Resetting and Changing Passwords

Resetting Password Locks

If an employee has been locked out of Paychex® Time and Labor Online due to failed password attempts, an administrator or a supervisor must reset his invalid password lock. Instead of changing the password, this enables the employee to keep his original password.

To reset an employee lock:

1. Search for and select the employee by name.
2. In the Current Employee section, click Edit Employee.
3. Once the Employee Information page displays, scroll down to the Web Access section.
4. Click Reset Invalid Password Lock.
5. Scroll to the bottom of the page and click Apply and Return Home.

The employee’s password is unlocked. He may once again use it to log in to Time and Labor Online.

Changing Passwords

If an employee forgets his password, you must change it in the application.

Use the Employee Search, Search Results, or the Current Employee section of the Admin Home page to select the employee.

1. In the Web Access section of the Employee Information page, select the Change Password radio button.
2. Enter a temporary password for the employee. Confirm the password by entering it again.
3. Scroll to the bottom of the page and click Apply Changes or Apply and Return Home.

The employee’s password is changed. He may use the temporary password to log in to Time and Labor Online and will be prompted to change his password at that time.

For additional information, please call your Account Specialist for assistance with the training materials or your Time and Labor Online application.

If your employees log in using www.mypaychex.com, they must use the Forgot Password option or contact Paychex to have their passwords reset.