

# How To Guide

## Employee Portal Password Reset



<b>Document Purpose</b>	<b>Show managers how to reset passwords for employees locked out from too many attempts to login</b>
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The employee's account will be locked after 3 wrong attempts., they can select the forgot password option and will be required to answer the security questions and select a new password. If they are unable to answer the questions correctly the administrator will need to unblock the account as follows:

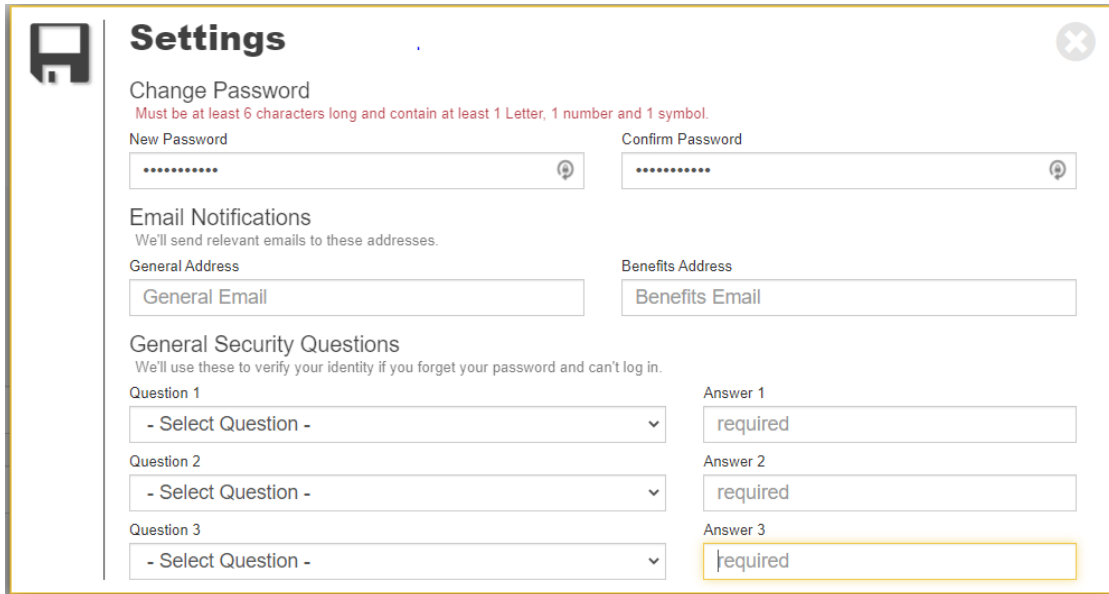
- From the dashboard, select Employees, double-click on the employees name, then select Employee Portal.

The screenshot shows the 'Access' and 'Settings' sections of the Employee Portal. Under 'Access', there are dropdown menus for 'EE Info \*' (set to 'Full Access'), 'Time Off \*' (set to 'No'), and 'Benefits \*' (set to 'No'). Under 'Settings', there is a 'Form on File' dropdown menu (set to 'No'). Below these are input fields for 'User Name' (thezakers5926), 'Password' (masked with dots), and 'Email' (tzaker@payrollprocessors.com). At the bottom left, there is a button labeled 'UNBLOCK ACCOUNT'.

- Select the Unblock Account button, and the password screen will appear.

The screenshot shows a dialog box titled 'Password' with a close button (X) in the top right corner. The text inside the dialog box reads 'Please type a temporary password'. Below this text is an input field containing the temporary password 'iTVnI0YC'. At the bottom right of the dialog box, there are two buttons: 'OK' and 'CANCEL'.

- Enter a temporary password and select OK. You will need to forward this temporary password to the employee. After logging in with the username and temporary password the settings screen will appear and they will be required to change the password and review their security questions.



**Settings**

**Change Password**  
Must be at least 6 characters long and contain at least 1 Letter, 1 number and 1 symbol.

New Password

Confirm Password

**Email Notifications**  
We'll send relevant emails to these addresses.

General Address

Benefits Address

**General Security Questions**  
We'll use these to verify your identity if you forget your password and can't log in.

Question 1

Question 2

Question 3

Answer 1

Answer 2

Answer 3