Updating your ADP iPayStatement User ID and Password

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Retrieving Your User ID
The following steps can be used to retrieve your ADP iPay User ID.

Login

1. Go to https://ipay.adp.com/iPay/login.jsf
2. Select Forgot Your User ID? link.

Note: Your User ID will include the extension @CMUEDU. This is in all capitals and does not include the customary period (dot) between “CMU” and “EDU.”
Retrieve User ID via Email or Mobile Phone

Step 1: Identify Yourself

1. Enter your first and last name in the appropriate fields.
2. Provide *either* your email address or your mobile phone number in the appropriate field.
3. Select the **Next** button.
Step 2: Select Delivery Method

Select how you would like to retrieve your User ID. You can choose to have it sent, via text message, to the mobile phone number designated in your user settings, or sent to the email address on record, or to display it online.

4. For this example, select to have your user ID sent to either your mobile phone or your email address.
5. Select the Next button.
Step 3: Verify Information

6. Answer the security question provided.
7. Select the Next button.
Step 4: Confirmation

You receive the following message. You will receive your User ID via text message or email shortly.

8. Select the **Done** button. You will be redirected to the login screen.
Retrieve User ID Online

Step 1: Identify Yourself

1. Enter your first and last name in the appropriate fields
2. Provide either your email address or your mobile phone number in the appropriate field.
3. Select the Next button.
Step 2: Select Delivery Method

Select how you would like to retrieve your User ID. You can choose to have it sent to your email address, as a text message to your mobile phone, or to display it online.

4. For this example, select **Display my user ID**.
5. Select the **Next** button.
Step 3: Verify Information

6. Answer the security question provided.
7. Select the **Next** button.
Step 4: Confirmation

Your User ID displays.

8. Select the **Done** button. You will be redirected to the login screen.
Resetting Your Password

1. Go to https://ipay.adp.com/iPay/login.jsf
2. Select ***Forgot Your Password?*** link.

```
Welcome to ADP iPayStatements

- Login
- Forgot Your Password?
- Forgot Your User ID?
- Register Now

Latest Information

Note:
ADP iPayStatements users are encouraged to review their PayStatements to ensure their home address is accurate. Please contact your payroll administrator if a change is necessary.
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Resetting Your Password via Temporary Password Sent to Email or Mobile Device

You will now be guided through the process of resetting your password by having a temporary password sent to your designated email or mobile device.

**Step 1: Identify yourself**

3. Enter your **User ID** in the appropriate field. Your User ID will include the extension @CMU.EDU. This is in all capitals and does not include the customary period (dot) between “CMU” and “EDU.”

4. Select the **Next** button.
Step 2: Select Reset Method

You must select a method by which you would like to reset your password. You can either opt to have a temporary password sent, via text message, to the mobile phone number designated in your user settings, or sent to the email address on record, or you may reset the password online.

5. Select the radio button next to the reset option you prefer. For this example, select to have the password sent to either your mobile phone, or to your email address.

6. Select the Next button.
Step 3: Verify Information

7. Type the answer to the security question in the designated field.
8. Select the **Next** button.
Step 4: Reset Password

You will receive the following message, letting you know that the password will be sent.

9. Select the Next button.
Step 5: Confirmation

You will receive the following message confirming that the password has been sent. You will receive your temporary password by whichever means you selected.

10. Select the **Done** button.

The window displays prompting you to enter your User Name and Password.

11. Once you receive your temporary password, enter the **User Name** and the temporary **Password** in the designated fields.
12. Select **Ok**.
You are now prompted to change your password.

13. Enter the temporary Password in the Current Password field.
14. Enter a new password of your choosing in the **Create Password** field and again in the **Confirm Password** field. Your new password is case sensitive, must be at least 8 characters long and must contain at least one letter and one number.
15. Select the **Submit** button.

You will now receive confirmation that your password has been successfully changed.

16. Select the **Continue** button.

Your ADP iPay information will display.
Resetting Your Password Online

You will now be guided through the process of resetting your password online.

**Step 1: Identify yourself**

1. Enter your **User ID** in the appropriate field. Your User ID will include the extension @CMUEDU. This is in all capitals and does not include the customary period (dot) between “CMU” and “EDU.”
2. Select the **Next** button.
**Step 2: Select Reset Method**

You must select a method by which you would like to reset your password. You can either opt to have a temporary password sent to the mobile phone number designated in your user settings, or sent to the email address on record, or you may reset the password online.

3. Select the radio button next to the reset option you prefer. For this example, choose to reset the password online.
4. Select the **Next** button.
5. Select the third radio button, “Ask me identify questions on screen”
6. Select the **Next** button.
Step 3: Verify Information

7. In the appropriate fields, fill out the personal identification information.
8. Select Next.
Step 4: Reset Password

9. Choose a new password and enter it into the appropriate fields. Your new password is case sensitive, must be at least 8 characters long and must contain at least one letter and one number.

10. Select the Next button.
Step 5: Confirmation

You will receive this message informing you that your password has been reset:

11. Select the Done button.

You will be directed back to the ADP iPayStatements homepage.