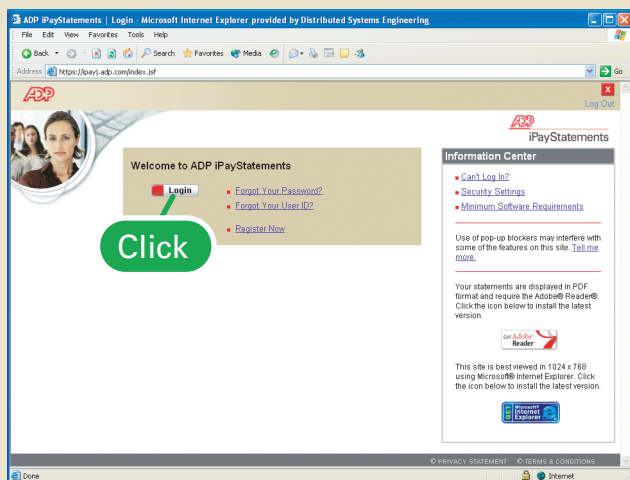# iPayStatements

Viewing your paycheck online

1 To begin, go to paystatements.adp.com

2

Click

HELP! I forgot my password

1. On the iPayStatements login page, click ■ Forgot Your Password?
2. Answer the security questions to verify your identity.

   Note: These are the same questions and answers you chose when you registered for iPayStatements.
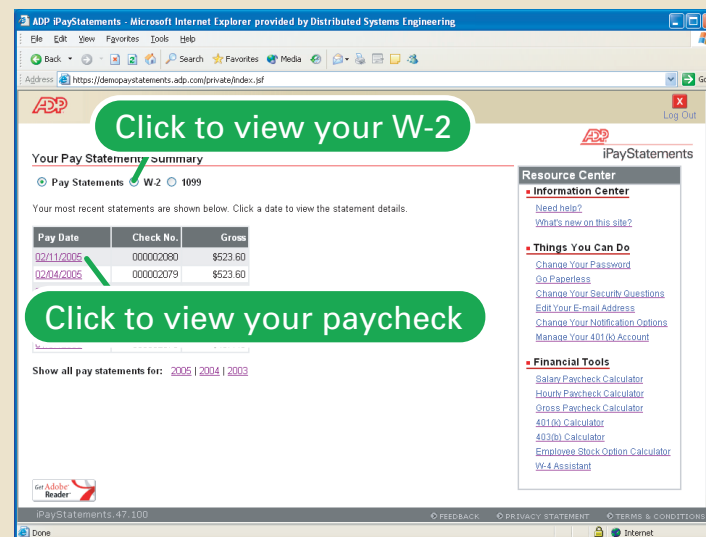
HELP! I forgot my user ID

1. On the iPayStatements login page, click ■ Forgot Your User ID?
2. Answer the security questions to verify your identity.

   Note: These are the same questions and answers you chose when you registered for iPayStatements.

3

Enter your user ID

Enter your password

Click

4

Click to view your W-2

Click to view your paycheck

Viewing your paycheck online

FAQs

Frequently Asked Questions

Can I receive an e-mail when my latest pay statement is available?
Yes. To set this option, log in to iPayStatements and click **Change Your Notification Options**. Then select **Send e-mail notification when new pay statements are available**. It is possible that, because of random Internet problems, you may receive your e-mail notification after payday. However, this will not affect your direct deposit.

What browsers can I use?
Microsoft® Internet Explorer version 5.5 (Service Pack 2) or higher
Netscape® version 7.0 or higher

Why do I need Adobe® Reader®?
iPayStatements uses a special format that lets you view and print your pay statements that look just like a printed pay statement you would receive from your employer. Adobe® Reader® is used to display this special format (also called PDF). You can download the latest version of the Adobe Reader from iPayStatements.

Help!

Having Trouble?

When I try to view my pay statement, a "File Download" window is displayed indicating I should open the file or save it to disk. What should I do?
This problem can be fixed by downloading the latest version of Adobe Reader. Click **Cancel** to close the "File Download" window. Click 🏠, and then click the Adobe Reader link to download the latest version of Adobe Reader.

I can't log in and I can't remember the answers to my security questions. What should I do?
When you first registered, you were asked to select and answer several security questions. If you have forgotten the answers to your security questions, please send an e-mail to your payroll administrator.

When I try to view my pay statement, the screen displays "Retrieving your Information…" and nothing else happens.
This may be fixed by downloading the latest version of Adobe Reader. Click 🏠, and then click the Adobe Reader link to download the latest version of Adobe Reader.

Some features on the iPayStatements site don't seem to be working.
Blocking all pop-ups may prevent important features in iPayStatements from working properly. ADP recommends that you turn off any pop-up blockers while using iPayStatements. For more information about pop-up blockers, refer to the iPayStatements online help.