Welcome to Statement Self Service

This Quick Start card will help you set up your computer and web browser so that you can register for Statement Self Service and begin accessing your pay statements and/or tax forms online. Before you begin the registration process, you need your MOST RECENT Pay Statement, Client Number, Employee ID and Hire/Rehire Date.

A. Registering for Statement Self Service

1. Enter http://registerme.adp.ca in the address window of your web browser and press Enter. After selecting a language, the welcome page appears displaying an Employee Privacy Agreement.

2. Read the privacy agreement and choose an option. You must accept the Employee Privacy Agreement to access the Statement Self Service registration site.

3. Enter your name in the Full Name field. *This field is mandatory. You must enter your name exactly as it appears on your pay statement.

4. Complete the remaining mandatory fields in the Personal Information section.

5. Complete the mandatory fields in the Pay Information section.

6. Click Continue. The Security Information section appears. A message box appears confirming that the information you entered is correct.

7. Click OK. The Security Information section appears. The User ID is automatically generated by the system.

8. Enter the password that you will use to log into Statement Self Service in the Password field.

Your password must:

- Be a minimum of 8 characters
- Contain at least one numeric value
- Contain at least one upper case character
- Contain one lower case character

9. Confirm the password that you entered by entering it again in the Confirm Password field and click Continue. The Employee Self Registration page appears.

10. Enter an e-mail address in the e-mail Address field. In the event that you forget your password, the application will send you a new temporary password to this e-mail address.

11. Select the first security question in the First Question dropdown list. *This field is mandatory.

12. Enter an answer to the question in the First Response field. *This field is mandatory.

13. Select the second security question in the Second Question dropdown list. *This field is mandatory.

14. Enter an answer to the question in the Second Response field. *This field is mandatory.

15. Select the third security question in the Third Question dropdown list. *This field is mandatory.

16. Enter an answer to the question in the Third Response field. *This field is mandatory.

17. Click Continue. A confirmation page displays your new user identification and client number.

B. Logging In to Statement Self Service

1. Once you have registered, you can log into Statement Self Service in one of two ways. You can

   - Click the login link on the Employee Self Registration screen.
   - Enter http://my.adp.ca in the address window of your web browser and press Enter. The Statement Self Service welcome page appears.

2. Type the identification information you received during the registration process into the User, Password and Client # fields and then click Login.

C. Downloading Adobe® Reader®

Adobe Reader Version (6.0.1 or greater) must be installed on each computer that you intend to use to access your pay statements or tax forms.

If you are accessing Statement Self Service at work, your employer may have already had Adobe Reader installed on your PC. If not, please contact your internal administrator.

1. Type http://www.adobe.com/reader in the address window of your web browser and press Enter.

2. Follow the instructions to download the correct software version for your operating system.

3. Once downloaded, install Adobe Reader by double-clicking on the install program file. Follow the instructions provided in the install program dialogue box to complete the process.
D. Viewing Pay Statements and/or Tax Forms

1. In the Select Folder window, select My Pay Statements and then click Open. The My Pay Statements search page appears.
2. Enter a specific range of dates, or click Search to view all available pay statements.
3. To view a pay statement under the Pay Date column, click on its pay date.

Once you complete saving/viewing/printing your statements, you can log out and close the Internet Explorer window.

E. Maintaining your User Profile

Once you log into Statement Self Service, you can modify your User Profile information at any time. The User Profile information is used to authenticate you if you forget your password.

To maintain your user profile, complete the following steps.

On the application menu bar:

1. Select User Profile > User Information. The input screen appears.
2. Make the desired changes to your profile information.
   - e-mail field cannot be blank
   - e-mail must be a valid e-mail in order for you to receive your temporary password
   - challenge questions cannot be used more than once
   - a response is required each challenge question
   - challenge questions can be - minimum: 4 characters and a maximum: 20 characters
3. To save the changes, click Save. A message appears confirming that your user information was changed successfully.

F. Changing Your Password

Once you have logged into the application, you can change your password at any time.

To change your password, complete the following steps.

On the application menu bar:

1. Select User Profile > Change Password. The input screen appears.
2. Enter the current password that you used to log into the application in the Old Password field.

   - must be a minimum of 8 characters in length
   - must have at least one numeric character
   - must have one upper case character
   - must have one lower case character
   - cannot be the same as current password

3. To confirm the new password, re-enter the password in the Confirm New Password field.
4. To change the password, click Submit. A message appears confirming that your password was successfully changed.

The new password takes effect the next time you log into Statement Self Service.

G. Resetting your Password

If you forget your password, you can reset it at any time.

To reset your password, complete the following steps.

On the application login screen:

1. Click Forget my Password. The Password Reset Form appears.
2. Enter your user ID in the User ID field. *This field is mandatory.
3. Enter your client ID in the Client ID field. *This field is mandatory.
4. Click Continue. The Password Reset Form appears displaying the challenge questions that you entered during the user profile setup.
5. Complete the challenge questions in the input screen. All challenge questions are mandatory.

   Note: If you click Submit without completing all of the fields, an asterisk (*) appears to the right of the field to indicate that you have not completed all mandatory fields.

6. Once you complete the challenge questions, click Submit. A message appears indicating that your password was successfully created and sent to your e-mail account.
7. Click Done. The Login screen appears.