Forgot My Password / Change My Password

Overview

This quick reference guide describes what to do if you:

- Forgot your Evolution Payroll password and need to login to obtain a new password.
- Want to change your Evolution Payroll password.

Each action is described below.

There are particular security settings that are determined and set *at the service bureau level* that control how security works in Evolution Payroll. These include general rules about passwords – how often you are required to change your password, the specific password requirements, etc. Check with your system administrator if you have questions.

I Forgot My Evolution Payroll Password

To login to Evolution Payroll, you must enter your user name and password. What if you have forgotten your password?

Evolution Payroll has an 'I forgot my password' feature which lets you login and set a new password. The system will ask you to answer security questions in order to be able to set a new password. You are required to set the answers to these general security questions at your initial logon session.

Once you change your password, you can then login to Evolution Payroll successfully using your new password.

To set a new password because you forgot it:

1. Click the **I forgot my password** link on the login screen.

2. The **Forgot Password** tab appears.

3. Enter your user name in the **User Name** field and click the **Submit** button. If you already entered your user name on the initial logon screen, you do not have to re-enter it here.

4. The system displays security questions for you to answer. Answer each security question and then click **Submit**.

The security questions shown above are examples only, the specific questions you receive depend on the security questions/answers you set up at your initial Evolution session. The Submit button is not active until you answer all security questions correctly.

Result: The system displays a **Set Your Password** box which lets you set a new password.

5. Enter your new password in the **New Password** field.

6. Re-enter your new password in the **Confirm Password** field.

7. Click the **Set Password** button.

8. The system then displays the main login screen and you can login with your user name and the new password you just set.

Note: Users are required to have already defined their security questions/answers *before* they can use the Forgot Password feature.

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Change My Evolution Payroll Password

Depending on the security policy established by your service bureau, you will be required to change your Evolution Payroll password at certain prescribed intervals; or you may want to change your password for another reason.

To change your Evolution Payroll password:

1. On the header on the right side of the screen, click on the **Settings** link.

2. The **Personal Settings** screen opens.

3. In the **Password & Security** section, enter your current password in the **Current Password** field.

4. In the **Change Password** section, enter your new password in the **New Password** field.

5. Re-enter your new password in the **Confirm Password** field.

6. Click the **Save** icon.

You must first enter your current password correctly in order to be able to change your password. If you incorrectly enter you current password three times, the system displays the Forgot Password screen. See the section *I Forgot My Evolution Payroll Password* above.

You can remain in your current session after changing your password. Once you log out and then login to Evolution Payroll again, the system will require that you use your new, changed password.

Changing the Passwords and Security Questions are separate sections on the screen and are separate actions. You can do either task; you can save after either action;

you do not need to do both actions in order to save the screen.

Users changing their security questions will be asked to enter their current password.

Special Characters in password. Do not use the following special characters when creating your Evolution Payroll password:

- &
- +
- %
- #

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