

# How do I reset my login credentials?

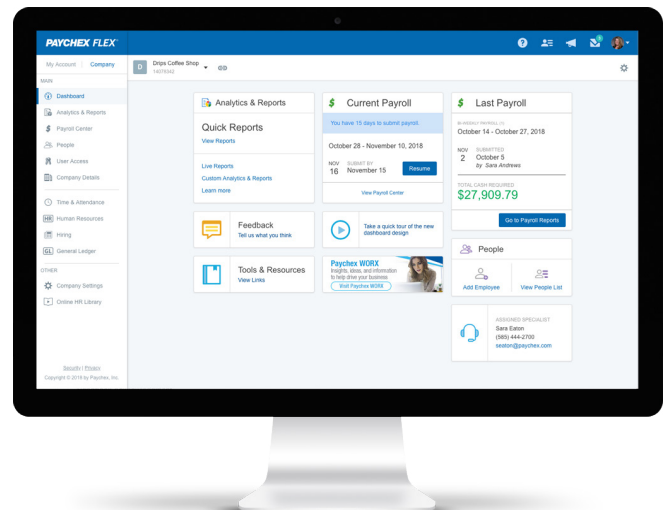
## What you will need:

The Paychex Flex® account information that you will need depends on the credentials you plan to reset.

You may need one or more of the following items to begin:

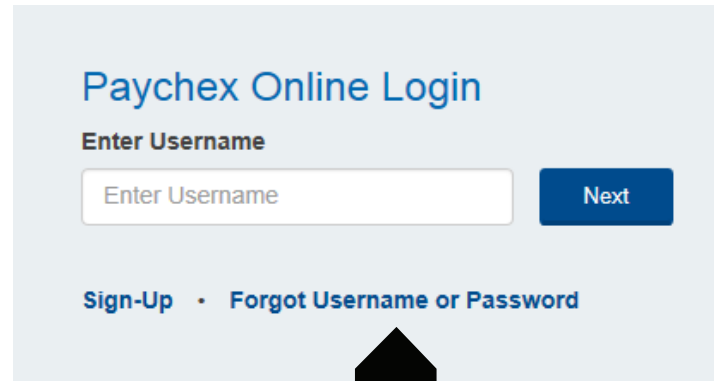
- Your username
- The email address associated with your Paychex Flex account
- Your password
- Your personal identification number (PIN)
- The answers to your selected challenge questions

Note: the items listed are designated during the registration process for Paychex Flex. Consider choosing a password, PIN, and security questions that are easy to remember.



# Forgot Username or Password

If you have forgotten your login credentials, click **Forgot Username or Password (1)** on [www.paychexflex.com](http://www.paychexflex.com).



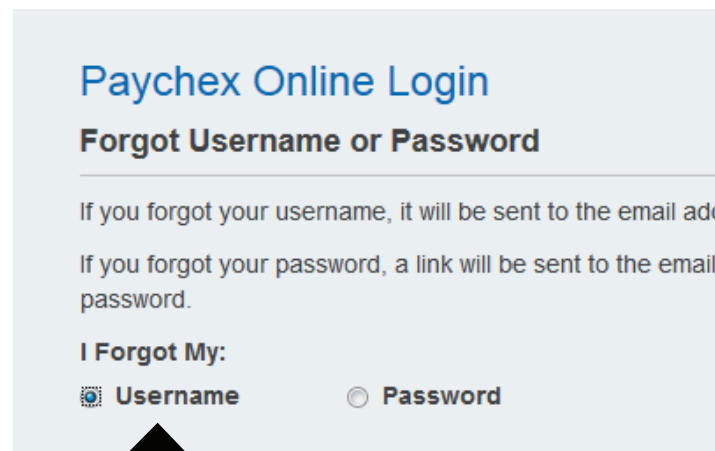
## Retrieve your username

You will need the email address associated with your Paychex Flex account.

To retrieve your username:

1. Select **I Forgot My: Username. (2)**
2. Enter your email address associated with your Paychex Flex account and the Security Verifier, then click **Continue**.
3. Check your email account for an email containing your username.

Note: you may need to check your spam folder for an email from [noreply@paychex.com](mailto:noreply@paychex.com) if you have filters or rules in place on your email account.



# Reset your password

You will need the username and email address associated with your Paychex Flex account.

To reset your password:

1. Select, I **Forgot My: Password.** (1)
2. Enter your username, your email address, the Security Verifier, then click **Continue.**
3. Check your email account for an email containing a link to reset your password.  
  
Note: you may need to check your spam folder for an email from [noreply@paychex.com](mailto:noreply@paychex.com). The link expires in 24 hours.
4. Click the link provided in the email.
5. From the Verify Security Information screen, enter the last four digits of your SSN and the month/year of your date of birth.
6. Click **Submit.**
7. Enter the answer to your security question and enter your new password.
8. Click **Submit.**

**Paychex Online Login**  
**Forgot Username or Password**

If you forgot your username, it will be sent to the email address c  
If you forgot your password, a link will be sent to the email addre  
password.

**I Forgot My:**  
 Username  Password

**Username: \***

**Email: \***

**Security Verifie**  
  
Enter the eight c

**1**

# Reset Your PIN

You will need the username and your password associated with your Paychex Flex account.

To reset your PIN:

1. Go to [www.paychexflex.com](http://www.paychexflex.com).
2. Enter your username and password.
3. Click **FORGOT PIN?. (2)**
4. Check your email account for an email containing a link to reset your PIN.  
  
Note: you may need to check your spam folder for an email from [noreply@paychex.com](mailto:noreply@paychex.com). The link provided expires after 24 hours.
5. From the User Verification screen, enter the month/year of your date of birth and answer the security question.
6. Click **Continue.**
7. Enter your new PIN twice.
8. Click **Continue.**

**ENTER PIN**

Enter PIN to go to the "Company Desktop" or click Cancel to go to "My Account".

PIN:

**FORGOT PIN?** CANCEL • ENTER

**2**

# Login Credential Maintenance

To modify your login credentials, switch from the Company Dashboard to MY ACCOUNT:

1. Click **My Profile. (1)**
2. Click **User. (2)**
3. From the User screen, click **Edit (3)** to update the password, security questions, or PIN.
4. Click **Save.**

The screenshot shows the Paychex Flex interface. The top navigation bar is blue with the 'PAYCHEX FLEX' logo on the left and a user profile icon 'RB' on the right. The left sidebar contains a 'MAIN' menu with 'Dashboard' and 'My Profile' (highlighted). The main content area is titled 'My Profile' and has two tabs: 'Personal' and 'User' (selected). The 'User' tab displays a form with the following fields:

User		Edit
Username	rball1967	
Password	.....	
User Phone (Primary)	(585) 216-0497	
User Phone (Secondary)	—	
User Email	<a href="mailto:cleyden85+rball1967@gmail.com">cleyden85+rball1967@gmail.com</a>	
Security Question 1	What model year was your first car?	
Security Question 2	Who is your all time favorite sports star?	
Security Question 3	What was the first name of your first boss?	
Security Question 4	What was your first dog's name?	
Security Level	Answer security questions	
PIN	.....	

Annotations: A black house-shaped icon with the number '1' points to the 'My Profile' link in the sidebar. A black house-shaped icon with the number '2' points to the 'User' tab. A black arrow-shaped icon with the number '3' points to the 'Edit' button.

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