

Getting Started in Payentry ESS

In this document, you'll learn how to:

- [Log into Payentry ESS for the First Time](#)
- [Change Your Security Questions and Answers](#)
- [Change Your Password](#)

Note: Before proceeding through the registration process, you must be able to receive email communication from Payentry ESS to successfully register.

Please add no-reply@payentry.com to your whitelist so it is a safe email address and monitor your spam/junk email if you do not receive a message within a few minutes of completing a task that initiates an email communication.

This topic is only for users who have not logged into Payentry ESS before. If you have a login from a previous company and are switching companies, address that in the Company Setup Screen.

Log into Payentry ESS for the First Time

Logging into Payentry ESS for the first time should take approximately 10-15 minutes to complete. Please complete all steps in one session to make the registration process a smooth one.

After your administrator configures your account for access to Payentry ESS, you will receive a welcome email that contains a link code that you will need to use to create your login credentials. See below for an example of the email you will receive.

Welcome To Your Employee Self Service Portal

no-reply@payentry.com

04/26/2017

Welcome

You have been invited to the Payentry ESS (Employee Self Service) portal!
This portal is your one-stop information hub for your tax, insurance, pay history, and benefit information regardless of the company you work for.
Please note that Payentry ESS is device agnostic.

This email is the first of a series of 3 emails that you will receive to complete your Payentry ESS account. This email details STEP ONE.

STEP ONE:
If you already have a Payentry ESS account, click [here](#) to link your Payentry ESS account to XYZ. Use the link code below.
If you do not have a Payentry ESS account, you will need to create one. To do so, click [here](#) and follow the instructions for the first-time login. You will need the link code below:

XYZ Link Code: rGktbd

Step Two: Confirm your email address. You will get an email with a link to confirm your email address.

Step Three: Company Link Activation - you will get an email/message with an activation code.

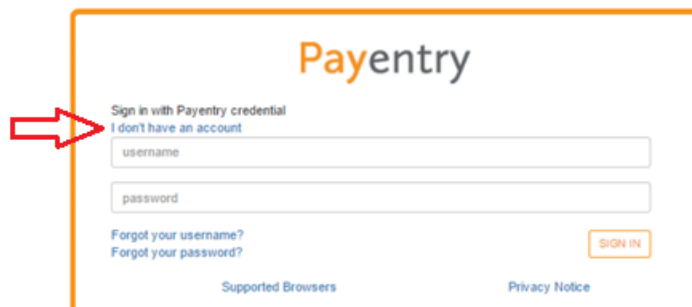
For general information regarding setting up a Payentry ESS account or using Payentry ESS, click [here](#).
For information specific to your configuration of Payentry ESS, contact

Thank you,
XYZ

Do not reply to this message.

To log into Payentry ESS for the first time and complete your user registration, perform the following steps.

1. Access Payentry ESS by navigating to <https://my.payentry.com> or use the link provided in the welcome email.
2. Click **I don't have an account**, shown below in the left image. The image on the right then displays.



Payentry

Sign in with Payentry credential

[I don't have an account](#)

username

password

[Forgot your username?](#)
[Forgot your password?](#)

[SIGN IN](#)

[Supported Browsers](#) [Privacy Notice](#)

Create a new account.

Username

Full Name

Email

Confirm Email

Password

Confirm password

Link Code

Zip Code

[Register](#)

3. Enter your information, including the Link Code you received in your welcome email.

Note: The Zip Code you enter must match the one configured on your payroll profile or the registration process will fail.

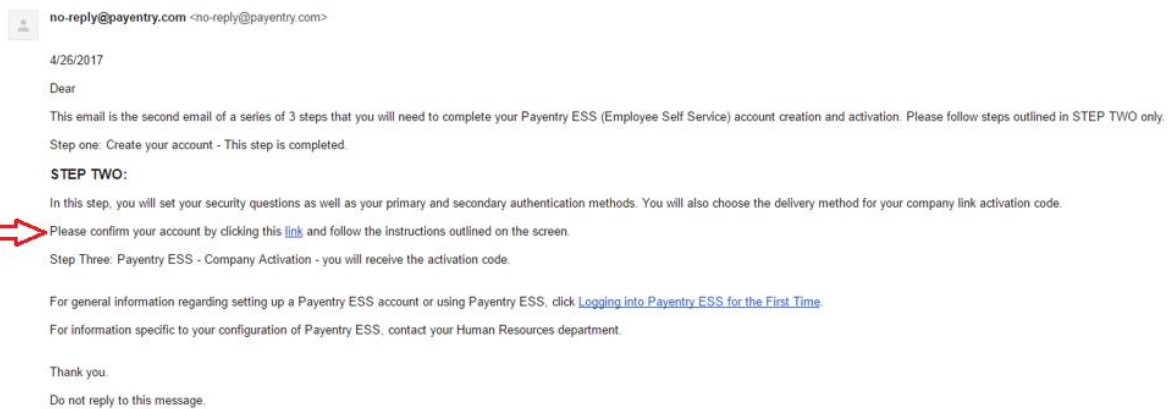
4. Click **Register**. The screen will update to tell you that your account has been created.

Account Creation Confirmation

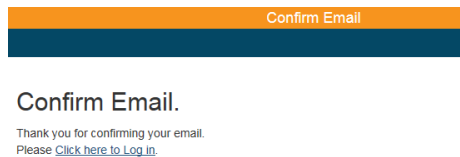
Your account has been created.
An email has been sent to the address specified to confirm the address.
Please open the email and click on the link to confirm your email address and complete your account registration.

5. Payentry ESS sends a confirmation email to the email address provided. Depending on your employer's configuration settings, you will either receive this email immediately or after your employer initiates the process. The confirmation email includes a confirmation link needed to continue the registration process in Payentry ESS. An example of the confirmation email is below.

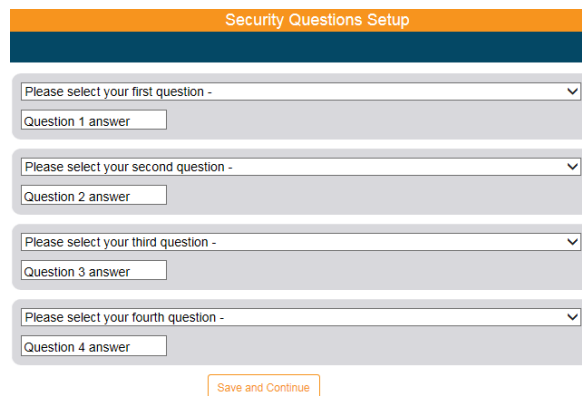
Confirm your account



6. Click the link in the confirmation email in the sentence indicated above. A Confirm Email screen appears, which thanks you for confirming your email address.



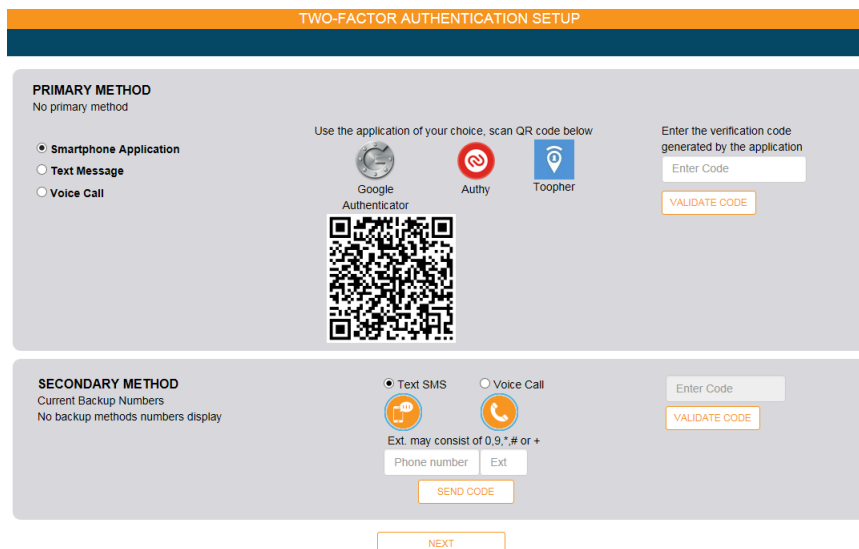
7. Click the **Click here to Log in** link.
8. Enter your username and password that you created earlier. You are then prompted to configure security questions and two-factor authentication for security purposes. The steps below explain this process.
 - a. Click **Sign In**. The following screen displays.



- b. Select a question from each of the four drop-down menus and input answers. These questions are used to recover lost passwords and for security.

Note: The answers to each question must have 5 or more characters and each be unique.

- c. When you are satisfied with your answers, click **Save and Continue**. Your answers are stored and the system displays the following screen to configure Two-Factor Authentication Setup.



1. Two-Factor Authentication determines the method in which you authenticate your identity in Payentry ESS. Through one of three methods, you receive an authentication code that you input each time you log into Payentry ESS, in addition to your user name and password. This is for added security.

You must configure a primary authentication method. You can also configure a secondary authentication method, used when the primary method is unavailable. You can choose to authenticate yourself through one of three methods:

Note: You cannot use the Smartphone Application method as your secondary method.

- **Smartphone Application** – This method uses an external authentication application, such as Google Authenticator or Toofer, that you download onto your smart device. These applications display a temporary code that you enter into Payentry ESS. To activate this method:
 - a. Download the application to your phone.
 - b. Scan the displayed QR code.
 - c. Enter the code displayed on your phone into the Enter Code box.
 - d. Click **Validate Code**.

If you choose to use this method of authentication, proceed to the next numbered step.

- **Text Message** – This method sends a text message with your authentication code to your phone at the number you specify. To activate this method:
 - a. Select **Text Message**.
 - b. Enter your phone number into the upper box.
 - c. Click **Send Code**.
 - d. Enter the code you received from the text message into the second box.
 - e. Click **Validate Code**.

If you choose to use this method of authentication, proceed to the next numbered step.

- **Voice Call** – This method calls a phone number you specified with an automated message that reads your authentication code. To activate this method:
 - a. Select **Voice Call**.
 - b. Enter your phone number into the upper box, including the extension if necessary.
 - c. Click **Send Code**.
 - d. Enter the code you received into the second box.
 - e. Click **Validate Code**.

If you choose to use this method of authentication, proceed to the next numbered step.

2. *Optional.* Enter a secondary authentication method that Payentry ESS can use in the event that your primary selection is unavailable. To do so:
 - a. Select either **Text SMS** or **Voice Call** in the Secondary Method section.

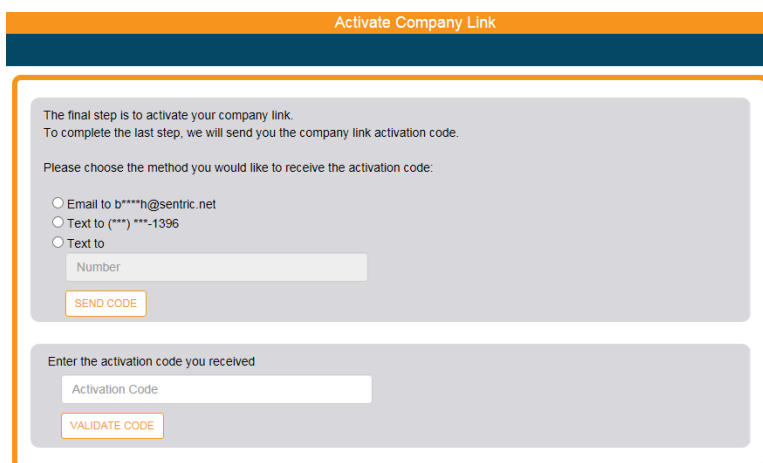
- b. Enter the phone number to use.
- c. Click **Send Code**.
- d. Enter the code you receive.
- e. Click **Validate Code**.

Note: If you choose not to set up backup phone numbers at this point, you can do so at any time by navigating to the Two-Factor Authentication setup screen under My Settings.

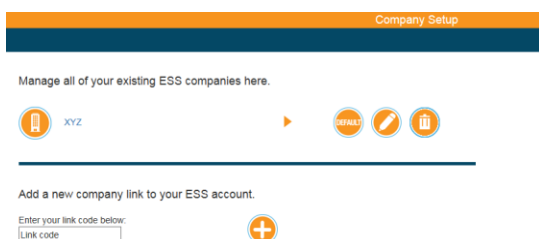
- f. Click **Done**.

d. After configuring Two-Factor Authentication, click **Next** at the bottom of that screen.

9. You will now activate access to your company. Follow the steps on the Activate Company Link screen, which is shown below.



- a. First, choose a method to receive the activation code and click **Send Code**.
- b. Next, enter the activation code that you received and click **Validate Code**.
- c. You'll be navigated to the Company Setup screen and you will receive a confirmation email to let you know that your information was successfully linked to your company's portal.



N no-reply@payentry.com
Employee Self Service Portal - Company Linked

05/15/2017

John,

Congratulations! Your information has been successfully linked to the XYZ portal! You are ready to take advantage of all the features Payentry ESS has to offer.



For general information regarding setting up a Payentry ESS account or using Payentry ESS, click here.

For information specific to your configuration of Payentry ESS, contact .

Thank you,
XYZ


Do not reply to this message.

Note: There is a field for entry of a link code on the Company Setup screen. That field would be used if you had access to more than one company in Payentry ESS. Contact your administrator if you are not sure if you should have a second company.

Congratulations! You are now logged into Payentry ESS and have access to its features! From this Company Setup screen, click your company's name or the company icon  to navigate to your Home page or logout by clicking the icon in the top, right corner .


Changing Your Security Questions and Answers in Payentry ESS

When you created your account in Payentry ESS, you selected four security questions and inputted answers for each. These questions are used to verify your identity if, for example, you forgot your password. To change the questions and their answers:

1. From any screen in the Payentry ESS portal, click/tap the gear icon on the right side of the screen . Choose My Settings from the menu.
2. Under Change Security Questions and Answers, enter your current password.
3. Click **Proceed**. A screen displays where you can reselect your questions and answers. You must reenter your questions and answers for all four questions, even if you only wish to change one.
4. Click **Save and Continue**. Your questions have been saved.

Changing Your Password in Payentry ESS

You can change your password directly in Payentry ESS. To do so:

1. From any screen in the Payentry ESS portal, click/tap the gear icon on the right side of the screen . Choose My Settings from the menu.
2. Enter your current password in the first box under Change Password.
3. Enter the new password in the New Password box.

Note: Passwords must be at least 8 characters and contain an uppercase letter, a lowercase letter, a number, and a symbol.

4. Reenter the password in the Confirm New Password box.
5. Click **Save Changes**. If the passwords entered in the New Password and Confirm New Password boxes match, the password has been changed.