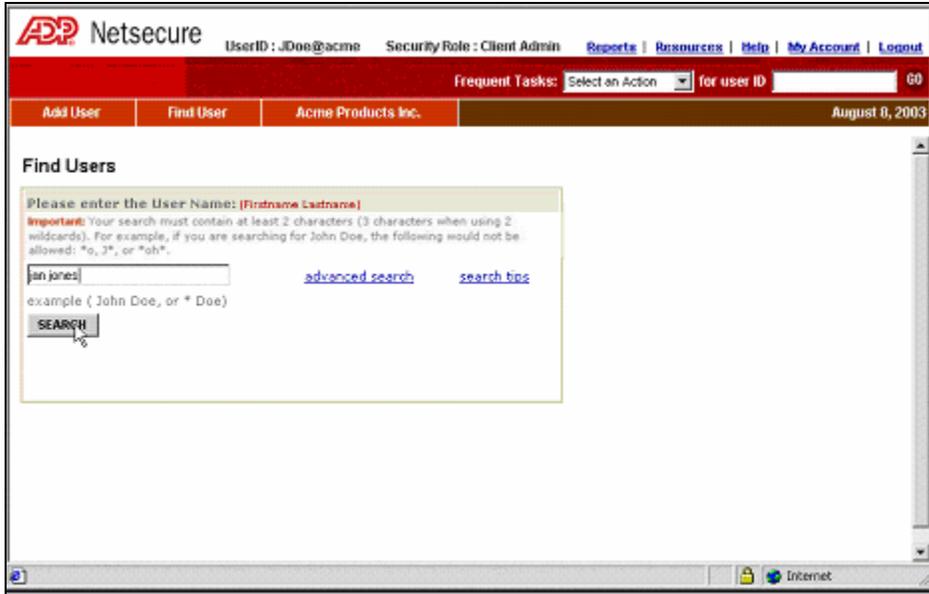


If you only know the user's first name, then type the first name you want to search for. For example, enter **John** to search for all users with the first name John.

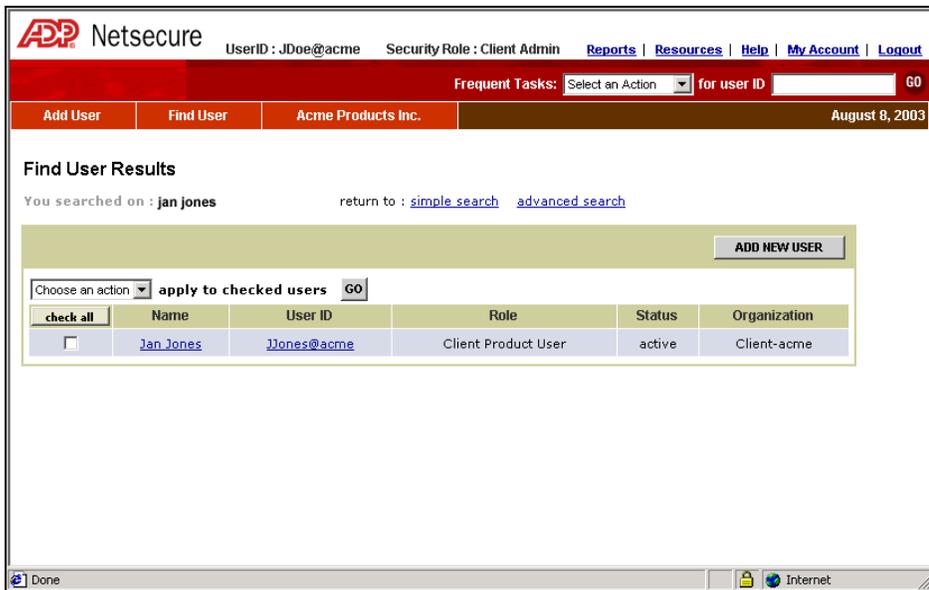
If you know the last name only, then type an asterisk (\*) followed by a space and the last name you wish to search for. For example, enter \* **Doe** to search for all users with the last name Doe.

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.

**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\*.



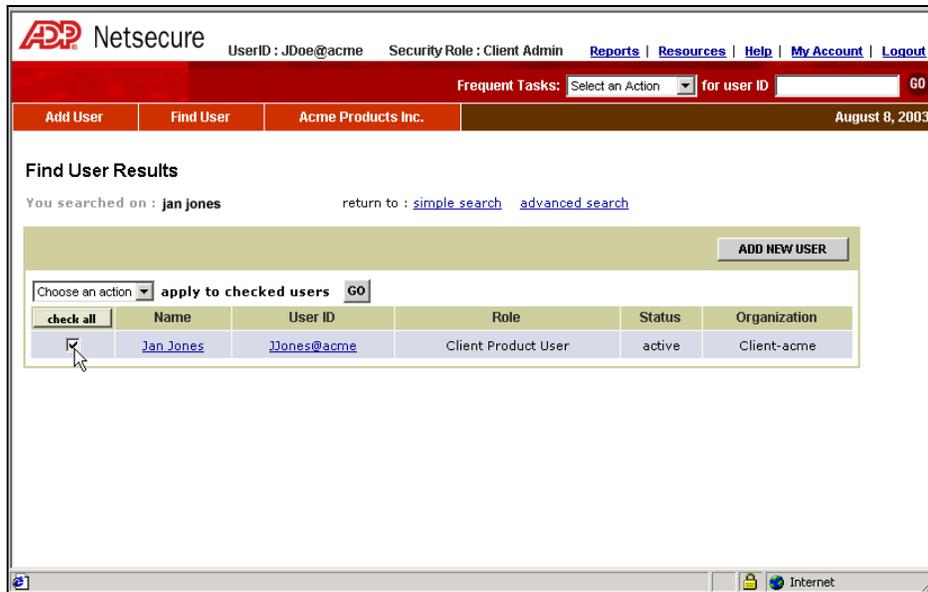
**Result:** The User Results screen is displayed, listing any users that match your search criteria.



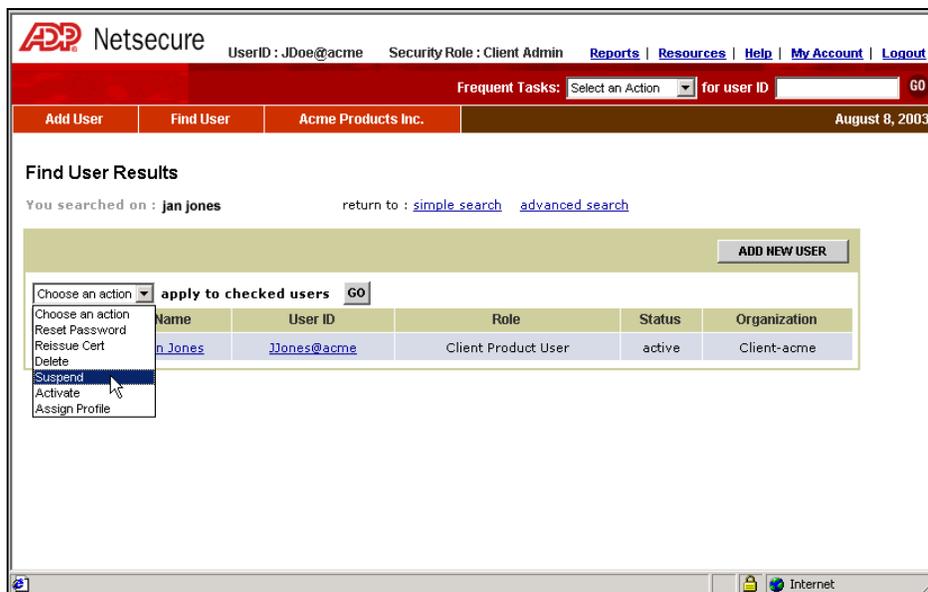
## Suspending or Activating a User

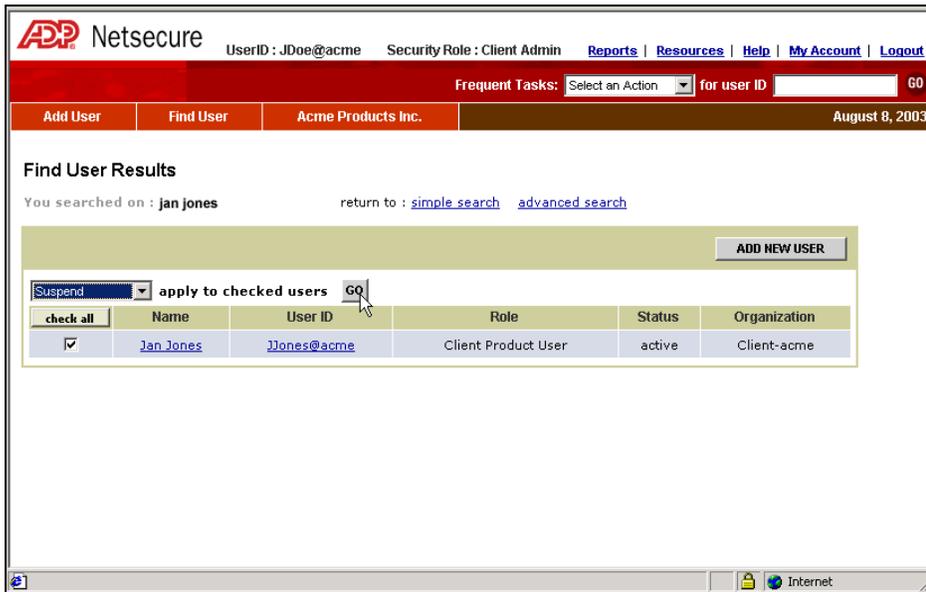
You may need to suspend a user due to extended illness or leave of absence. When the user returns, you must reactivate the user to allow the user access to ADP Internet products.

1. First, you have to find the user. (See *Finding a User*, page 13.)
2. On the User Results screen, click to place a checkmark next to the user you want to suspend or activate.



6. From the Action drop down menu, select **Suspend** or **Activate**.



7. Click **Go**.8. In the Change Status confirmation window, click **Confirm**.

**Result:** The user's status is updated on the user page.

**Note:** If a suspended user attempts to log in to Internet Security or an ADP Internet product, the user will receive an error message they do not have access to that product.

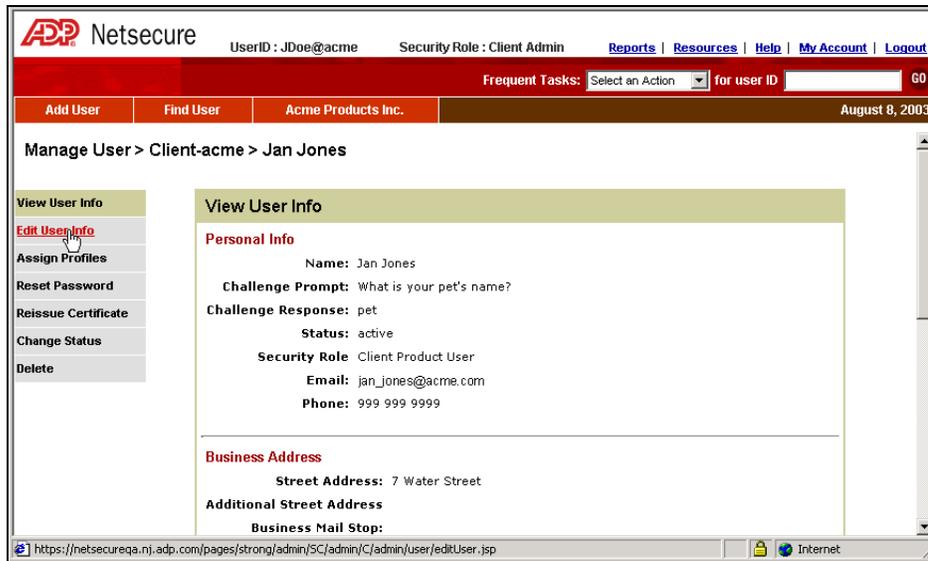
When you reactivate a user, the user will be able to log in to Internet Security or an ADP Internet product with their original User ID and password. A reactivated user does not have to repeat the registration process.

## Modifying a User's Personal Information

3. First, you have to find the user. (See *Finding a User*, page 13.)
9. On the User Results screen, click the User Name or User ID.

**Result:** The Manage User screen opens, displaying the information on file for the user.

10. On the left navigation menu, click **Edit User Info**.



The screenshot displays the Netsecure web application interface. At the top, the header includes the ADP Netsecure logo, the user ID 'JDoe@acme', and the security role 'Client Admin'. Navigation links for 'Reports', 'Resources', 'Help', 'My Account', and 'Logout' are present. A 'Frequent Tasks' section contains a dropdown menu for 'Select an Action' and a text input for 'for user ID' with a 'GO' button. Below this is a breadcrumb trail: 'Add User > Find User > Acme Products Inc.' and the date 'August 8, 2003'. The main content area is titled 'Manage User > Client-acme > Jan Jones'. On the left, a navigation menu lists several options: 'View User Info', 'Edit User Info' (highlighted with a mouse cursor), 'Assign Profiles', 'Reset Password', 'Reissue Certificate', 'Change Status', and 'Delete'. The main content area shows the 'View User Info' for 'Jan Jones'. Under 'Personal Info', the details are: Name: Jan Jones, Challenge Prompt: What is your pet's name?, Challenge Response: pet, Status: active, Security Role: Client Product User, Email: jan\_jones@acme.com, and Phone: 999 999 9999. Under 'Business Address', the details are: Street Address: 7 Water Street, Additional Street Address, and Business Mail Stop.

11. On the Edit User Info page, modify the user's information as needed. Fields on the page with an asterisk (\*) are required.

Field	Description
First Name *	User's first name.
Last Name *	User's surname.
Security Question #1 *	This is the security question you established with the user before setup.  The question and answer are two security items the user must enter during registration.
Security Answer #1 *	This is the answer to the security question you established with the user before setup.
Status *	<ul style="list-style-type: none"> <li>• Pending Approval – Reserved for manual self service validation.</li> <li>• Active – User can log in and access Internet products.</li> <li>• Suspended – User has been disabled by an administrator and cannot access ADP Internet products.</li> <li>• Locked – User has incorrectly attempted to log in more than 6 times.</li> </ul> <p>You can suspend and activate users on the Edit User Info page using this Status field, or on the User Results page by selecting <b>Suspend</b> or <b>Activate</b> from the Action menu. For more information see "Suspending or Activating a User."</p>
E-mail *	The e-mail address where the confirmation e-mail will be sent. The confirmation e-mail contains the user's User ID, Access code, and instructions for downloading a digital certificate.  In addition, all Internet Security related correspondence will be sent to the user at this e-mail address. It is important that users keep their e-mail addresses current in the system.
Phone Number *	User's work telephone number.
Business Address *	User's work address. This will default to the address you entered for your company. You can change the address, if necessary.
Home Address	Entering the user's home address is optional.
Additional Info	Entering other personal information, such as pager and fax number, is optional.
Security Info	Entering additional security information is required for self-service users only. All other users cannot see the security information for self service users.

- When you finish entering the user's information, click **Save Changes**.

**Result:** The Edit User confirmation window is displayed.



**Note:** If you change the user's e-mail address, the Edit User Results window will display a message informing you that an e-mail will be sent to the old address to notify the user of the change. In the event that the new e-mail address is incorrect, the user can contact the Security Administrator to have it changed.

- In the Edit User confirmation window, click **Continue**.

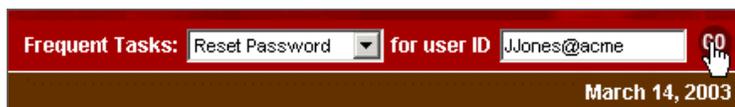
## Resetting a User's Password

You may need to reset a user's password if the user forgets it and cannot reset it themselves. (Self service users for many products are able to reset their own passwords, however, Security Administrators and Product Users will have to contact you for assistance.)

- On the Frequent Tasks drop down menu, select **Reset Password**.



- Enter the User ID of the user whose password you need to reset and click **Go**.



If you're unsure of a User ID, you can search for the user by name and find the User ID.

15. In the Reset Password confirmation window, verify that the user's e-mail address is correct; an e-mail with a temporary password will be sent to the user. If it is incorrect, click **Cancel** and notify the user to update their e-mail address. If it is correct, click **Reset Password**.



**Result:** An e-mail will be sent to the user containing a new temporary password. The user must log in with the temporary password and then follow the on-screen instructions to change it.



If the user does not receive the temporary password e-mail, please contact your LAN administrator to ensure that your firewall can accept e-mails from your own company.

## Reissuing a User's Digital Certificate

You may need to reissue a user's certificate if there is a computer hard drive crash or the user is assigned to another computer.

1. On the Frequent Tasks drop down menu, select **Reissue Certificate**.



16. Enter the User ID of the user whose certificate you need to reissue and click **Go**.



If you're unsure of a User ID, you can search for the user by name and retrieve the User ID.



17. In the Reissue Certificate confirmation window, verify that the user's e-mail address is correct because an e-mail with instructions for downloading a new certificate will be sent to the user. If it is not correct, click **Cancel** and notify the user to update their e-mail address. If it is correct, click **Reissue Certificate**.



**Result:** An e-mail will be sent to the user containing instructions for downloading a new digital certificate.



If the user does not receive the download new certificate e-mail, please contact your LAN administrator to ensure that your firewall can accept e-mails from your own company.

## Personal Account Maintenance

Security Role : Client Admin	<a href="#">Reports</a>   <a href="#">Resources</a>   <a href="#">Help</a>   <a href="#">My Account</a>   <a href="#">Logout</a>
Frequent Tasks: <input type="text" value="Select an Action"/> for user ID <input type="text"/> <input type="button" value="GO"/>	

To update your Internet Security account information, click **My Account** on the toolbar, shown above. The following table explains the menu options. For information on how to complete these tasks, see the Internet Security online help. To access help, click **Help** on the toolbar. The help topics are listed below so you can easily locate them.

Menu Option	Tasks	Online Help Topic
My Account	Modify your personal account information including address, e-mail, and telephone number.	How do I modify my personal information?
Change Password	Change the password you use to log in to Internet Security.	How do I change my password?

## Setting Up Security Administrators

**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.

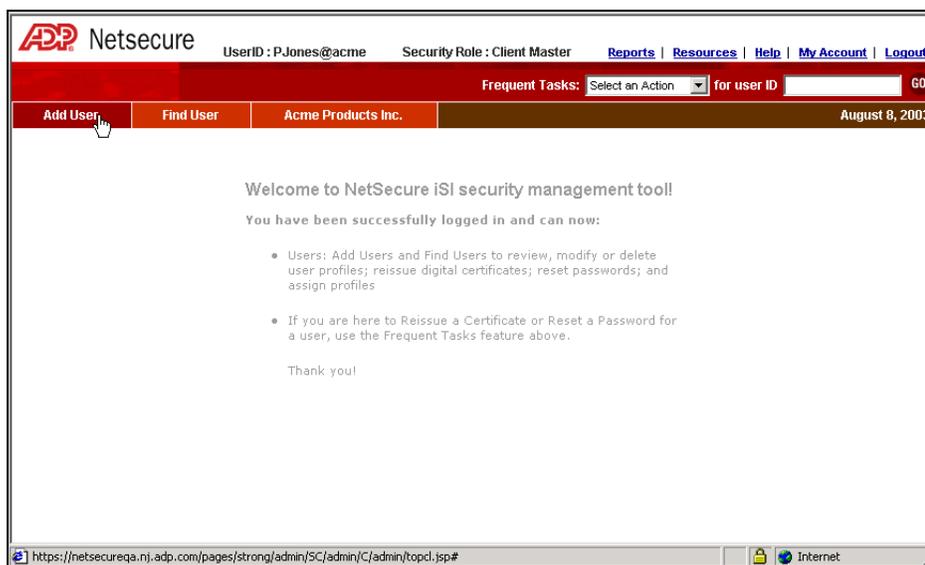
As Security Master, you have access to the same Internet Security functions as a Security Administrator. You also have the additional responsibility of setting up your company's Security Administrators and Product Users in the Internet Security system. This task, explained below, includes the following steps:

- Setting Up a User
- Assigning a Profile to the User
- Creating Additional User Profiles

For more information on your other security responsibilities and administrative procedures, refer to the *Internet Security Client Administrator Quick Reference Guide* or the *ADP Internet Security User Guide for Clients*. To access these documents, click **Resources** on the toolbar, shown below.

### Setting Up a User

1. In the top navigation bar, click **Add User**.



**Result:** The Add User workflow window opens and guides you through the steps to set up a new user, which include entering user information and assigning a profile to the user.

2. On the Enter User Info screen enter the user's information, explained in the following table. Fields on the page with an asterisk (\*) are required.

Field	Description
First Name	User's first name.
Last Name	User's surname.
Security Question #1	This is the security question you must establish with the user prior to setup. There are several questions the user can choose, such as: What is your pet's name? What was the name of your first school?  The question and answer are two security items the user must enter to register and download a certificate.
Security Answer #1	This is the answer to the security question you must establish with the user prior to setup.  <b>Note:</b> The answer is case-sensitive. Be sure to communicate this to the user.
Status	<ul style="list-style-type: none"> <li>Pending Approval – Reserved for manual self service validation.</li> <li>Active – Default status. User can log in and access Internet products.</li> <li>Suspended – User has been disabled by an administrator and cannot access Internet products.</li> </ul>
Security Role	This establishes the user's level of access to Internet Security and ADP Internet products. This field defaults to the Product user role. To set up the user as a Client Security Administrator, select Security Admin.  <b>Note:</b> Once the user is set up, this field cannot be changed on the Edit User page. For more information, see "How do I assign/remove a Security Administrator?" in the Internet Security online help.

E-mail	The e-mail address where the user's User ID, Access code and instructions needed to download the digital certificate will be sent.
Phone	User's work telephone number.
Business Address	User's work address. This will default to the address you entered for the client. You can override the address if necessary.

- When you finish entering the user's information, click **Next**.

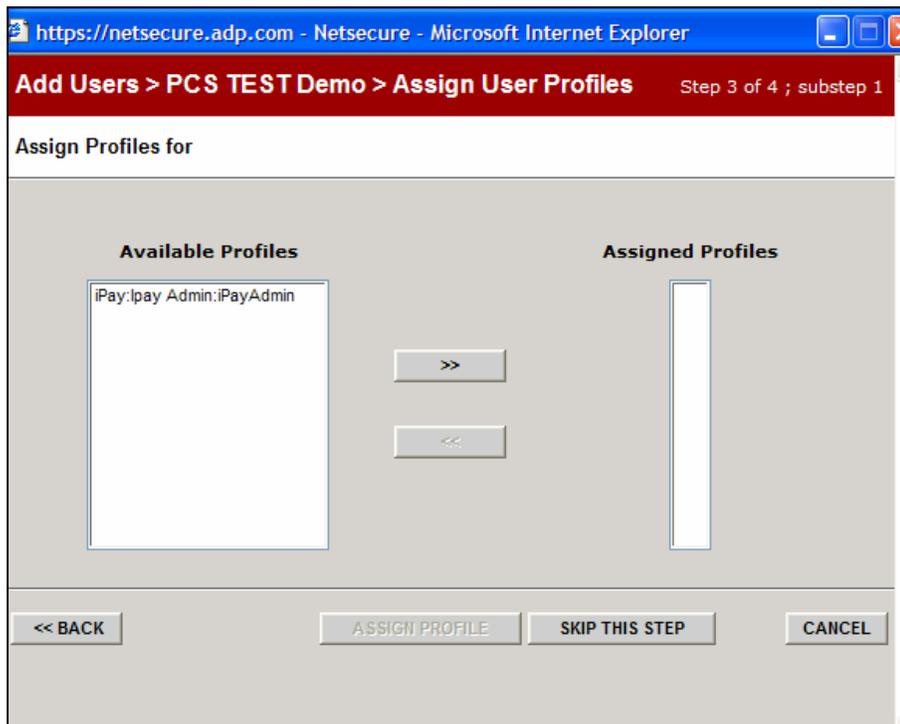
**Result:** The Assign User Profiles screen is displayed.

### Assigning a Profile to the User

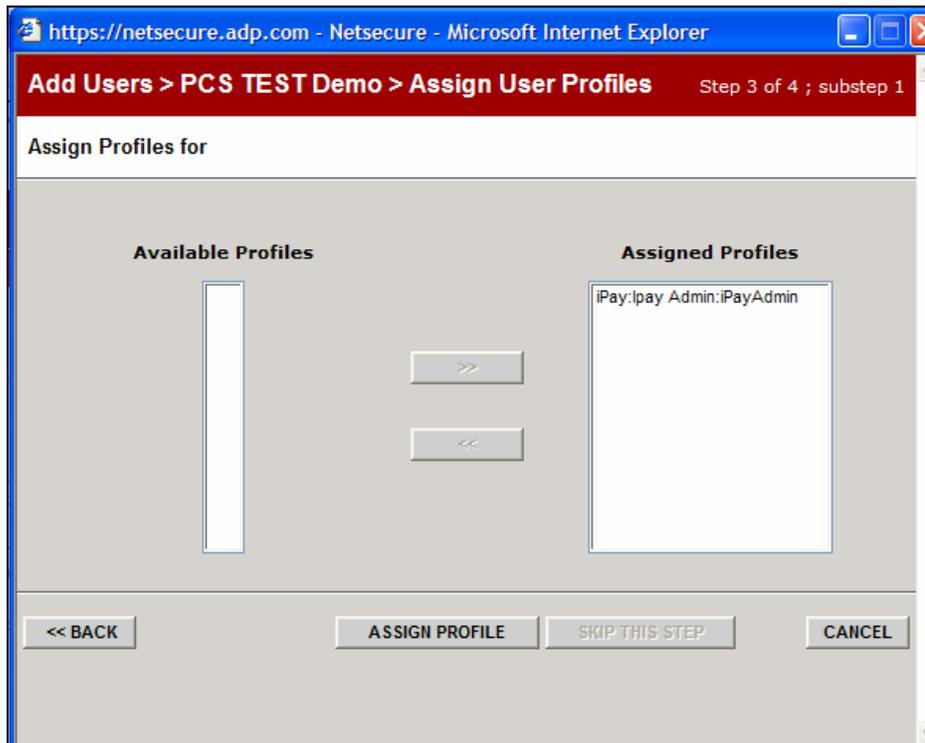
After you enter a new user's information, you must assign a profile to the user. The ADP Service Center Administrator will create the default profile for each product your company uses. This profile provides access to all authorization codes and should be assigned to Security Masters and Administrators. A profile consists of a product, a role, and associated authorization (company) codes. Product profiles allow you to control user access to ADP Internet products. You can create additional profiles as necessary for your other employee users. This procedure is explained in the next section, *Creating Additional User Profiles*.

- The Assign User Profiles screen shows the available profiles. Select the profile you want to assign to the user and click >> to move it to the Assigned Profiles list.

**Note:** If you are adding a profile to a user that is from another company but has access to your ADP products, be sure to assign a profile that is delegate enabled.



Click **Assign Profile**.



19. In the Assign User Profile confirmation window, click either **Assign Another Profile** to return to the Assign User Profiles screen, or click **Move to the Next Step** to continue.



**Result:** The Add User confirmation window displays the user's Internet Security User ID and security role. You can choose to add another user at this time, or click **I'm Finished** to return to the home page.

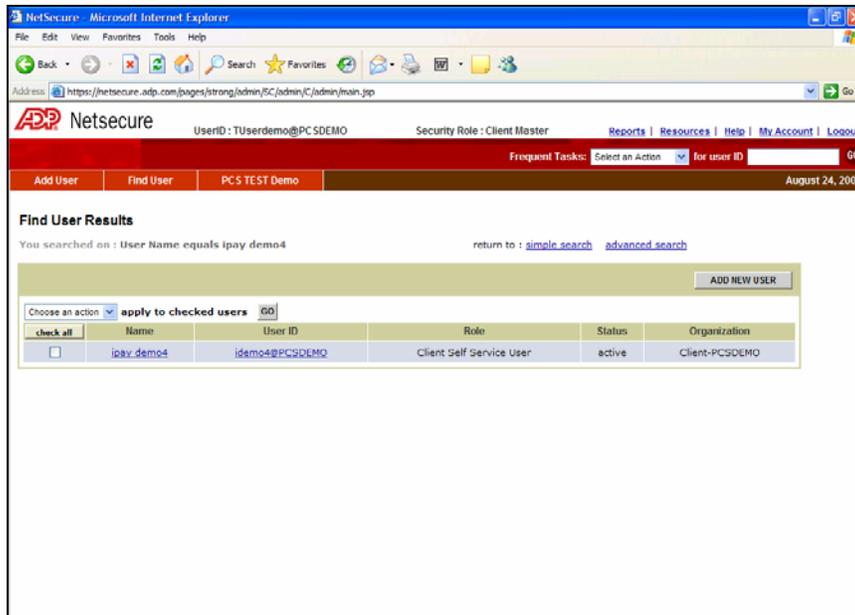


**Result:** If the product requires, you will have to go to the product registration site to complete user set up. A URL will be displayed for the product web site. Otherwise, the user's registration is complete at this point. A "Confirmation of Enrollment" e-mail will be sent to the user, containing a User ID and Access code, and the URL for the Internet Security registration page. The user will follow the same process that you used to download a digital certificate, if necessary, and log in to the security system.

## Creating an Administrator from an Existing User

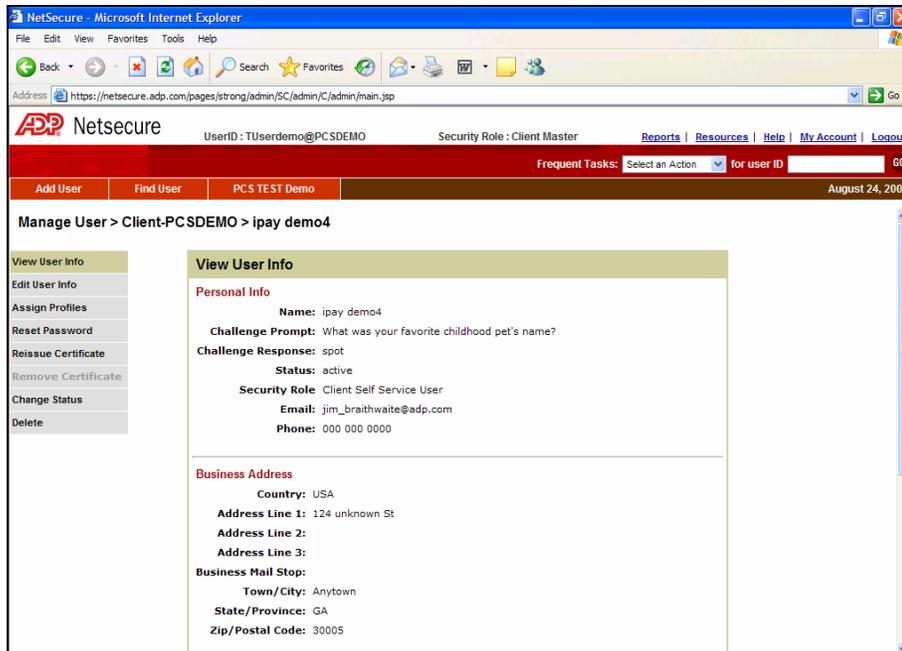
An administrator may be setup during implementation of the products, however there may be an occasion when a self service user will later be assigned the role of an administrator. The existing user id can have the role of administrator added to it. This allows the new Security Administrator access Netsecure using their existing user id and password as a self service employee.

1. First, you have to find the self service user you are assigning the role of Security Administrator. (See *Finding a User*, page 13.)

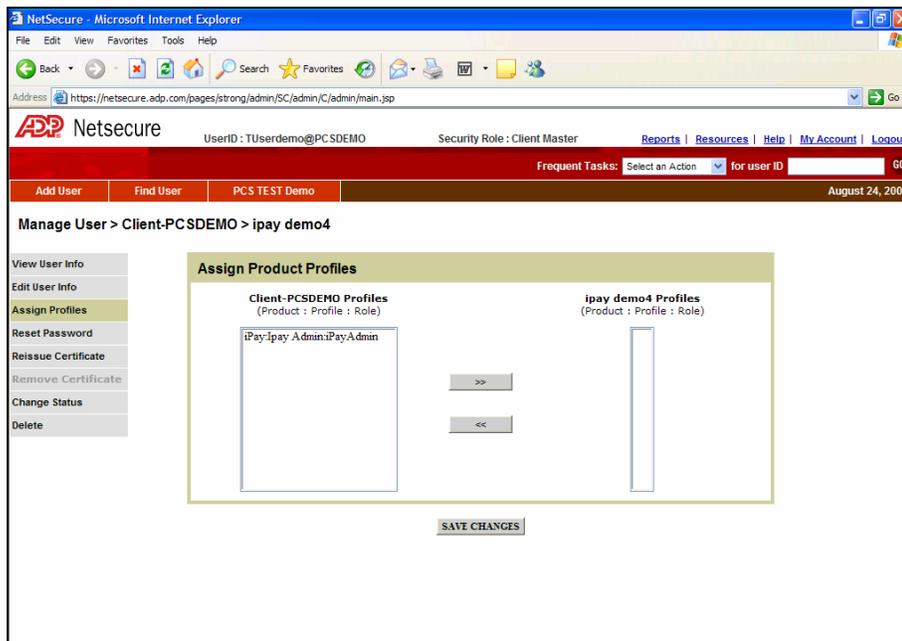


2. On the User Results screen, click the User Name or User ID.

**Result:** The Manage User screen opens, displaying the information on file for the user. Validate the user's e-mail address before continuing since updating the user's role will result in an e-mail being sent to the user with instructions on downloading a certificate to access the administrative sites.

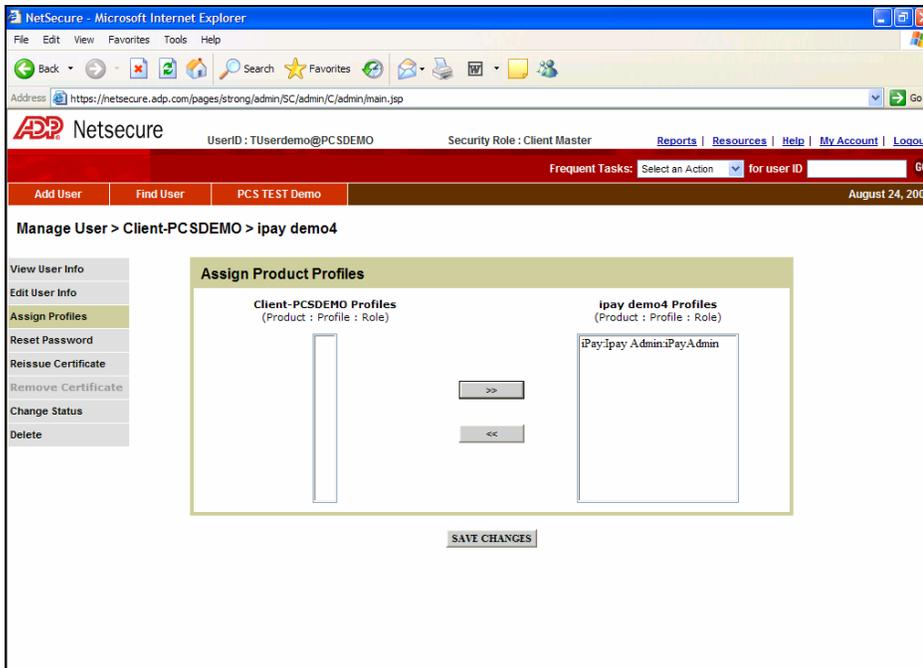


3. On the left navigation menu, click **Assign Profile**.

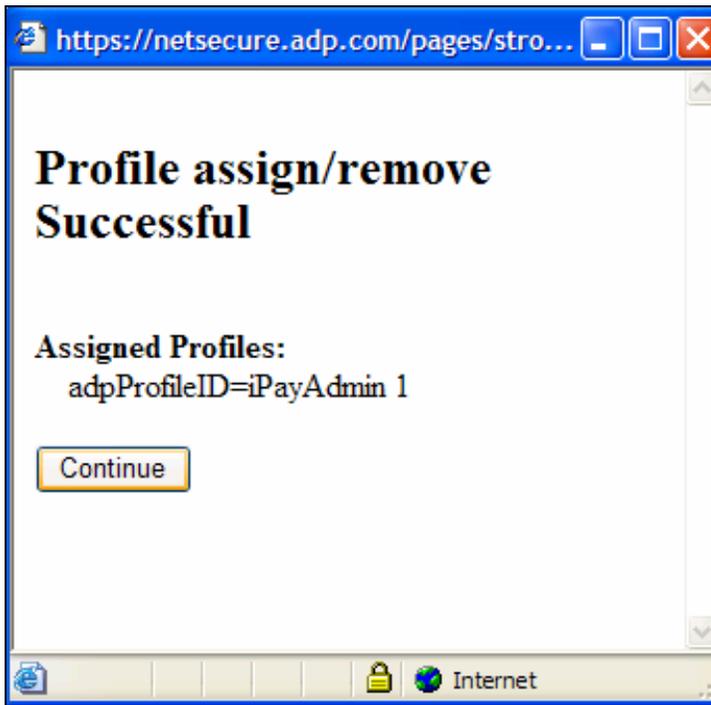


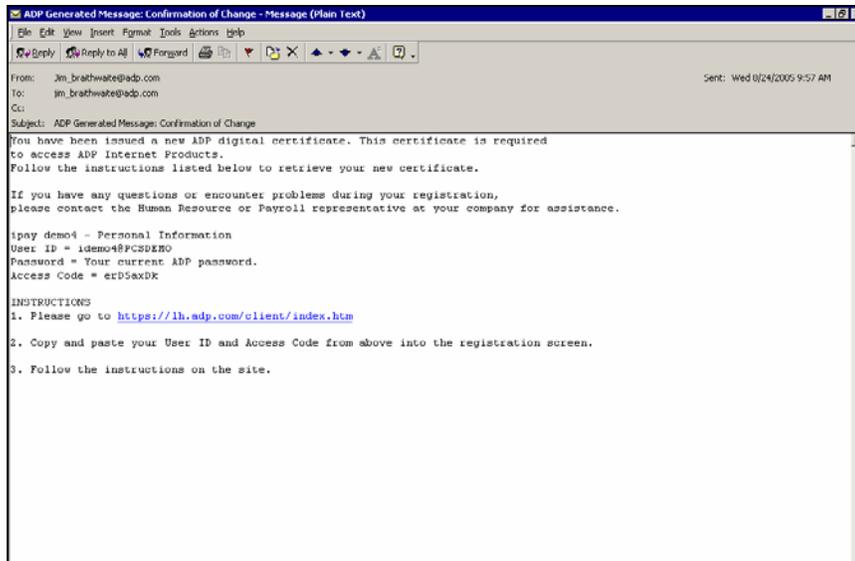
**Result:** The Assign Product Profiles screen opens, displaying the available profiles on the left side.

4. Highlight and move the appropriate profile from the left to the user profiles on the right side.



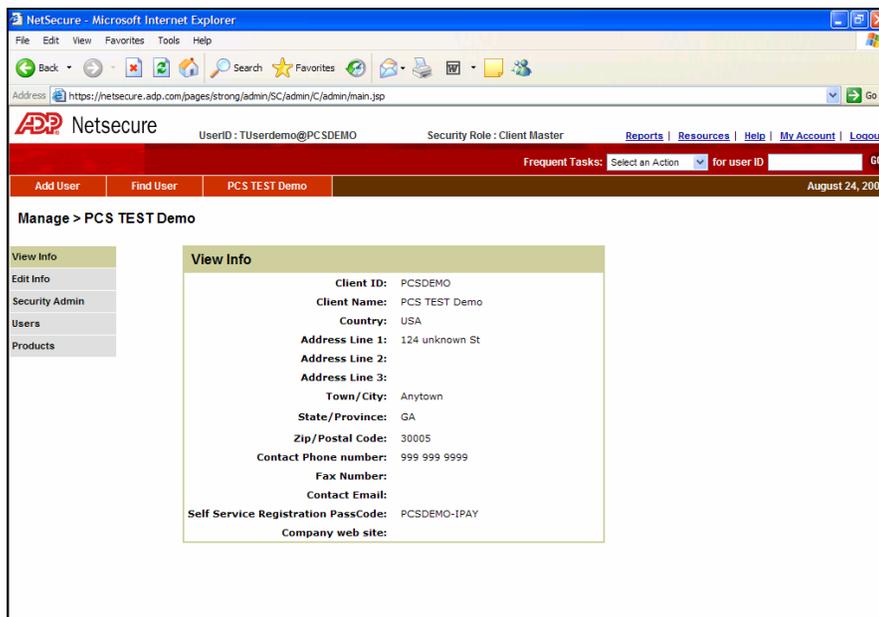
5. Click on Save Changes and when the Profile assign/remove successful should appear, click on Continue

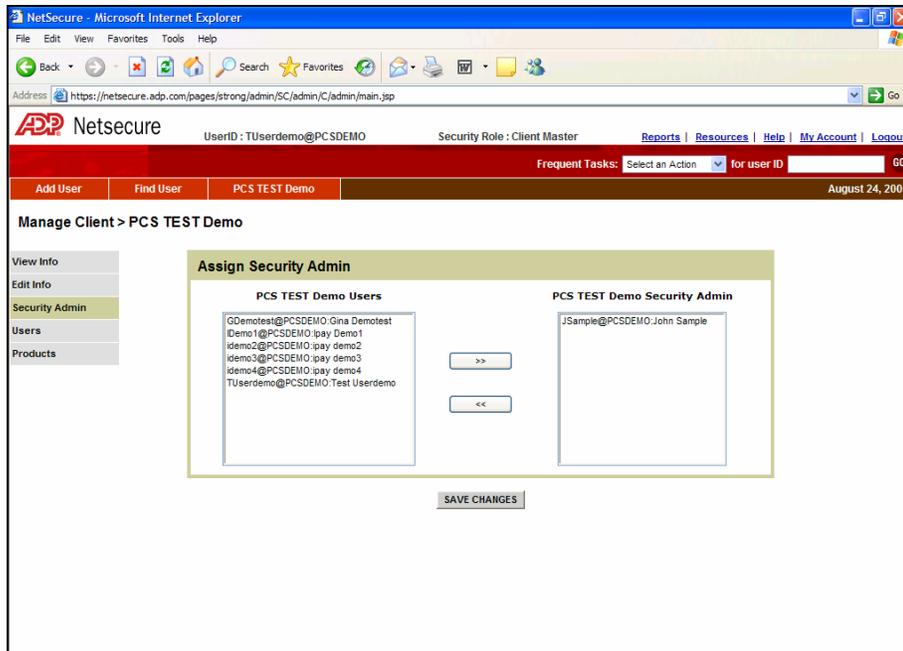




**Result:** An e-mail will be sent to the user with instructions on downloading a certificate to access the administrative sites. The user will be required to enter their existing user id and password and access code, which should be cut and pasted to avoid any mistakes in keying.

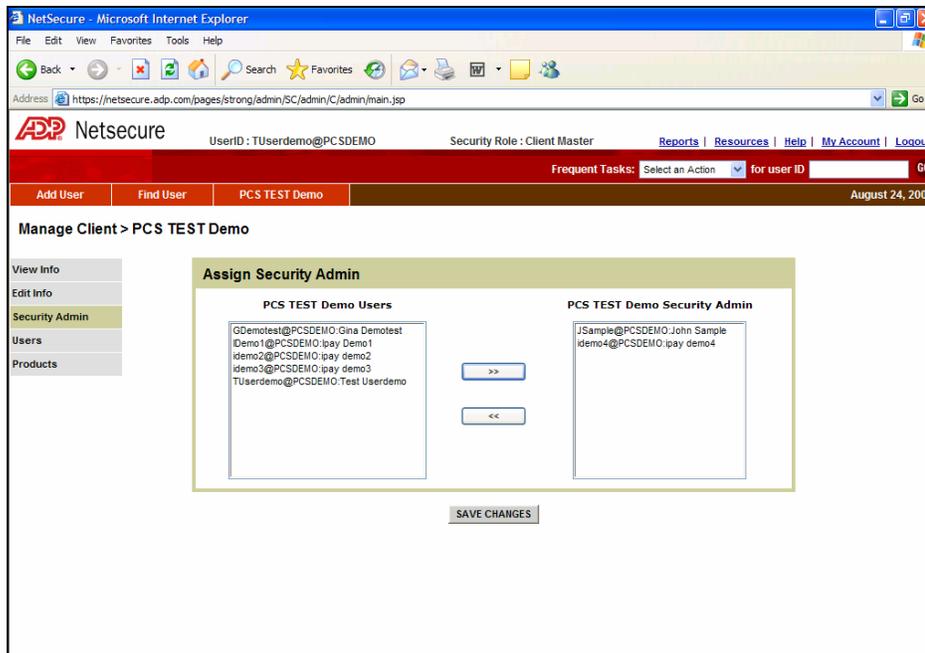
- The final step to complete the setup of the new administrator is to assign the Security Admin role on the company level. This is done by opening the Manage company screen and selecting Security Admin.





**Result:** The Assign Security Admin screen is presented with the company users listed on the left and the Security Admins on the right.

- Find the user that has been assigned the new role of administrator from the list on the left and move to the right.



**Result:** This completes the task of assigning an existing user the role of Security Administrator without assigning a new user id and password.