


Resetting an Employee Password/Unlocking an Account

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These instructions guide you in resetting an Employee password on systems upgraded to the latest Work release.

Some options shown in these instructions might not match your permissions and setup.

START HERE

1. From the Main Menu, search for **Reset** and select **Password Reset** (or navigate to **Team>HR>Employee Maintenance>Password Reset**).
2. Find and select your employee(s) using the search  icon next to the Employee field, and when the popup window appears, search by Badge number, employee ID, First or Last Name, etc., then select the employee by clicking the checkbox next to the employee name and clicking **APPLY**.

Browse and Select Employees X

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<input type="checkbox"/>	Employee Id	Badge	Username	First Name	Last Name	Employee EIN	Employee Status	In Payroll	Locked
	starts with	=	=	starts with	starts with	starts with	=	All	All
							Terminated		
<input type="checkbox"/>	1234	11111	BBowman	Beth	Bowman	CannDeliver	Active	Yes	No
<input type="checkbox"/>	113		JBrown77	Joshua	Brown	CannDeliver	Active	Yes	No
<input type="checkbox"/>	00128		KClarkson94	Kenton	Clarkson	CannDeliver	Active	Yes	No
<input type="checkbox"/>	00128		KClarkson94	Kenton	Clarkson	CannWurk Corp	Active	Yes	No
<input checked="" type="checkbox"/>	1015		MCurly Q41	Michelle	Curly Q	CannDeliver	Active	Yes	No
<input type="checkbox"/>	19		ZDavid67	Ziva	David	CannDeliver	Active	Yes	No
<input type="checkbox"/>	1006		TAdmin43	Donny	Diamond	CannDeliver	Active	Yes	No
<input type="checkbox"/>	00138		DDixon10	David	Dixon	CannWurk Corp	Active	Yes	No
<input type="checkbox"/>	00138		DDixon10	David	Dixon	CannDeliver	Active	Yes	No
<input type="checkbox"/>	1010		JDoe77	John	Doe	CannDeliver	Active	Yes	No

APPLY **CLOSE**

If the employee was locked out, you will need to navigate to their employee profile. You will need to uncheck the **Locked** check box and save their page in order to unlock the account.

Account Information

EIN	Primary EIN	Username *
<input type="text" value="CannDeliver"/>	<input type="text" value="CannDeliver"/>	<input type="text" value="TEmployee56"/>
Salutation	Nickname	First Name *
<input type="text"/>	<input type="text"/>	<input type="text" value="Test"/>
Middle	Last Name *	Suffix
<input type="text"/>	<input type="text" value="Employee"/>	<input type="text"/>
Locale (Language & Format)	Time Zone	
<input type="text" value="Company Default"/>	<input type="text" value="Mountain"/>	<input checked="" type="checkbox"/> Locked

3. Click **RESET PASSWORD**. This will automatically reset the employee's password and send an email to the employee with the new temporary password.

HR > Employee Maintenance > Password Reset

[← Password Reset](#)

RESET PASSWORD

Password Reset

Employees *

4. If the employee is still having issues logging in, you may need to clear the employee's virtual code settings. You will do this by navigating to the employee's profile and selecting the button to clear their virtual code settings. This resets their log in verification to the current email address, phone number, and SSN.

Two-Factor Authentication

Use TOTP Authentication

Clear TOTP Settings

Use Virtual Code Authentication