

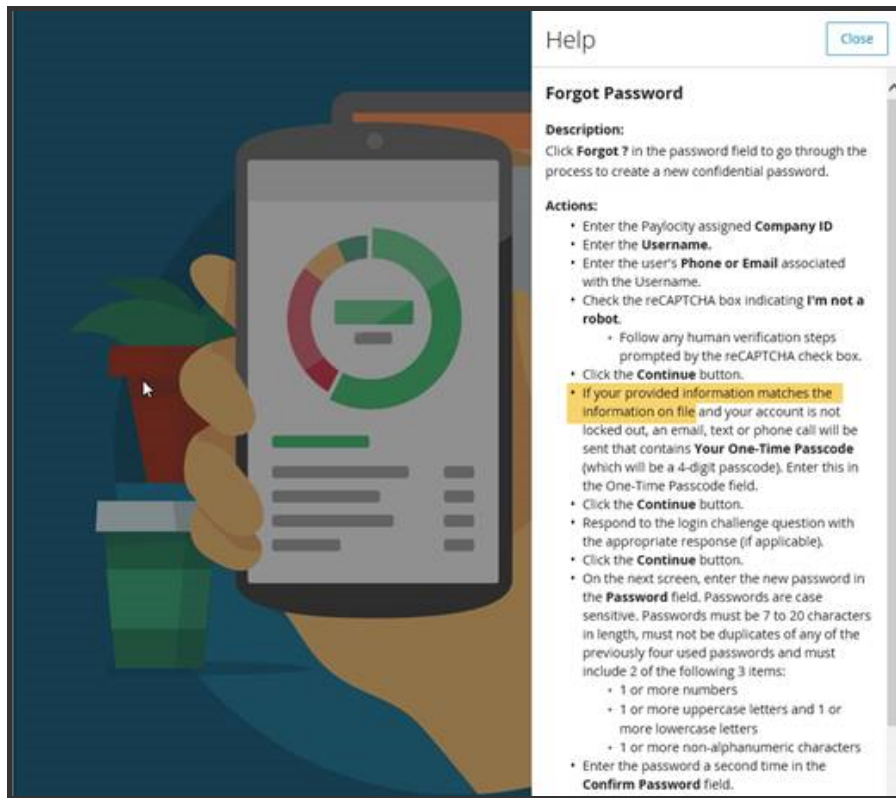
Reset Password

To maintain confidentiality, employees must contact Company Administrators with questions. Paylocity is not authorized to speak directly with employees.

- Paylocity values security and wants users to know if their accounts have changed or if They find suspicious activity.
 - For proactive measures, Paylocity has an email alert for a password change that routes to the user's personal email and work email (if provided).
 - Password changes can occur:
 - Through **Forgot Password** in the **Help** section.
 - When a password expires.
 - On the user preferences page.
 - Administrator changed (on **User Account Details**).
 - If something looks suspicious, Paylocity recommends that users contact company administrators and reset passwords.

Create a new confidential password

1. Navigate to **Paylocity Login**.
2. Select **Forgot Password**.
3. Enter the Paylocity-assigned **Company ID**.
4. Enter the user's **Username**.
5. Enter the user's **Phone** or **Email** associated with the **Username** field.
 - 📖 **NOTE:** Users can select any of the country codes from the list and type the phone number.
6. Enable the **reCAPTCHA** checkbox indicating **I'm not a robot**.
7. Follow any human verification steps prompted by the **reCAPTCHA** box.
8. Select **Continue**.
 - If the provided information matches the information on file and the account is not locked out, the system sends a One-Time, four-digit Passcode by email, text, or phone call. One-Time Pass Codes are not sent until the user is no longer locked out, typically five minutes.
 - 📖 **NOTE::** If an employee enters an incorrect character or value for the email address or phone number, then the passcode is not verified and processed.
 - The system emails the company administrator stating that a User May Need Help Logging In.
 - The email advises the administrator to assist the employee attempting to access to HR & Payroll.



- A user only receives a One Time Password Reset email if that user has populated Reset Challenge Questions.
- If a user does not have populated Challenge Questions, then that user will not receive a One Time Password for security purposes.

Forgot your password

To access your account, please enter your information.

Company ID

[Need Help?](#)

Username

[Need Help?](#)

Phone

Email

Phone

United States (+1) 

☒ Text ☐ Voice

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

Continue

[Return to Login](#)

9. Enter **One-Time Passcode**.

- One-Time Passcodes are valid for 5 minutes and go to the user's phone or email address.
- Only registered users with a valid phone or email address saved in the system are able to successfully reset the account password.
- Response time for passcode text or phone call varies depending on cell carrier.
- If both a **Home Phone** and **Mobile Phone** number exist within the employee's Contact record, a text message is not sent if the user attempts to enter their **Home Phone** to receive the text. The OTP is only sent to the **Home Phone** if the **Mobile Phone** field is blank.

10. Select **Continue**.

11. Respond to the login challenge question with the appropriate response (if applicable).

12. Select **Continue**.

13. Enter the **New Password**.

- Passwords are case-sensitive.
- Passwords must be eight to 72 characters in length, must not be duplicates of any of the previous four passwords, and must include two of the following three items:
 1. One or more numbers.
 2. One or more uppercase letters and one or more lowercase letters.
 3. One or more non-alphanumeric characters.

14. Enter the **Password** a second time to confirm.

15. Select **Finish**.

 ADDITIONAL INFORMATION:

- If Enhanced National Institute of Standards and Technology (NIST)-compliant password guidelines are on, default settings are overridden.
- There is a Spanish version of this document available for employees [here](#).

You can view this article at:

<https://paylocity.egain.cloud/system/templates/selfservice/pctycss/help/customer/locale/en-US/portal/308600000001009/content-version/PCTY-66327/PCTY-1445628/Reset-Password?query=reset%20password>