EMPLOYEE SELF SERVICE (ESS) KIOSK

FORGOT USERNAME OR PASSWORD GUIDE

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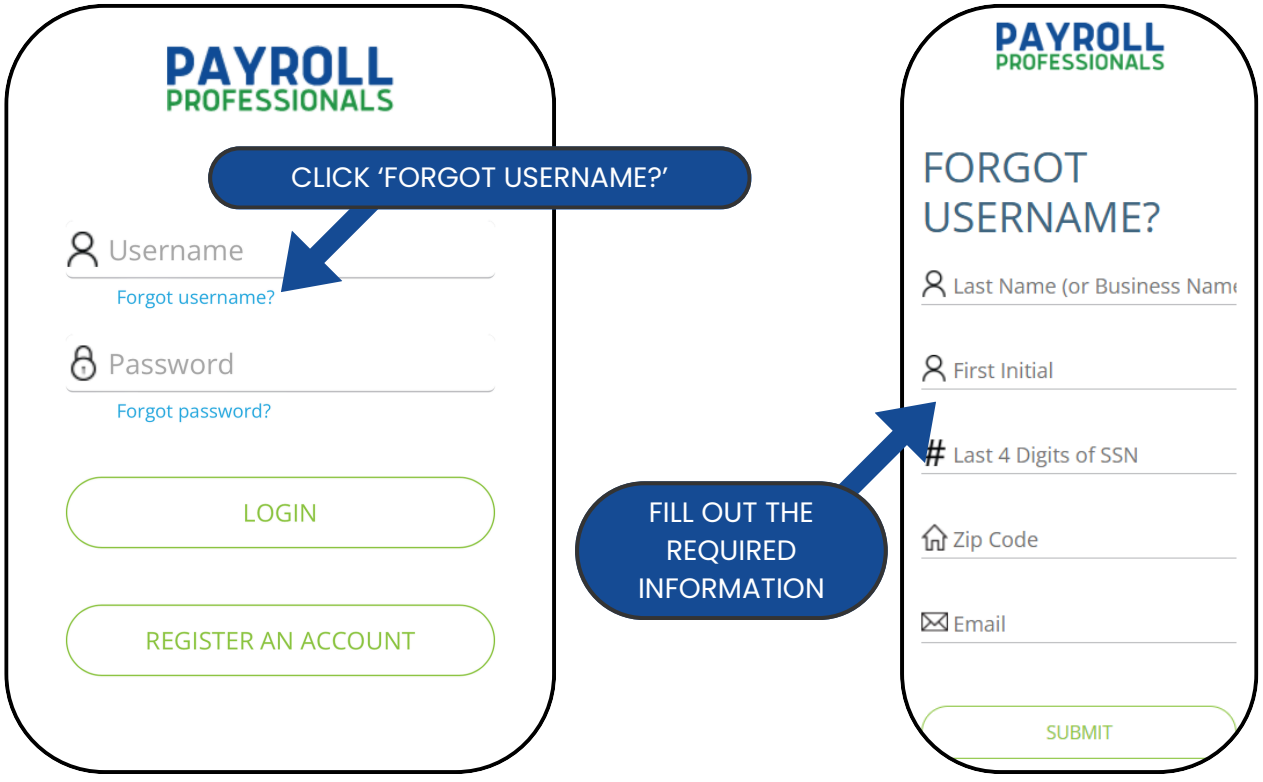
Choose how you want to access the ESS kiosk. (Click on an icon)



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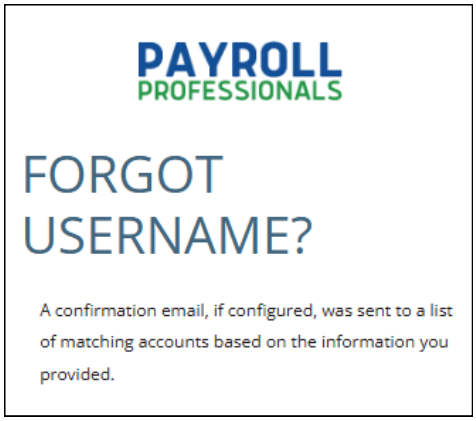
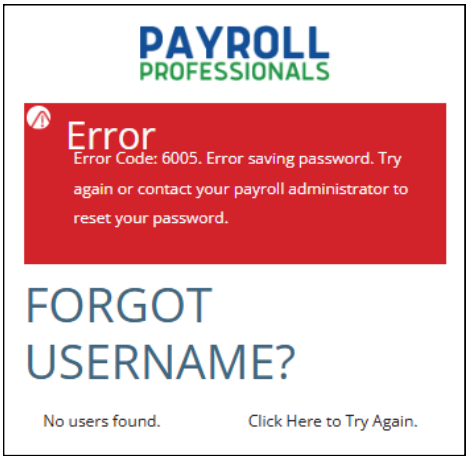
IF SUCCESSFUL, YOU SHOULD SEE THE FOLLOWING:



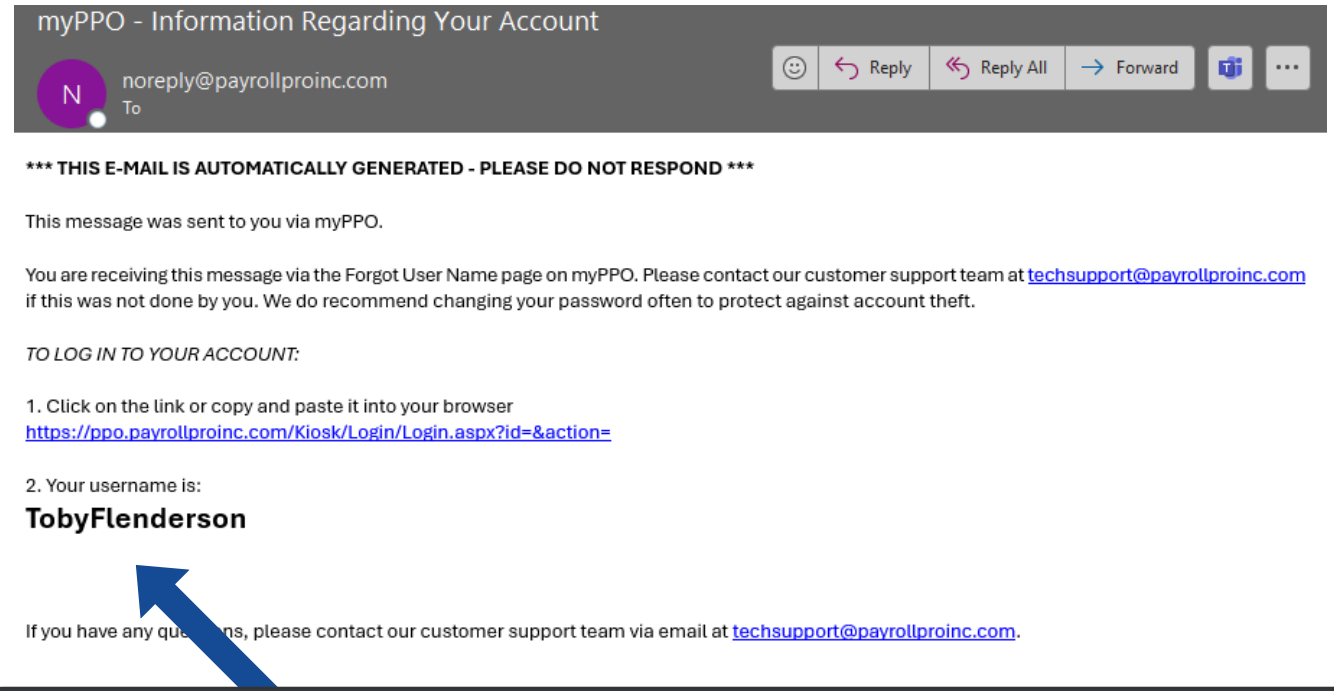
SUCCESS...CHECK YOUR EMAIL

IF UNSUCCESSFUL, AN ERROR WILL DISPLAY:



If you received this error, the information you entered did not match what is recorded in payroll, NO ACCOUNT EXISTS, or the ACCOUNT IS DISABLED.
Contact your employer to verify your information

LOCATE YOUR FORGOT USERNAME EMAIL


myPPO - Information Regarding Your Account

N noreply@payrollproinc.com
To

Reply | Reply All | Forward

***** THIS E-MAIL IS AUTOMATICALLY GENERATED - PLEASE DO NOT RESPOND *****

This message was sent to you via myPPO.

You are receiving this message via the Forgot User Name page on myPPO. Please contact our customer support team at techsupport@payrollproinc.com if this was not done by you. We do recommend changing your password often to protect against account theft.

TO LOG IN TO YOUR ACCOUNT:

1. Click on the link or copy and paste it into your browser
https://ppo.payrollproinc.com/Kiosk/Login/Login.aspx?id=&action=

2. Your username is:
TobyFlenderson

If you have any qu ns, please contact our customer support team via email at techsupport@payrollproinc.com.

YOUR EMAIL WILL PROVIDE YOU WITH YOUR USERNAME. YOU MAY NOW LOG IN OR GO THROUGH THE 'FORGOT PASSWORD' STEPS NEXT...

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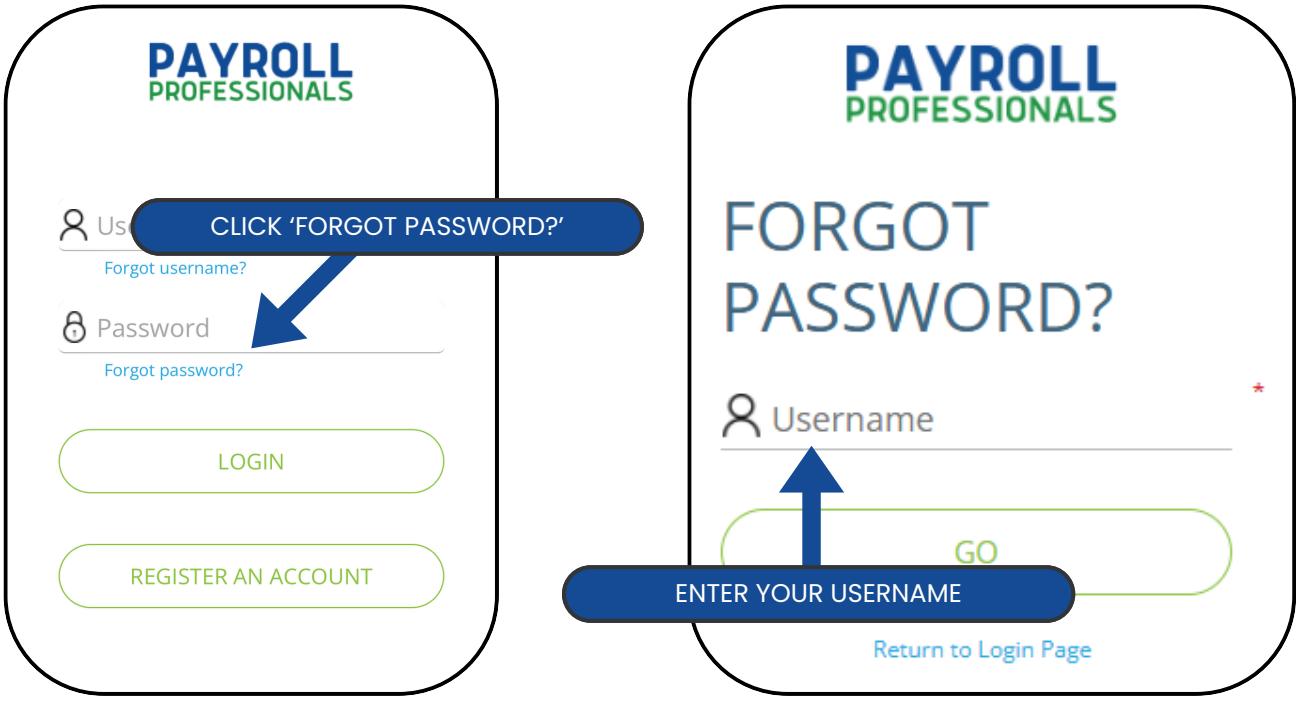
FORGOT PASSWORD STEPS



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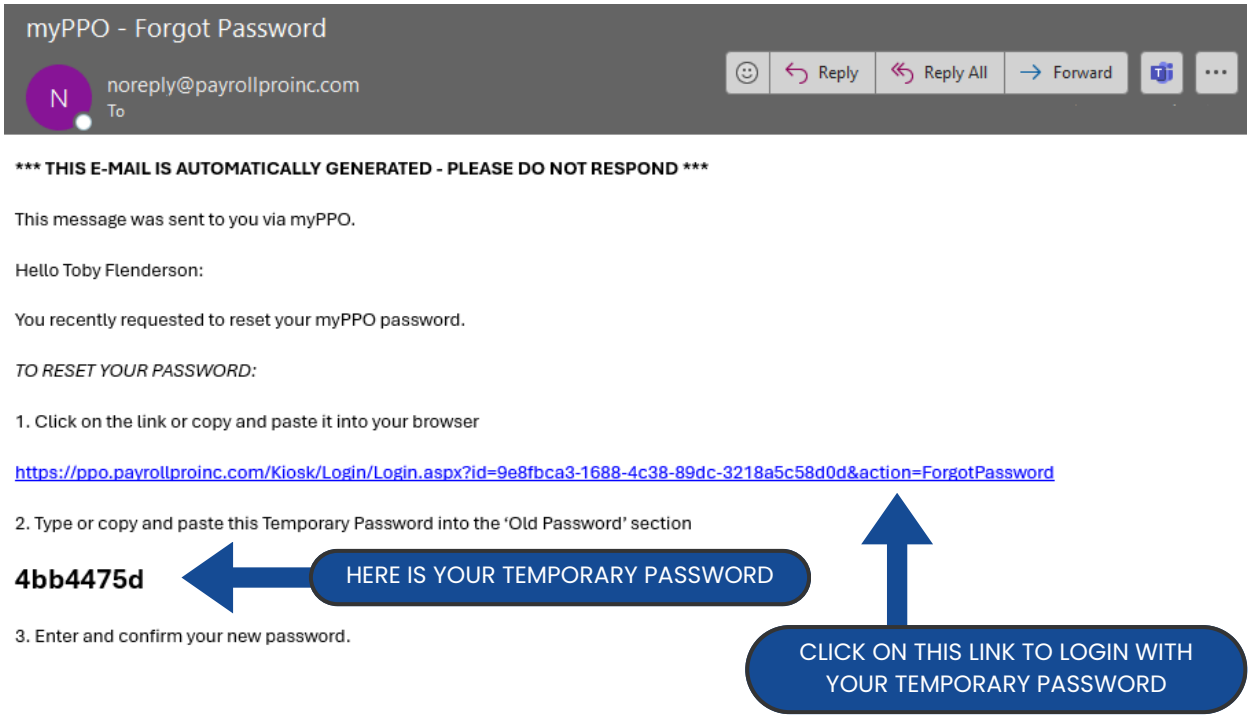
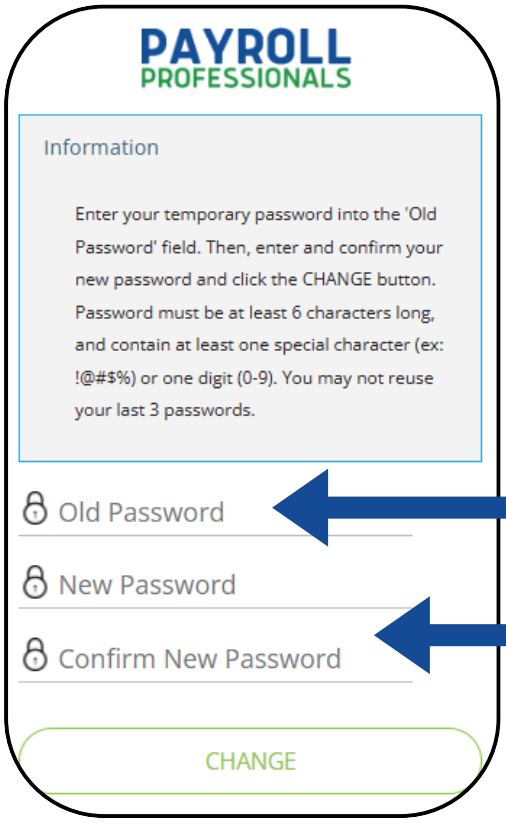
LOCATE YOUR PASSWORD RESET EMAIL





ONCE YOUR NEW PASSWORD IS ACCEPTED, YOU HAVE SUCCESSFULLY RESET YOUR PASSWORD!

ENTER YOUR TEMPORARY PASSWORD (FROM YOUR EMAIL) IN THE 'OLD PASSWORD' SECTION.

CREATE A NEW PASSWORD WITH THE REQUIREMENTS THAT ARE LISTED ABOVE.

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COMMON ERROR CODES & SOLUTIONS

ERROR CODE	EXPLANATION
6001	EITHER USER ACCOUNT DOES NOT EXIST OR THERE IS AN UNVERIFIED EMAIL ADDRESS
6002	TIMEOUT EXPIRED. REFRESH THE PAGE AND TRY AGAIN
6003	ACCOUNT DOES NOT EXIST
6004	EMPLOYEE CANNOT BE FOUND BASED ON THE ENTERED INFORMATION
6005	GENERAL ERROR SAVING NEW PASSWORD, CHECK REQUIREMENTS
6007	ACCOUNT HAS AN UNVERIFIED EMAIL ADDRESS
6008	ACCOUNT DOES NOT HAVE AN EMAIL ADDRESS
7001	SEND EMAIL VERIFICATION FAILED. THE USER ACCOUNT MAY BE DISABLED
7002	NO ACCOUNT CAN BE FOUND FOR THE ENTERED USERNAME

ARE YOU LOCKED OUT OF YOUR ACCOUNT?

- ONCE YOU ARE LOCKED OUT OF YOUR ACCOUNT … YOU ARE LOCKED OUT!
  - YOU WILL NOT BE ABLE TO GO THROUGH THE 'FORGOT USERNAME' OR 'FORGOT PASSWORD' PROCESS.
  - NO ONE CAN MANUALLY UNLOCK YOUR ACCOUNT. YOU MUST WAIT FOR THE UNLOCK PERIOD TO END.
  - THE LOCKOUT PERIOD IS FOR 15 MINUTES.
  - ANY ADDITIONAL ATTEMPTS ONCE LOCKED OUT WILL ADD TIME TO YOUR MINUTES REMAINING, SO IT COULD TAKE LONGER THAN 15 MINUTES.
  - DO NOT BOOKMARK ANY LINKS FROM EMAIL CONFIRMATIONS. ONLY BOOKMARK THE LINKS FROM THE PDF GUIDE DOCUMENTS.