Login Help Guide

General · https://paiyroll.com/kb/login-help-guide/

Follow this guide to help with login issues.

Employee

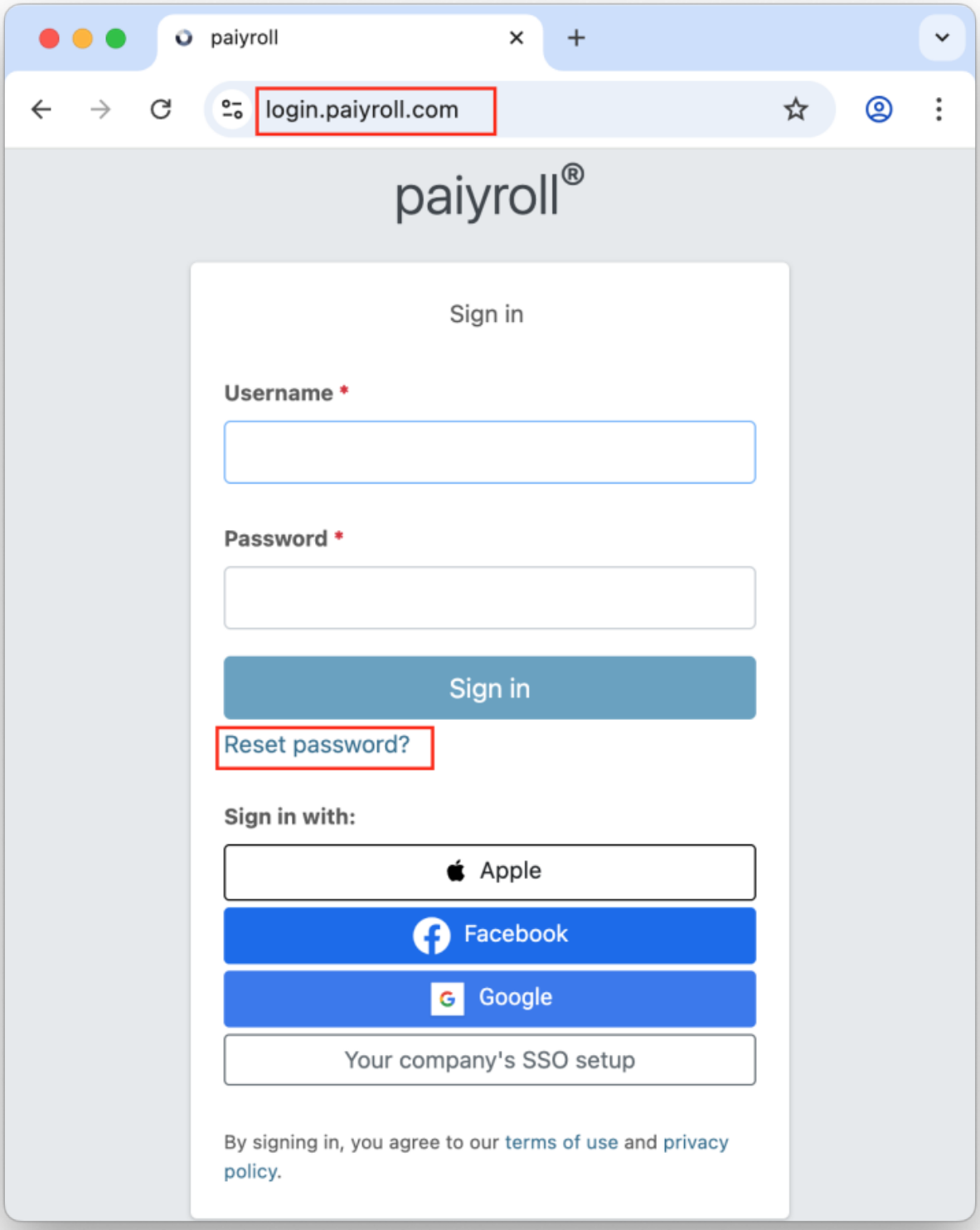
A. Have you navigated to www.login.paiyroll.com and clicked **Reset password?**

B. Is your email linked to **Facebook**/ **Google**/ **Apple**? If so, have you tried Facebook/ Google/ Apple login?

C. Does your company have **SSO** (Single Sign On) - have you tried your company's SSO login?

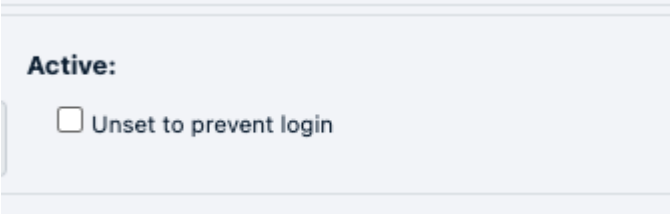
D. Have you checked your spam and junk folders?

E. Is your administrator aware of your correct e-mail?



Administrator

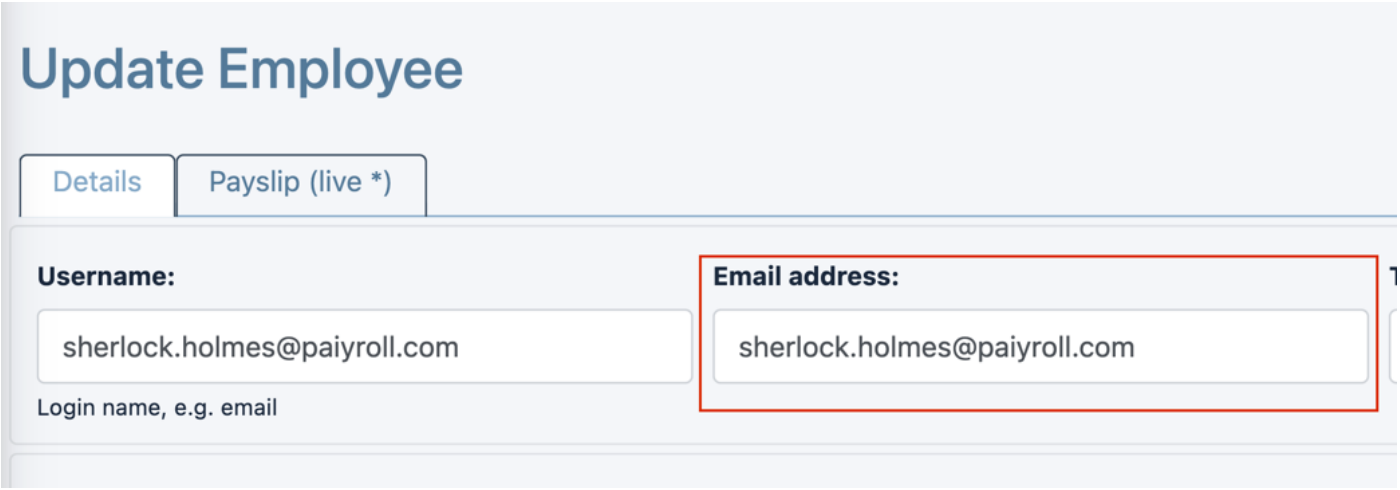
1. Is the employee **Active**? The active tick box on the employee record must be ticked to enable login:



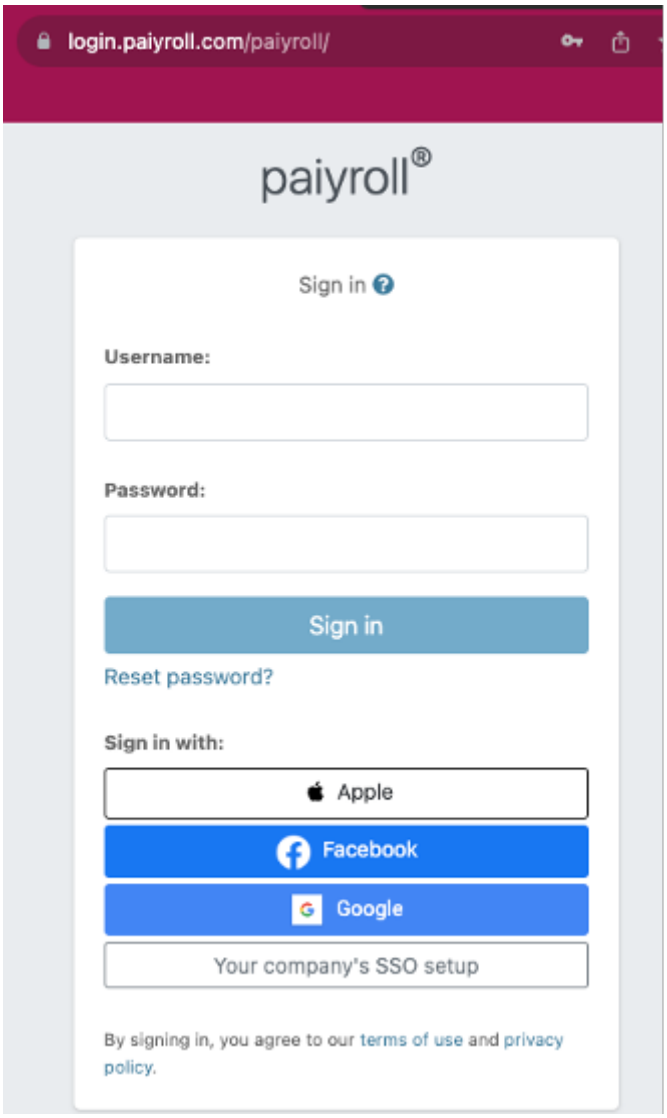
If **Reset password** shows "Email address is not active", the employee is not active. Tick **Active** on the employee, and click **Update**.

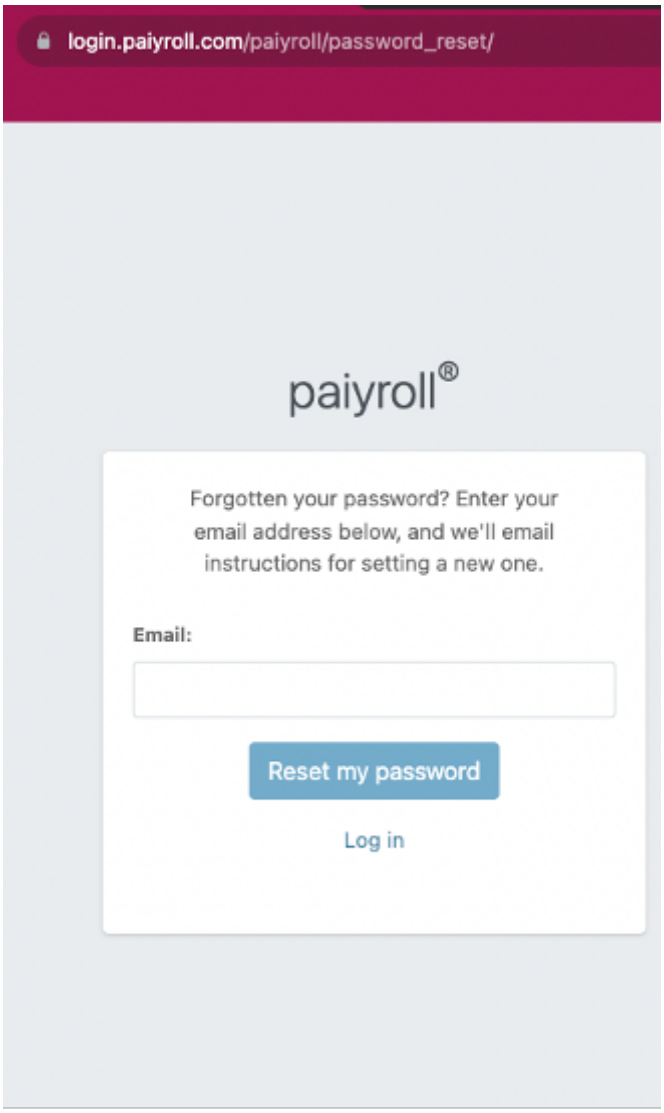
2. Is the employee's **e-mail** and **username** correct? Has it recently changed? E-mail and username can differ, but keeping them the same is easier.

3. Have you sent an email from your desktop mail program using copy/paste from the Employee setup screen in paiyroll® and checked if the employee can receive an email at the address on paiyroll®?



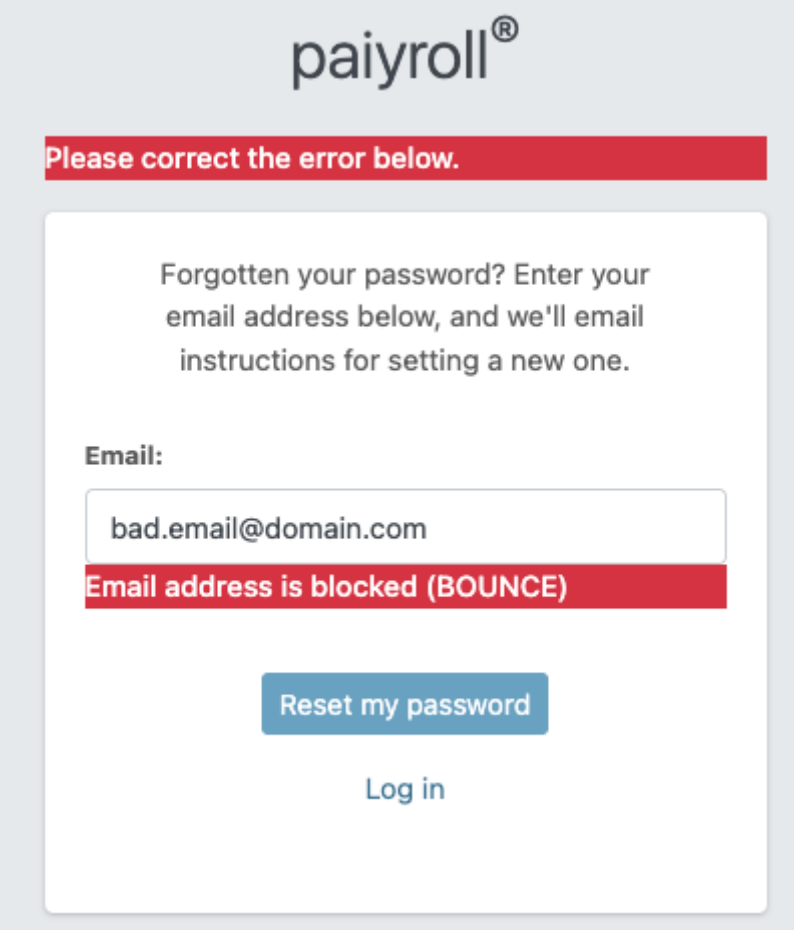
4. Has the employee navigated to www.login.paiyroll.com and clicked **Reset password?** And entered their password?:


login.paiyroll.com/paiyroll/
paiyroll®
Sign in
Username:
Password:
Sign in
Reset password?
Sign in with:
Apple
Facebook
Google
Your company's SSO setup
By signing in, you agree to our terms of use and privacy policy.



Suppressed Email

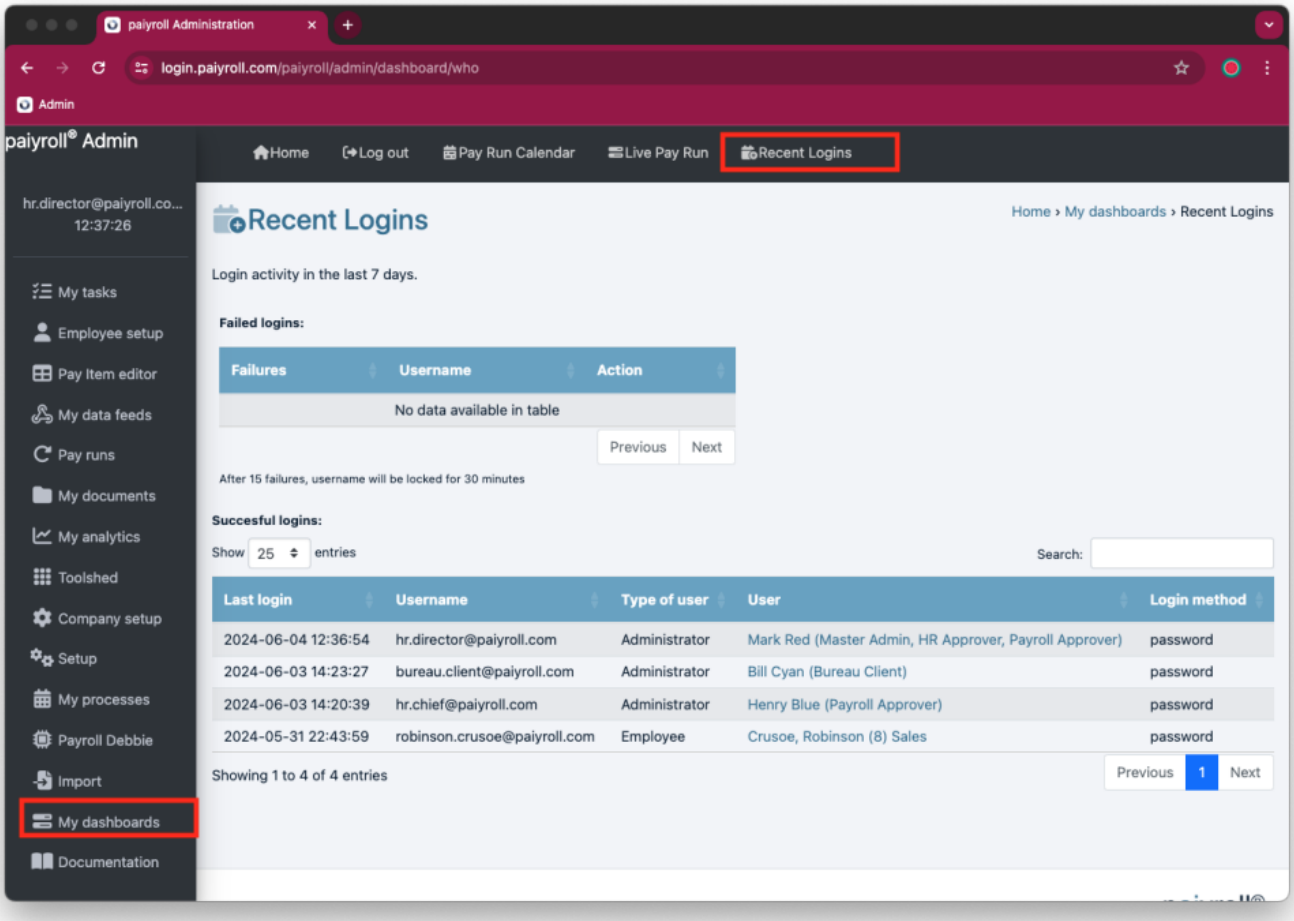
If you or the employee see this error and have confirmed the email is valid, contact paiyroll support with a request to remove the email address from the Suppression list:



5. Have you navigated to www.login.paiyroll.com and clicked **Reset password?** then entered the employee's email (from step 1 above_ and clicked **Reset my password** to send an email to the employee.

6. Has the employee tried **SSO** (Single Sign On) or **Facebook**/ **Google**/ **Apple** login?

7. Finally, check **Dashboards** > **Recent Logins** for **Failed** logins:


paiyroll Administration
login.paiyroll.com/paiyroll/admin/dashboard/who
Admin
paiyroll® Admin
Home
Log out
Pay Run Calendar
Live Pay Run
Recent Logins
hr.director@paiyroll.co...
12:37:26
My tasks
Employee setup
Pay Item editor
My data feeds
Pay runs
My documents
My analytics
Toolshed
Company setup
Setup
My processes
Payroll Debbie
Import
My dashboards
Documentation
Recent Logins
Home › My dashboards › Recent Logins
Login activity in the last 7 days.
Failed logins:
Failures
Username
Action
No data available in table
Previous
Next
After 15 failures, username will be locked for 30 minutes
Succesful logins:
Show 25 entries
Search:
Last login
Username
Type of user
User
Login method
2024-06-04 12:36:54
hr.director@paiyroll.com
Administrator
Mark Red (Master Admin, HR Approver, Payroll Approver)
password
2024-06-03 14:23:27
bureau.client@paiyroll.com
Administrator
Bill Cyan (Bureau Client)
password
2024-06-03 14:20:39
hr.chief@paiyroll.com
Administrator
Henry Blue (Payroll Approver)
password
2024-05-31 22:43:59
robinson.crusoe@paiyroll.com
Employee
Crusoe, Robinson (8) Sales
password
Showing 1 to 4 of 4 entries
Previous
1
Next