

## Registering for MyPaychex

The Employee Self Service website for Paychex is now available. The website will allow you to access the following:

- » Payroll Check Stubs
- » W-2s
- » 1099 and other tax forms
- » Pay Planning Calculator

### To Access the Employee Self-Service Website:

**NOTE:** You will not be able to log in until after you have received your first Paycheck from Populus Group.

1. Click on the following hyperlink that will take you to the MyPaychex eServices website: [MyPaychex](#)
2. Click on **Register** in the bottom right hand side of the screen.



3. The site will route you to a new screen, the first step is to go through a **Security Check**, here you will type in the numbers and letters listed above and click **OK**:



4. MyPaychex will then prompt you to select a **Service**, you will be selecting **Human Resources Online** and enter in the following and click **Verify Account**:

**Company ID:** 0450 856A

**Username:** First initial and full last name (all lower case) (**Example:** The username for Alan Smith would be asmith)

**Password:** Initials (capitalized) + last four of your social security number (**Example:** The password for Alan Smith would be ASxxxx)



**NOTE:** Once you see the icon below, then you have connected to your account and can move on to Step 3.



5. You will then need to enter in your **Personal Information**:



6. New login credentials will need to be created to register into the MyPaychex system.

**4 MyPaychex Login Information**

\* Denotes required information. [Your information is secure.](#)

\* Username:   
Username requirements: 8 - 50 characters, no spaces, and may contain certain special characters ( . [period] @ [at symbol] - [hyphen] \_ [underscore] ).

\* Password:  ?  
Password requirements: 8 - 32 characters and must contain at least 3 of the following: 1 uppercase , 1 lowercase, 1 number, or 1 special character ( . [period] @ [at symbol] - [hyphen] \_ [underscore] ! [exclamation point] # [number sign] \$ [dollar sign] : [colon] ~ [tilde] ).

7. After you create your new login credentials, you will need to select 2 security questions and a security image:

\* Re-Enter Password:

\* Challenge Question 1:  ?

\* Answer 1:

\* Challenge Question 2:  ?

\* Answer 2:

\* Security Image:  ?

8. Then click **Create Your MyPaychex Account** and this will take you back to the initial login screen to sign in, using the login credentials created:

## 5 Create Your MyPaychex Account

**Create Your MyPaychex Account**

**Cancel Registration**

## MyPaychex Support

MyPaychex online support is available 24 hours a day, 7 days a week. The online chat support option can help you resolve issues such as:

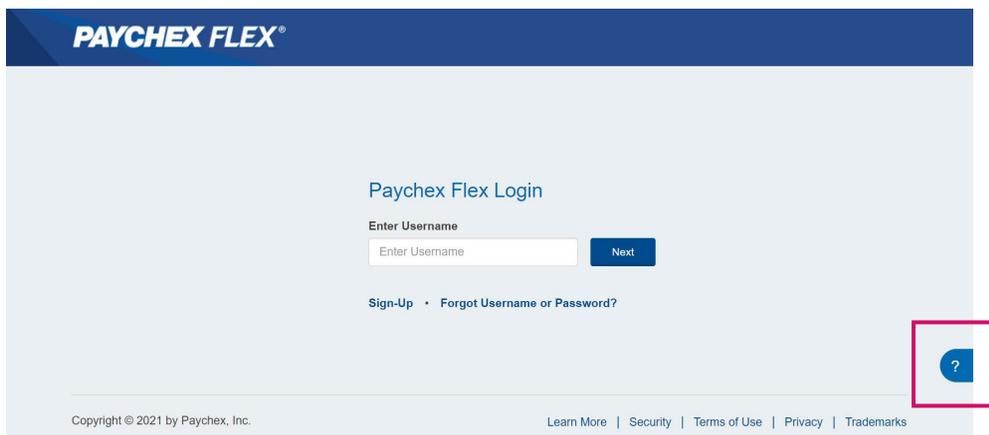
- » Trouble logging into MyPaychex
- » Help with resetting a password
- » Help with recovering a username

### To Access MyPaychex Online Support:

1. Click on the following hyperlink that will take you to Paychex Flex: [PaychexFlex](#)

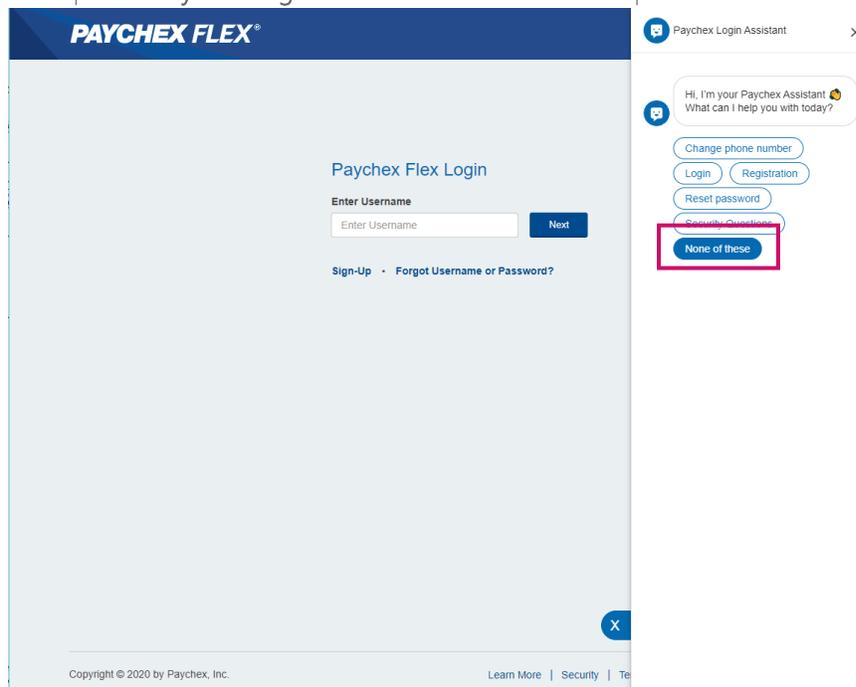
**NOTE:** The Flex site is only for contacting online support. You will still use the MyPaychex site to view your payroll check stubs, tax forms, etc.

2. Click on the ? icon in the lower-right corner of the Flex Login screen.

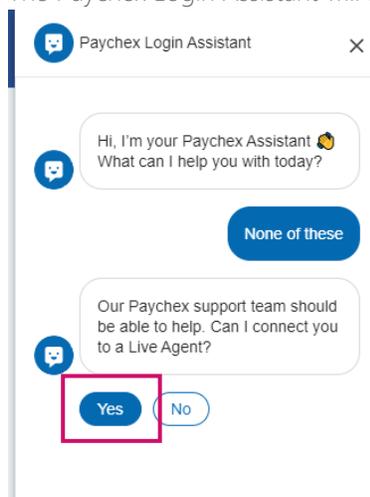


**NOTE:** You do not need to create a Flex login. This screen is only used to access online support to get connected to a live agent.

3. This opens a Paychex Login Assistant. Please select the option for **None of These**.



4. The Paychex Login Assistant will ask if you want to be connected to a live agent. Click **Yes**.



5. Once the chat is connected to an agent, the box allowing you to type will appear. If you become disconnected, you can start the process over to open a new chat.
6. After getting introduced, type in "My name is \_\_\_\_\_. I have a MyPaychex account with \_\_\_\_\_ [ Company ID or Name ]." If you know your username and/or email, add that information as well. Explain what your issue is, and the Paychex agent will assist you.

## Self-Help Options:

If the issue is a Forgotten Username:

1. Click on the following hyperlink that will take you to the Paychex eServices website: [MyPaychex](#)
2. Click on **Forgot Username** and enter the email address you registered your account under to receive an email containing your username.



### Welcome To MyPaychex



**NOTE:** If you do not get an email, you may be entering an incorrect email address, or you may have never validated your email upon registering your account. Paychex chat agents can verify the username and email used to create the MyPaychex account.

If the issue is a Forgotten Password:

1. Click on the following hyperlink that will take you to the Paychex eServices website: [MyPaychex](#)
2. Click on **Forgot Password** to be taken to the Password Reset screen.



### Welcome To MyPaychex



3. The **Password Reset** screen will prompt you to go through a security check. Enter the CAPTCHA characters as shown on your screen and click **Next**.



The screenshot shows the 'MyPaychex Password Reset' interface. At the top, it says 'MyPaychex Password Reset'. Below that, there is a yellow box labeled 'Your Username:' with a blacked-out name. Underneath is a CAPTCHA image showing the word 'GEEG8Y' in a stylized font. To the right of the CAPTCHA is a 'Try Another' button. Below the CAPTCHA, there is a text input field containing 'geeg8y'. At the bottom, there are two buttons: 'Next' (highlighted with a red box) and 'Cancel'.

4. Next you will be asked your **date of birth** and **two challenge questions**. If you enter the information correctly, the next screen will allow you to set a new password. Paychex chat agents will have no access to see the current password.



The screenshot shows the 'MyPaychex Password Reset' interface. At the top, it says 'MyPaychex Password Reset'. Below that, there is a yellow box labeled 'Your Username:' with a blacked-out name. Underneath, it says '\*Denotes required information.' Below that, there is a red box containing the following fields: '\*Date Of Birth:' with a date input field, 'Question: What city were you born in?' with an answer input field, 'Question: What year did you graduate from high school?' with an answer input field, and '\*Answer:' with an answer input field. At the bottom, there are two buttons: 'Next' (highlighted with a red box) and 'Cancel'.

**NOTE:** If you are having issues with the challenge questions, follow the instructions in this guide to access MyPaychex Online Support to connect with a Paychex chat agent online.