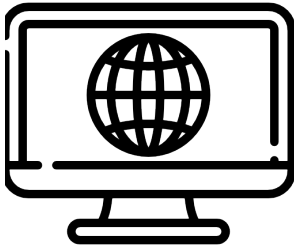
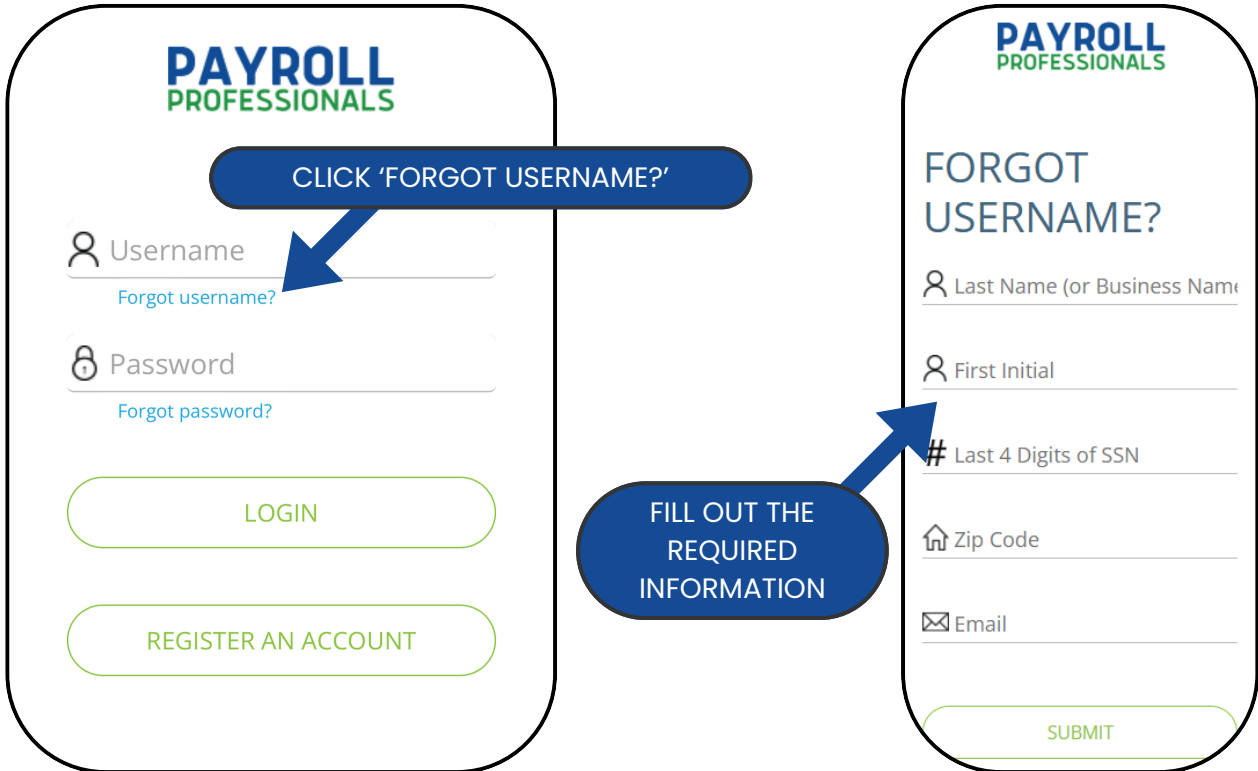


EMPLOYEE SELF SERVICE (ESS) KIOSK

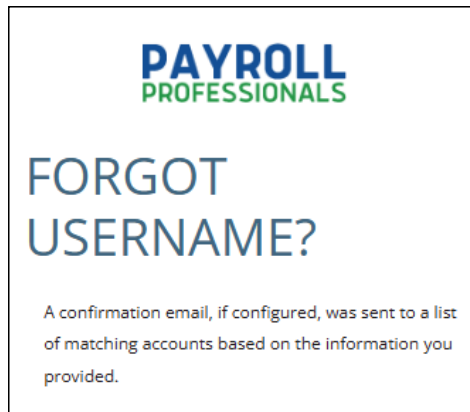
FORGOT USERNAME OR PASSWORD GUIDE



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

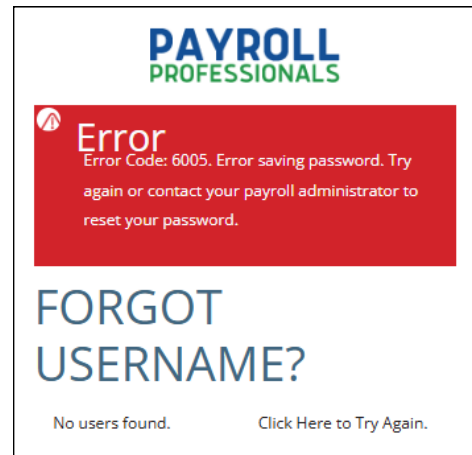


IF SUCCESSFUL, YOU SHOULD SEE THE FOLLOWING:



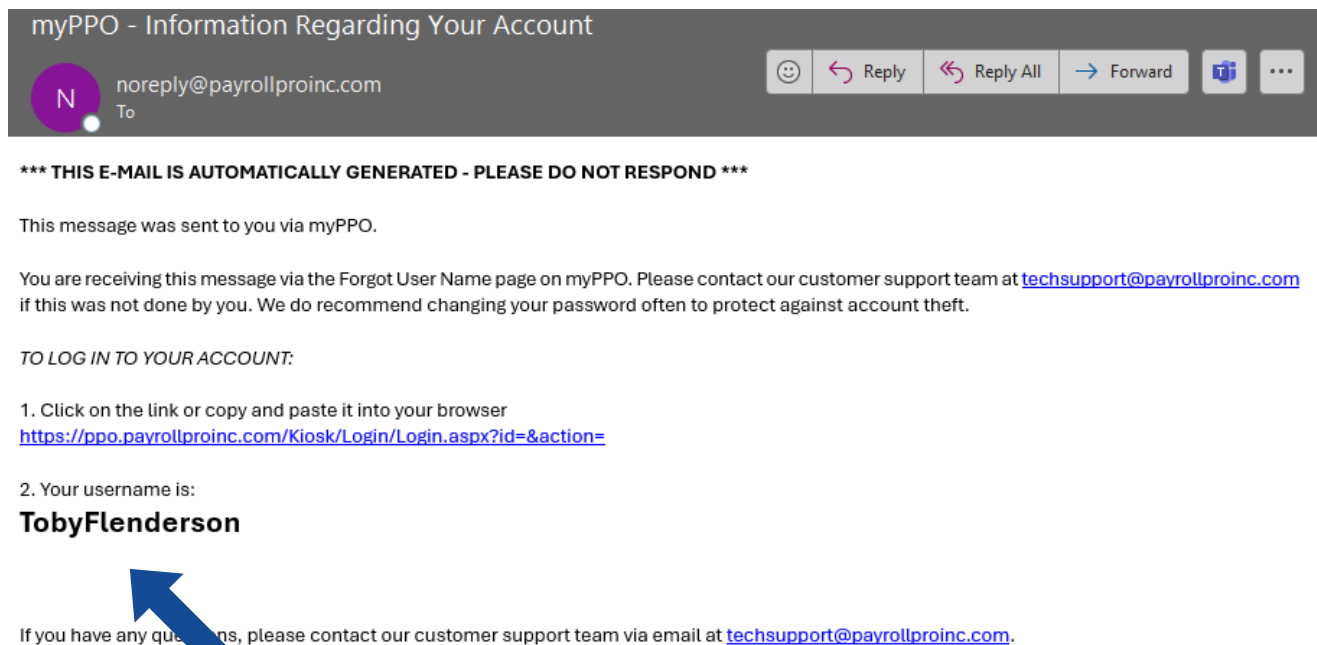
SUCCESS...CHECK YOUR EMAIL

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



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



FORGOT PASSWORD STEPS

PAYROLL PROFESSIONALS

Us **CLICK 'FORGOT PASSWORD?'**

Forgot username?

Password **↓**

Forgot password?

LOGIN

REGISTER AN ACCOUNT

PAYROLL PROFESSIONALS

FORGOT PASSWORD?

Username **↑**

ENTER YOUR USERNAME

GO

[Return to Login Page](#)

PAYROLL PROFESSIONALS

FORGOT PASSWORD?

You can change password by requesting temporary password to be e-mailed to your e-mail address that have on file.

REQUEST PASSWORD

Enter the requested information and then press button below to change your password. Password must be at least 6 characters long, and contain at least one special character (ex: !@#%) or one digit (0-9). You may not reuse your last 3 passwords.

Last Name or Business Name

Last 4 D

Zip Code

New Password

Confirm Password

CHANGE PASSWORD

CLICK 'REQUEST PASSWORD' TO RECEIVE AN EMAIL

SUCCESS...CHECK YOUR EMAIL

PAYROLL PROFESSIONALS

Information

An email has been sent to your account.


FORGOT PASSWORD?







Success! You will be receiving an email shortly with directions on how to proceed from here. Prior to receiving the email, if you remember your password, you can cancel the forgot password attempt by successfully logging in.



LOCATE YOUR PASSWORD RESET EMAIL

myPPO - Forgot Password

 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.

Hello Toby Flenderson:

You recently requested to reset your myPPO password.

TO RESET YOUR PASSWORD:


1. Click on the link or copy and paste it into your browser
<https://ppo.payrollproinc.com/Kiosk/Login/Login.aspx?id=9e8fbca3-1688-4c38-89dc-3218a5c58d0d&action=ForgotPassword>
2. Type or copy and paste this Temporary Password into the 'Old Password' section
4bb4475d ← **HERE IS YOUR TEMPORARY PASSWORD**
3. Enter and confirm your new password.


CLICK ON THIS LINK TO LOGIN WITH YOUR TEMPORARY PASSWORD ↑


PAYROLL PROFESSIONALS

Information

Enter your temporary password into the 'Old Password' field. Then, enter and confirm your new password and click the CHANGE button. Password must be at least 6 characters long, and contain at least one special character (ex: !@#%) or one digit (0-9). You may not reuse your last 3 passwords.

 Old Password

 New Password

 Confirm New Password

CHANGE

**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.



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.

