

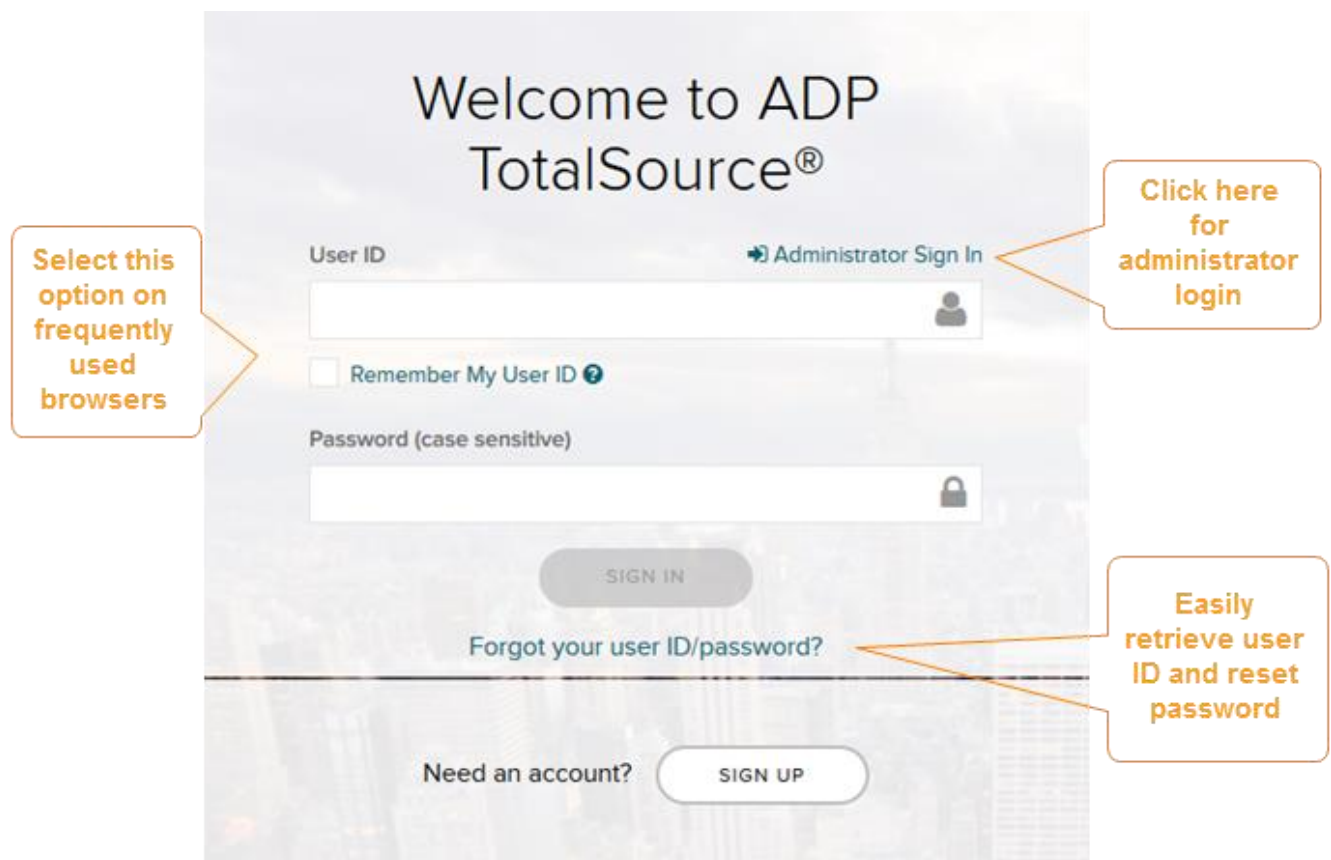
Enhanced Login Page & Forgot User ID/Password Process



Enhanced Login Page for Employees

ADP TotalSource is enhancing the login page for all employees. This new login page will feature a new design and several new features including:

- Ability to select “Remember My User ID” for future logins
- Easily retrieve your user ID or reset your password with the new enhanced functionality
- Ability to use password management software



To access My TotalSource, please go to <https://mytotalsource.com>

Enhanced Password Reset and User ID Retrieval Process for Employees

If you forget your login information, you can use the “**Forgot Your User ID/Password?**” link on [My TotalSource](#) to retrieve your user ID and reset your password. During this process, you will be required to verify that you are the rightful owner of the account to protect your personal information.

Forgot User ID/Password

* = Required

First name*

John

Last name*

Doe

And at least one of these*

Email address

john.doe@organizationxyz.com

Mobile phone number

United States +1 555-555-5555

CANCEL NEXT

Enter your first name and last name exactly as they exist in your organization's records.

Enter an email address and/or mobile phone number associated with your account.

Upon successful verification of the information that you entered, your user ID will be displayed.

Your user ID

John Doe, this is your user ID for OrganizationXYZ:

JDoe@OrganizationXYZ

SIGN IN I DON'T KNOW MY PASSWORD

Click I DON'T KNOW MY PASSWORD to reset your account password.

The process will be different for administrators / practitioners.

Congratulations! You have successfully retrieved the user ID of your ADP TotalSource account.

Enhanced Password Reset and User ID Retrieval Process for Employees

If you have an email address and/or mobile phone number that is unique and not shared with others in your organization, you will be sent a security code when you click on 'Send Code'. Once you receive the security code, enter it on the screen.

If you do not have access to your email/phone or your email address and/or mobile phone number are not unique in your organization, you will be prompted to answer security questions instead.

Your security code

Select where you want to send the security code and click Send Code.

.....5556 (SMS text)

J.....@organizationxyz.com

SEND CODE

Enter your security code here in **14:10**

514235

I don't have access to any of these emails/phones

CANCEL **NEXT**

Send the code to your email or mobile phone...

...and enter it here within 15 minutes.

Upon successful verification of your security code or your security answers, you will be prompted to enter and confirm your new password.

Reset password

* = Required

New password (case sensitive)*

tr@Vel2916 Strong

Show password

Confirm new password

Show password

CANCEL

Your password is valid

Your password **MUST** have:

- At least 8 characters
- A lowercase or uppercase letter
- A number

Your password **MUST NOT** have:

- Any character repeated more than 3 times in a row. For example, do not use 1111 or aaaa.
- More than 3 sequential letters or numbers in a row. For example, do not use 1234 or dcba.

To strengthen your password, do the following:

- Increase the length from 12-20 characters.
- Add one or more special characters such as @, \$, or &.
- Use a combination of uppercase and lowercase letters.

Click Show password to reveal your password briefly.

Click here to see how well your password meets the requirements and how to make it stronger.

Congratulations! You have successfully retrieved your user ID and reset the password of your ADP TotalSource account.