Troubleshooting ADP Access

If you have trouble-accessing ADP, consider the following tips:

If you exceed the number of attempts to log in, close your browser completely, and just wait one full hour and try again.

You may also use the "Forgot My Username" and "Forgot my Password" links on the site to retrieve your information.

"Contact Administrator" message: If you see this message, go back in to ADP and select the "Forgot my Password" link to resolve the issue.

"Account Locked": If you see this message, send an email to University Payroll Services at payroll@pace.edu. Include your legal name, employee number, and email address. **Do not** include your social security number. If Payroll is able to remedy the issue, you will receive a return email within 48 hours with a temporary "Personal Registration Code" which will allow you access to your record.

If you have more than one employer who uses ADP?

You will still need to create an account with Pace for MyADP. Once the account is created and you login you will be able to see all of your information.