

Employee Self Service(ESS) Kiosk

Forgot Username or Password Guide

(Go through this entire process even if you have only forgotten your password)

1. Visit the below website to login

<https://ppo.payrollproinc.com/Kiosk/Login/Login.aspx>

2. Click on 'Forgot Username?'

3. Fill out the required information

The screenshot shows the login page for 'my Ready PAY'. It features a logo at the top left. Below the logo are two input fields: 'Username' and 'Password'. A red rectangle highlights the 'Forgot username?' link located below the Username field. Below the Password field is a 'Forgot password?' link. A green 'LOGIN' button is centered below the fields. At the bottom, there is a 'Register an account' link and the 'Payroll Professionals Inc.' logo.

Payroll Professionals Inc. © 2020 All rights Reserved
1.7.3.0

The screenshot shows the 'FORGOT USERNAME?' page. It features the 'my Ready PAY' logo at the top. Below the logo is the title 'FORGOT USERNAME?'. There are five input fields: 'Last Name', 'First Initial', 'Last 4 Digits of SSN' (with a red asterisk), 'Zip Code' (with a red asterisk), and 'Email'. A green 'SUBMIT' button is centered below the fields. At the bottom, there is a 'Return to Login Page' link and the 'Payroll Professionals Inc.' logo.


Payroll Professionals Inc. © 2020 All rights Reserved
1.7.3.0

3. If you receive an Error that states "Unable to locate record" then...

Error
Unable to locate record.

- The information that you entered did not match with what is in your employers payroll system or...
- You have not created an account yet and you need to register for an account or...
- Your account has be disabled and you need to contact your employer


4. Your screen will update with your username AND you will receive an email of your username.



FORGOT USERNAME?

Here is a list of the accounts based on your provided information. If you are configured to receive email, a confirmation of this request has been sent.

COMPANY CODE	USER NAME
1003	DwightSchrute



Payroll Professionals Inc. © 2020 All rights Reserved

1.7.3.0

Thu 11/12/2020 10:23 AM
noreply@payrollproinc.com
myPPO - Information Regarding Your Account

To: Brett Longtin

*** 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:
DwightSchrute

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

Thank you for using myPPO,
Payroll Professionals Inc

5. Return back to the login page

<https://ppo.payrollproinc.com/Kiosk/Login/Login.aspx>

6. Click on 'Forgot Password?'

7. Fill in your Username that you confirmed in the prior steps

my Ready PAY

* Username [Forgot username?](#)

* Password [Forgot password?](#)

LOGIN

[Register an account](#)

Payroll Professionals Inc.

Payroll Professionals Inc. © 2020 All rights Reserved

1.7.3.0

my Ready PAY

FORGOT PASSWORD?

Username

GO

[Return to Login Page](#)

Payroll Professionals Inc.

Payroll Professionals Inc. © 2020 All rights Reserved

1.7.3.0

8. Click on 'Request Password' rather than filling out the information.
(We find more success with doing this.)

my Ready PAY

FORGOT PASSWORD?

You can change password by requesting temporary password to be e-mailed to your e-mail address that we 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

Digits

Zip Code

New Password

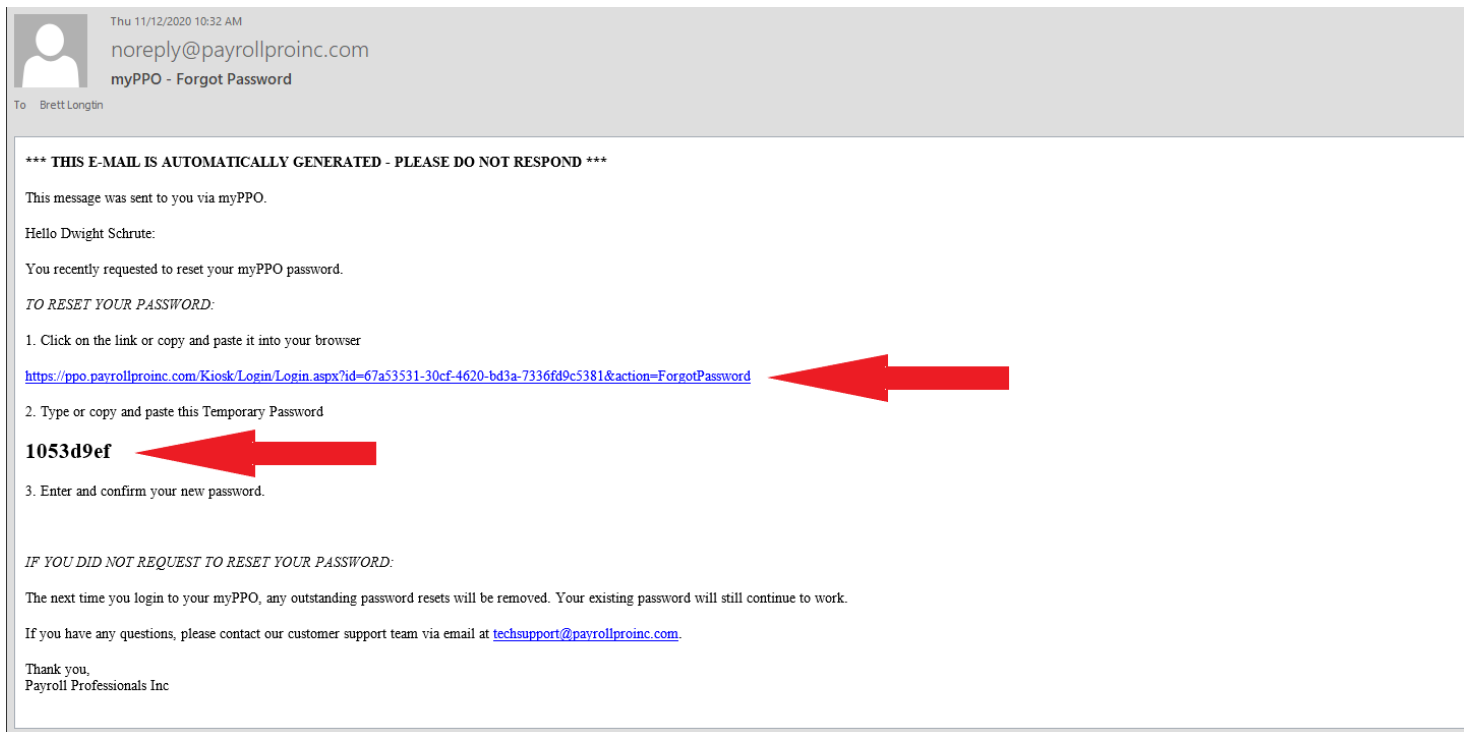
Confirm Password

CHANGE PASSWORD

[Return to Login Page](#)

Payroll Professionals Inc.

9. You will receive an email with a temporary password. Click on the link provided in Step 1 of the email



10. Enter your TEMPORARY password from the email in the OLD PASSWORD line.

11. Then enter your new password

12. Confirm your new password

The image shows a web form for password reset. At the top is the 'my Ready PAY' logo. Below it are three input fields, each with a lock icon and a label: 'Old Password', 'New Password', and 'Confirm New Password'. Below the fields is a green 'CHANGE' button. At the bottom is the 'Payroll Professionals Inc.' logo.

Common issues if you are still having troubles:

1. You are locked out of your account?
 - A. Once you are locked out of your account...**you are locked out!**
 - a. You will not be able to go through the 'Forgot Username?' or 'Forgot Password?' process.
 - b. No one can manually unlock your account. You must wait for the unlock period to end.
 - B. The lockout period is for 15 minutes.
 - a. Any additional attempts once locked out, additional time will be added to your time remaining. So it could be longer than 15 minutes.
2. Do not use Internet Explorer. Internet Explorer is no longer compatible or supported.
 - A. Use Google Chrome, Microsoft Edge or Firefox web browsers
3. Do not bookmark any of the links from your email confirmations.
 - A. Only bookmark the links from the pdf guide documents or the link below...

<https://ppo.payrollproinc.com/Kiosk/Login/Login.aspx>