



## ADP WORKFORCE NOW IPAY INSTRUCTIONS

Campbell County is pleased to provide an Intranet Portal Site, also referred to as iPay through our partner, ADP. This portal is a customized gateway to a collection of valuable information available to you and another way to help you maximize the time you spend searching for information important to you and your family. We invite you to use it to gain secure and ready access to your compensation information.

The ADP iPay portal provides access to the following documents:

- **Pay statements** are available for all employees to view or print. iPay has the capacity to store several years of pay statement information.
- **W-2 information** is available to you through iPay to view and print.

To go paperless, click on the **Pay** tab. Then **click, Annual Statements** and **Go Paperless**. You may also **change Notification Options/Paperless Settings** to have an electronic notification of your most recent pay statement emailed to you.

### How to Access ADP Portal Solutions

- New employees will receive a **personal registration code (PRC)** by email, once they are setup in ADP Workforce Now. The personal registration code will be valid for 15 days.
- Visit <https://workforcenow.adp.com> (Please save as your favorites for easy access)
- **Click on New User? Create Account.**
- **Click on I Have a Registration Code.**
- **Enter the Registration Code.** Click **Continue**. \*If the Registration Code was not received or you cannot locate it, click "**Find Me**" to register without it.
- **Enter your Personal Identity Information.** (First Name, Last Name, Last 4 digits of Social Security Number or birth month and day) Click **Confirm**.
- **Enter Your Contact Information.** Enter contact email address(s) and mobile number(s) requested in each field in order to receive account notifications
- **Set up your User ID, password, and select security questions and answers.** Enter all information requested in each field to set up your password and security questions and answers; **click Register Now**.
- **Activate your Email address.** During registration, if you provided an email address not shared with others, you will receive an activation email from ADP. Follow the instructions in the email you receive from [SecurityService\\_NoReply@ADP.com](mailto:SecurityService_NoReply@ADP.com) to complete the activation process.
- **Activate your Mobile Phone.** During registration, if you provided a unique mobile phone number that is not shared with others, you will receive a text message from ADP and reply with the code to complete the activation.

## **Forgot your User ID/Password?**

If you forgot your login information, you can use the "Forgot your User ID/Password?" link on the ADP service login page.

- 1) Enter your first name and last name exactly as they exist in your organization's records. You will also be asked to 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.
- 2) To reset your password, select the "I don't know my password" option and choose an option.

### **Option 1 – Get and Enter a Code within 15 Minutes**

### **Option 2 – Answer your Security Questions**

Upon successful verification of your response, you will be prompted to enter and confirm your new password.

If you have questions, please feel free to contact the Campbell County Department of Management Services at (434) 332-9794, or via email [payrollbenefits@campbellcountyva.gov](mailto:payrollbenefits@campbellcountyva.gov).