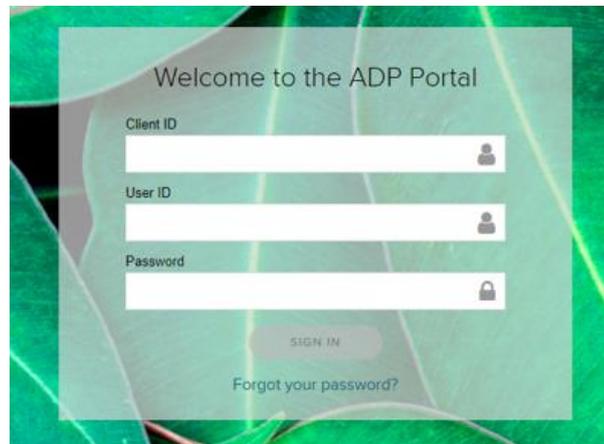


How to reset my ADP Password

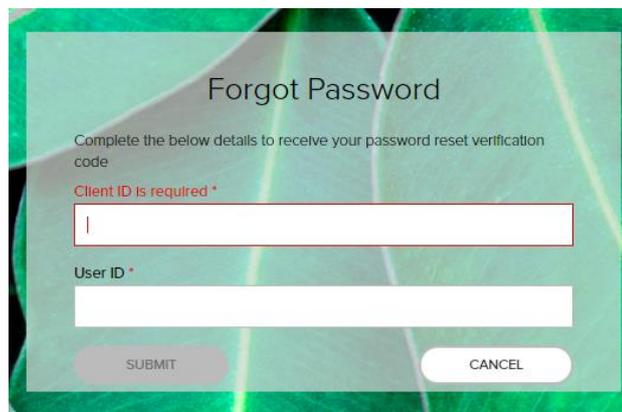
This guide explains how to reset the password to the ADP Portal. The new method is automated and resets the user's password immediately. As a part of the process, ADP will send the user a verification code, and it is therefore essential that the employees contact details saved on file are correct. **The previous method is no longer available**, all ADP password resets will require to be reset according to the new method.

To reset your Password, follow the steps below in points 1 though to 6. Note your email and/or mobile number must be registered with Payroll in order to reset the password successfully. If you attempt to use an incorrect password multiple times, then you may receive a message "**Your account is disabled due to 6 failed attempts, please contact your administrator**". Click [here](#) to assist in resolving the issue.

1. Log onto the employee portal <http://msssecurity.com.au/employee-portal/> to find the link to ADP Payroll or go directly to the webpage <https://secure.adppayroll.com.au/>, and click on the link 'Forgot Your Password?' below the 'Login'-button as pictured below:



2. Enter the Client ID and User ID and click 'Submit'. The client ID's are listed below, and the user ID is the same as the employee number.



Client ID	SP77551, SP77552, SP77553, SP77554, SP77555
User ID	Employee number

3. Chose the preferred communication method – Email or SMS. A verification code will be sent to the email address or phone number registered in the payroll system. If the details are incorrect, please contact the State Operation centre in your state. Phone numbers to the state’s operations centres are found on the last page or click [here](#).



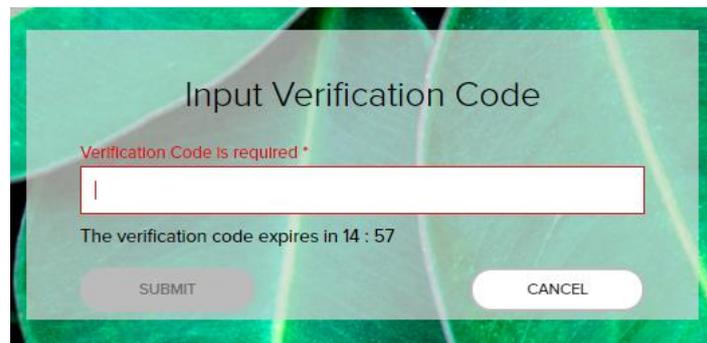
Request Verification Code

Communication Channel *

EMAIL

REQUEST CANCEL

4. Once you have requested a verification code, you will receive the verification code from ADP Payroll to your chosen communication channel. The verification code is valid for 15 minutes. Enter the verification code and click ‘Submit’.



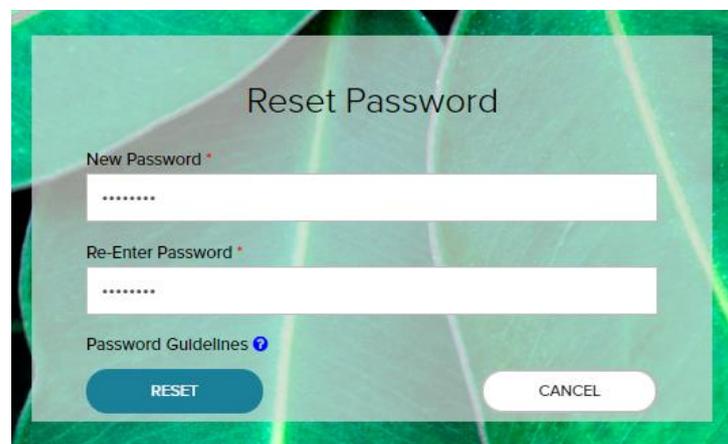
Input Verification Code

Verification Code is required *

The verification code expires in 14 : 57

SUBMIT CANCEL

5. Create a new password of your choice by entering it twice, and click on ‘Reset’. The new password cannot be the same as the last 4 passwords, and must meet the password guidelines as listed on the next page.



Reset Password

New Password *

Re-Enter Password *

Password Guidelines ?

RESET CANCEL

ADP Password policy

- Password must be between 8 and 256 characters.
- Passwords should have minimum one characters from each of the following classes:
 - English upper and lower case letters
 - Westernized Arabic numerals
 - Non-alphanumeric special characters which can include space but no non-visible ASCII code
- Passwords must not contain more than 3 repeated characters (eg aaa).
- Passwords should not contain more than 3 sequential ascending or descending letters, not limited to the same cases.
- Passwords must not contain username, first name, client id or employee id.
- Passwords cannot be the same as your previous 4 passwords.
- Passwords are case sensitive.

6. Once your password has been reset you will be redirected to ADP's login page and will be required to enter the login details again to gain access.

You may be asked to complete Google reCAPTCHA for security reasons. Google reCAPTCHA is a service that protects the website from spam and abuse. If you are presented with a challenge, you must complete the challenge before proceeding. Please follow the instructions.

Experiencing Issues

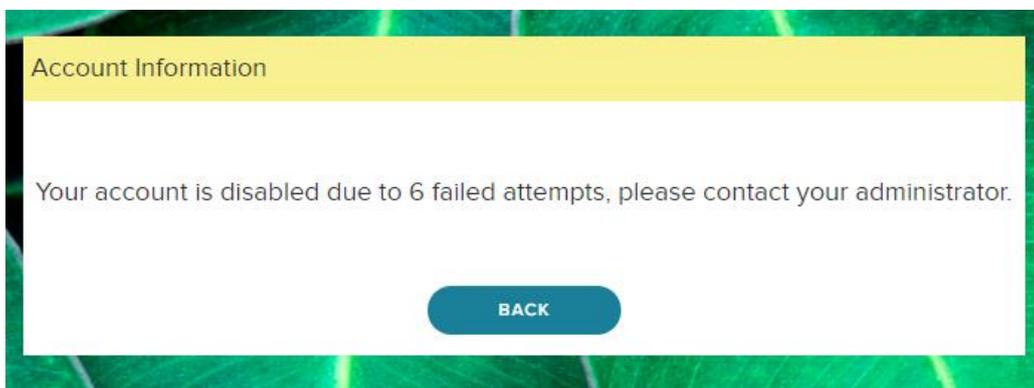
If you experience difficulties in login you may receive the following message listed in below. Please follow the instructions below to assist you.

Message: "Your account is disabled due to 6 failed attempts, please contact your administrator".

This means that your account is disabled for a limited time, and the administrator cannot take any actions to enable the account. Please do not contact ADP administrator.

Solution: Please wait 15 minutes and click on the link to reset your password.

If you are still experiencing a problem after 15 mins it maybe that your registered details may need updating. If this is the case, please contact your local State Operations contact for further assistance.



Operations Centre Phone Numbers

If you have any questions regarding your registered personal details, employee number, paydays etc., please contact the Operations Centre in your State or Territory office, or your manager.

State	Operations Centre Phone number
NSW	02 9737 6466
QLD	07 3722 4100
SA	08 8400 6888
WA	08 9347 2719
NT	08 8995 0702
TAS	03 6242 7402
VIC	03 8379 5999
ACT	02 6124 0900
AVIATION	1800 961 100