

Chapter 3

Forgot your password

from How To Manage Developers In The ADP
Marketplace Guide

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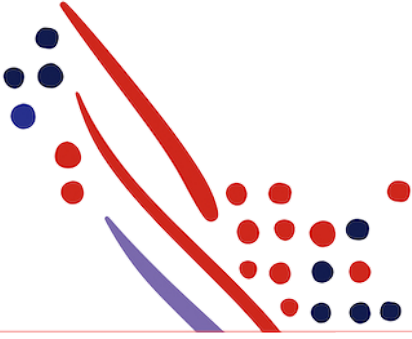
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Chapter Contents

Chapter 3

Forgot your password

Resetting a Users Password Via the Developer Self-Service Portal.

Reset password (Using Netsecure)

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Forgot your password

Resetting a Users Password Via the Developer Self-Service Portal.

If you have a developer on your team that needs their password reset use the steps below to issue a password reset for that user.

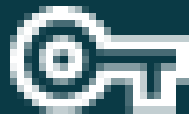
1. Log into the [Developer Self-Service Portal](#) using your Partner Credentials
2. On the left hand side click on **"Members"**



Projects

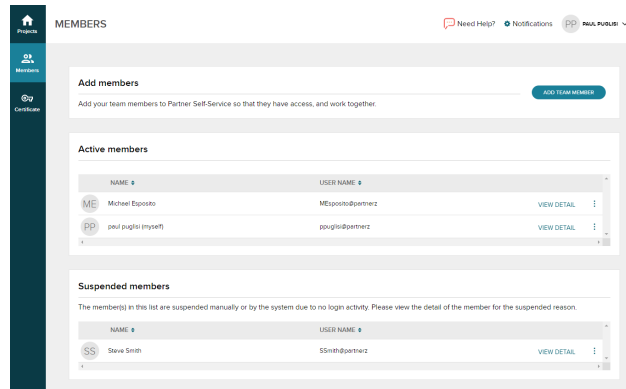


Members

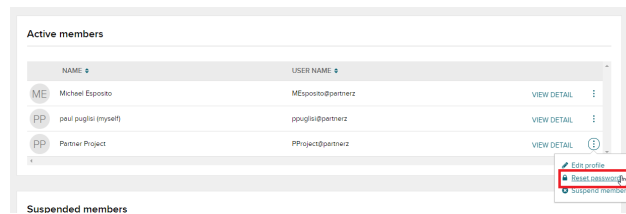


Certificate

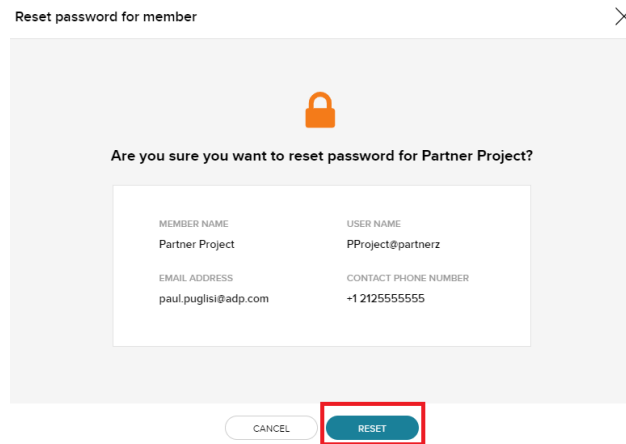
3. Once you click on Members you will be brought to the page below to manage your developers.



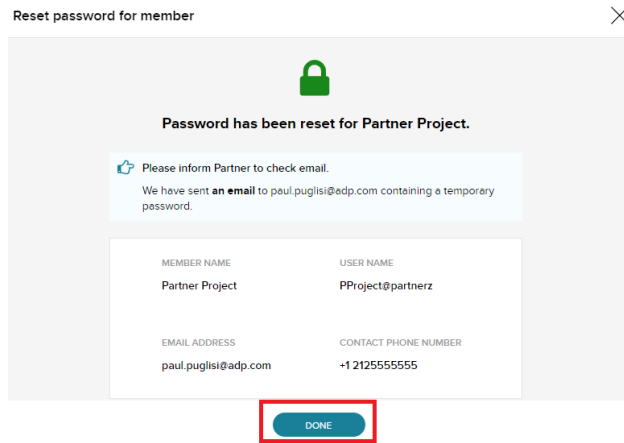
4. For the user's you will be resetting the password for click on the three dots to the right of their name then click on **"Reset Password"**



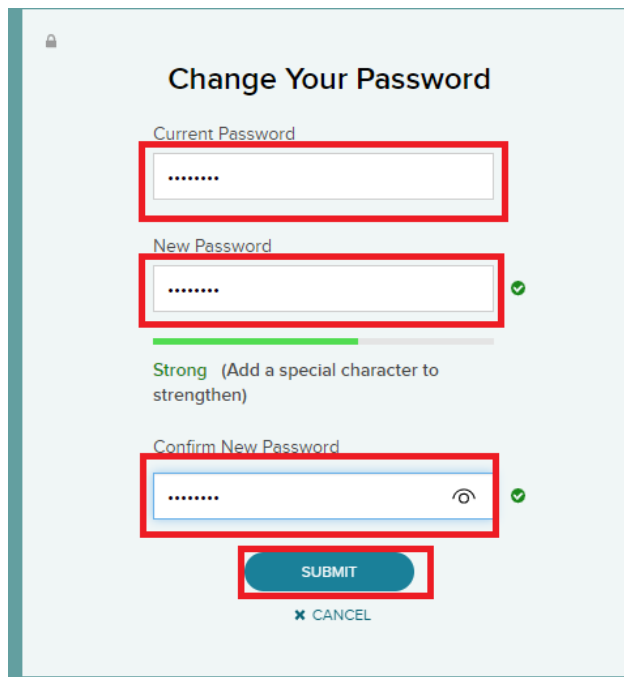
5. You will see the screen below and click on **"Reset"**



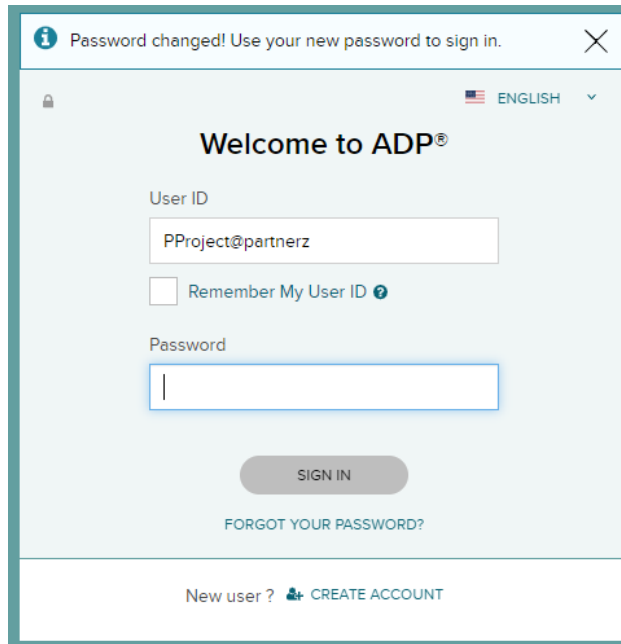
6. Then click on **"Done"**



7. The developer will now get an email from "**SecurityServicesNoReply@adp.com**" with a temporary password to use to login
8. They would then go to the [Developer Self Service Portal](#) and Login with their ID and the temporary password that was emailed to them.
9. They will then be prompted to enter in their current (**temporary**) password and then create their new password and click on "**Submit**"



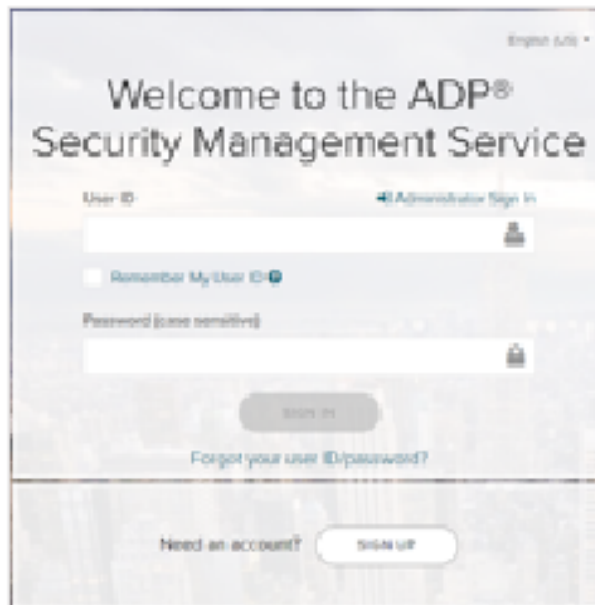
10. Once that step is completed they will be prompted to login using their new Password.



Reset password (Using Netsecure)

Go to [ADP's identity management system](#) to reset your password.

1. Click on **Forgot your user ID/password?**



2. Enter your name, and email information.

Forgot User ID/Password

* = Required
SHOW ME

First name*

Last name*

And at least one of these*

Email address

Mobile phone number
United States +1

CANCEL NEXT

3. Confirm your UserID and start the password reset process.

Your user ID

, this is your user ID for Partner E2E Testing:

SIGN IN I DON'T KNOW MY PASSWORD

4. Confirm the email address and click the "Send Code Button".

Your security code

Click Send Code to have your security code sent here:

SEND CODE

I don't have access to this email address

5. Enter the Security Code to setup the new password.

Your security code

Click Send Code to have your security code sent here:

Enter your security code here in **14:30**


[DIDN'T RECEIVE THE CODE?](#)


I don't have access to this email address

6. Enter the new password.

Reset password

*** = Required**

New password (case sensitive)* 

Good 

Show password

Confirm new password (case sensitive)*

Show password