

## Employee Quick Reference Guide

This quick reference guide is intended for users of the standalone iPayStatements URL <https://ipay.adp.com>.

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.

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.

### Adobe® Reader®

Adobe Reader may be used to view your pay and wage information.

**Note:** Adobe Reader version 9 users with Windows 2000 must have Service Pack 4 or higher.

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

### 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.

### Display PDF in Browser When Using Adobe Reader

It is important to verify that you have a required setting selected in Adobe Reader. To verify this setting, complete the following.

1. Start Adobe Reader.
  2. On the menu bar, select **Edit→Preferences→Internet**.
  3. Click to select the **Display PDF in browser** check box.
  4. Click **OK**.
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## 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®

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

1. Start Microsoft Internet Explorer.
2. Select **Tools** → **Internet Options**.

On this tab	Do the following
<b>General</b>	For Internet Explorer 6, under the section <b>Temporary Internet files</b> , click <b>Settings</b> . Then, under the section <b>Check for newer versions of stored pages</b> , select the <b>Every visit to the page</b> option. For Internet Explorer 7 or 8, under <b>Browsing history</b> click <b>Settings</b> . Under <b>Check for newer versions of stored pages</b> , select <b>Every time I visit the webpage</b> .
<b>Security</b>	Under the section <b>Security level for this zone</b> , click <b>Custom Level</b> . Then, scroll to the <b>Scripting</b> section and make sure the <b>Active scripting</b> option is set to <b>Enable</b> .
<b>Privacy</b>	Under the section <b>Settings</b> , click <b>Advanced</b> . Then, under the section <b>Cookies</b> , make sure the <b>Override automatic cookie handling</b> check box is not selected.
<b>Advanced</b>	Under the section <b>Browsing</b> , select the <b>Enable page transitions</b> option. Under the section <b>HTTP 1.1 Settings</b> , select the <b>Use HTTP 1.1 through proxy connections</b> and <b>Use HTTP 1.1</b> . Under the section <b>Security</b> , select the <b>Do not save encrypted pages to disk</b> , <b>Empty Temporary Internet Files Folder when browser is closed</b> , <b>Use SSL 3.0</b> , and <b>Use SSL 2.0</b> options.

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

### Firefox®

To configure your security settings for Firefox, do the following.

1. Start Firefox.
2. On the browser menu bar, select **Tools** → **Options**.

On this tab	Do the following
<b>Advanced</b>	Select <b>Encryption</b> . Under <b>Protocols</b> , verify that <b>Use SSL 3.0</b> is selected. Click to select <b>Use TLS 1.0</b> . Select <b>Network</b> → <b>Settings</b> . Verify that <b>Configure Proxies to Access the Internet</b> is set to <b>No proxy</b> .
<b>Privacy</b>	Under <b>History</b> : Verify that <b>Accept cookies from sites</b> and <b>Accept third-party cookies</b> are selected. Verify under <b>Firefox will:</b> that <b>Use custom settings for history</b> is selected. Verify that <b>Remember download history</b> is selected and click to select <b>Remember search and form history</b> . Click to select <b>Clear history when Firefox closes</b> . Under <b>Settings</b> , verify that all <b>History</b> items are selected. Click to select all <b>Data</b> items.
<b>Security</b>	Verify that <b>Use a master password</b> is not selected.
<b>Content</b>	Verify that <b>Block pop-up windows</b> is not selected.

3. Click **OK**.

## Recommended Security Settings continued

### Safari®

To configure your security settings for Safari, do the following:


1. Start Safari and select **Preferences** in the menu list.
2. Select the **Security** tab and make the following selections:

In this area	Select or clear this option
<b>Fraudulent sites</b>	Select <b>Warn when visiting a fraudulent website.</b>
<b>Web content</b>	Select: <div style="text-align: center;"> <p><b>Enable plug-ins</b></p> <p><b>Enable java</b></p> <p><b>Enable JavaScript</b></p> </div> Click to clear <b>Block pop-up windows</b>
<b>Accept cookies</b>	Select: <div style="text-align: center;"> <p><b>Only from sites I visit</b> (Block cookies from third parties and advertisers.)</p> <p><b>Ask before sending a non-secure form from a secure website</b></p> </div>

3. Close the window.

### 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 may store previously viewed PDF images in the temporary internet files folder. To prevent these images from being stored locally, do the following for your version of Adobe Reader.

#### Preventing PDF Images from Being Stored Locally by Adobe Reader 7.08

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.

#### Preventing PDF Images from Being Stored Locally by Adobe Reader 8.0 and 9.0

1. Start Adobe Reader.
2. On the menu bar, select **Edit→Preferences→Page Display**.
3. 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

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**.

## Frequently Asked Questions

How Do I?	Action
<p><b>How do I log on to iPayStatements?</b></p>	<p>If you are logging on the first time, refer to the <b>Self Service Registration Quick Reference Card</b>.</p> <p>Do the following to log on to iPayStatements.</p> <ol style="list-style-type: none"> <li>1. Browse to <a href="https://ipay.adp.com">https://ipay.adp.com</a>.</li> <li>2. Click <b>Login</b>.</li> <li>3. Enter your user ID and password</li> <li>4. Click <b>OK</b>.</li> </ol>
<p><b>How do I access iPayStatements if I forgot my password?</b></p>	<p>To reset your password, do the following:</p> <ol style="list-style-type: none"> <li>1. Browse to <a href="https://ipay.adp.com">https://ipay.adp.com</a>.</li> <li>2. Click <b>Forgot Your Password?</b></li> <li>3. Enter your user ID.</li> <li>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.</li> <li>5. Create a new password.</li> <li>6. Click Continue.</li> </ol>
<p><b>How do I access iPayStatements if I forgot my User ID?</b></p>	<p>To view your User ID, do the following:</p> <ol style="list-style-type: none"> <li>1. Browse to <a href="https://ipay.adp.com">https://ipay.adp.com</a>.</li> <li>2. Click <b>Forgot Your User ID?</b></li> <li>3. Follow the instructions to answer a series of security questions. <b>Result:</b> Your user ID is displayed. If you cannot display your user ID, contact your payroll administrator.</li> <li>4. Click Continue.</li> </ol>
<p><b>How do I know my information is secure?</b></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> <p style="padding-left: 40px;">If you are logged into iPayStatements and need to walk away for any reason, click <b>Log off</b> 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.</p> <p style="padding-left: 40px;">Select a password that would be difficult for others to guess.</p> <p style="padding-left: 40px;">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.</p> <p style="padding-left: 40px;">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.</p>
<p><b>How do I set up my password correctly?</b></p>	<p>Passwords must be from 8 to 20 characters in length and include at least 1 alpha (upper or lowercase) and at least 1 numeric character.</p> <p><b>Note:</b> The special characters - ! @ # \$ can be used in your password.</p>
<p><b>Can my password expire?</b></p>	<p>Your password must be changed every six months.</p>
<p><b>What if I forget my password?</b></p>	<p>You will be able to reset the password online by answering several challenge questions.</p>
<p><b>What happens if I respond incorrectly to the challenge questions?</b></p>	<p>You will need to contact your Security Administrator (iPayStatements Administrator) to reset your password.</p>

## Troubleshooting

Situation	Action
<p><b>You are a new employee who will use iPayStatements, but you are unable to register.</b></p>	<p>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.</p>
<p><b>After 20 minutes, the site times out.</b></p>	<p>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.</p>
<p><b>The calculators do not provide exact calculations.</b></p>	<p>(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.</p>
<p><b>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.</b></p>	<p>You need Adobe Reader to view your wage and salary information.</p> <p>Click <b>Cancel</b> to close the File Download message window.</p> <p>On the iPayStatements home page, click the Adobe Reader link to download the latest version of Adobe Reader.</p>
<p><b>You receive your e-mail notification after payday.</b></p>	<p>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.</p>
<p><b>Some parts of the site don't seem to be working.</b></p>	<p>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.</p>

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