How does a former employee reset their password in the ADP W-2 Portal?

Tell Me

Former employees (faculty, staff & student workers) who have previously registered with the ADP Former Employee Portal are able to reset their password. ADP user accounts are suspended after 180 day of inactivity. Follow the instructions below to reset your ADP Portal password.

1. After you have registered with ADP, log in to my.adp.com. Enter the User ID you were assigned during the ADP registration process followed by @uncchar and click Next. Example: jsmith1@uncchar

2. Click Forgot your password?

3. Enter the email or mobile number you used during the ADP Portal registration process.

4. Select an option to Verify Your Identity. Options available will vary based on the information (personal email or cell phone) you provided during the ADP registration process.

5. Enter the verification code sent to your personal email or personal cell phone and click Submit.
6. Select **Create a new password**.

7. **Enter a new password** and click **Submit**.

8. You will receive a message that your password successfully reset. You may return to the [my.adp.edu](http://my.adp.edu) page to log in.

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**Related FAQs**

- How does a former employee register in the ADP W-2 Portal?
- How will a former employee know their Form W-2 is available on the ADP Former Employee Portal?
- How do I access my Form W-2 if I am no longer employed by UNC Charlotte?
- How does a former employee reset their password in the ADP W-2 Portal?
- How does a former employees access a corrected Form W-2 (W2-C)?