

How to Reset a Client Login Password on www.jrrocpas.com

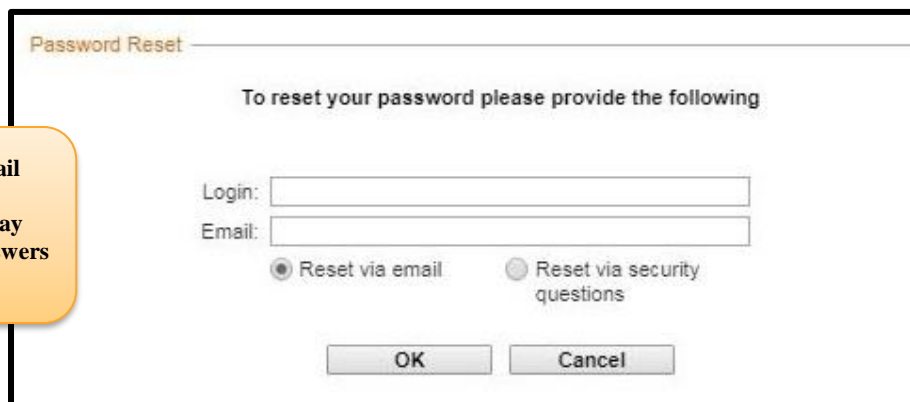
STEP BY STEP INSTRUCTIONS FOR RESETTING YOUR CLIENT LOGIN PASSWORD



The screenshot shows the 'Client Login' page with a title in green. Below the title are two input fields labeled 'Login:' and 'Password:'. A 'Log In' button is positioned below the password field. A red box highlights the 'Forgot password?' link located at the bottom left of the page.

1st – To reset your password click the link 'Forgot Password'

2nd – A smaller window will open and ask you to fill out your username and email linked with your account



The screenshot shows a 'Password Reset' dialog box. It contains the text 'To reset your password please provide the following' and two input fields for 'Login:' and 'Email:'. Below these fields are two radio buttons: 'Reset via email' (which is selected) and 'Reset via security questions'. At the bottom are 'OK' and 'Cancel' buttons.

3rd – Select to receive a temporary password via email

If you have already set up security questions, you may select that option, and type in your personalized answers to reset your password



The screenshot shows an email from 'myPay Solutions <support@mypaysolutions.com>' to 'email@xxx.com'. The email body contains the text: 'Dear John Smith, Your new temporary Web Employee password is: QkQLReDQWCep Web Employee will require you to change the password when you login.' The password 'QkQLReDQWCep' is highlighted with a red box.

4th – Access your email linked with your account to retrieve your temporary password



Client Login

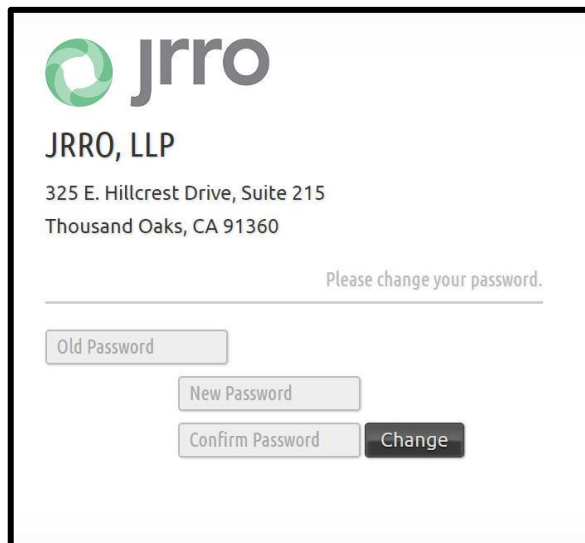
Login:

Password:

[Forgot password?](#)

5th – Return to the login page to sign in with the temporary password

6th – Copy/ paste or type in the temporary password in the designated box



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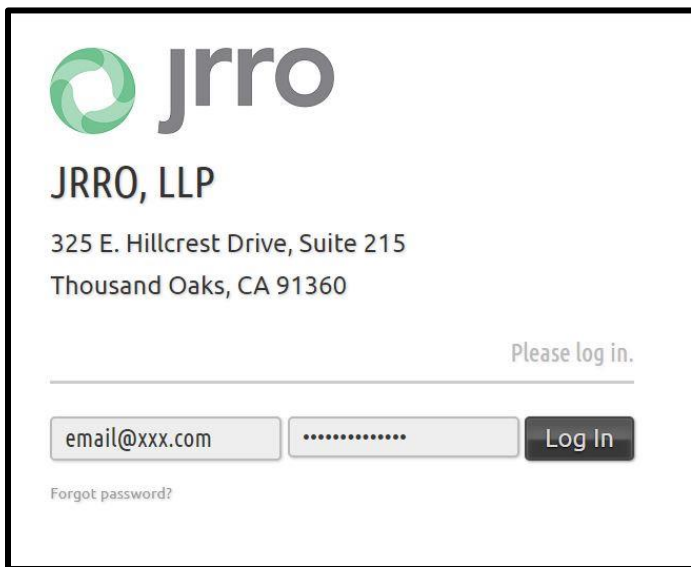
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Please change your password.

7th- Enter the temporary password as the Old Password and type your new password in both remaining boxes

The new password MUST be at least 8 characters long and include both capital and lower case letter(s), number(s) and a special character (!@#%&*)



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Please log in.

[Forgot password?](#)

8th – Once the password is reset, this login field will appear. Sign in with the new password.

It may require to sign in twice or answer the ‘I am not a robot’ test before accessing your account successfully

-Please contact our office if you have trouble or have any questions-