

How Do I Reset My Login Credentials?

What You Will Need

The Paychex Flex® account information that you will need depends on the credentials you plan to reset.

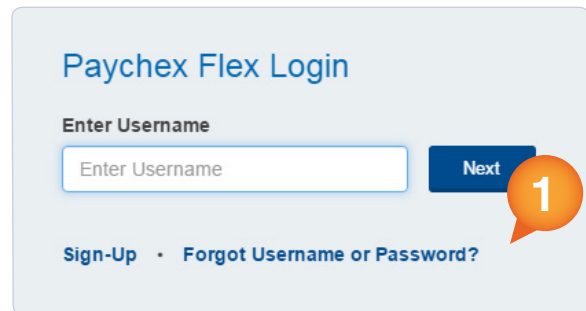
You may need one or more of the following items to begin:

- your username
- your email address associated with your Paychex Flex account
- your password
- your PIN (personal identification number)
- your answers to your selected challenge questions

***Note:** The items listed are designated during the registration process for Paychex Flex. Consider choosing a password, PIN, and security questions that are easy to remember.*

Forgot Username or Password

If you have forgotten your login credentials, click **Forgot Username or Password** (1) on www.paychexflex.com.



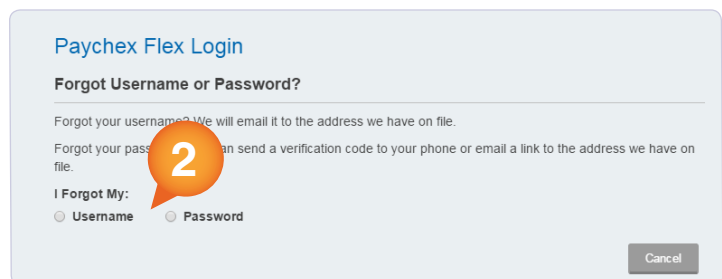
Retrieve Your Username

You will need: your email address associated with your Paychex Flex account.

To retrieve your username:

1. Select I Forgot My: **Username**. (2)
2. Enter your email address associated with your Paychex Flex account and the Security Verifier, then click **Continue**.
3. Check your email account for an email containing your username.

***Note:** You may need to check your Spam folder for an email from noreply@paychex.com if you have filters or rules in place on your email account.*



Reset Your Password

You will need: your username and your email address associated with your Paychex Flex account.

To reset your password:

1. Select I Forgot My: **Password**. (1)
2. Enter your username, your email address, the Security Verifier, then click **Continue**.
3. Check your email account for an email containing a link to reset your password.

Notes: - You may need to check your Spam folder for an email from noreply@paychex.com.
- The link provided expires after 24 hours.

4. Click the link provided in the email.
5. From the Verify Security Information screen, enter the last four digits of your SSN and the month/year of your date of birth.
6. Click **Submit**.
7. Enter the answer to your security question and enter your new password.
8. Click **Submit**.

Reset Your PIN

You will need: your username and your password associated with your Paychex Flex account.

To reset your PIN:

1. Log in to www.paychexflex.com.
2. Enter your username and password.
3. Click **Forgot PIN?** (2)
4. Check your email account for an email containing a link to reset your PIN.

Notes: - You may need to check your Spam folder for an email from noreply@paychex.com.
- The link provided expires after 24 hours.

5. From the User Verification screen, enter the month/year of your date of birth and answer the security question.
6. Click **Continue**.
7. Enter your new PIN twice.
8. Click **Continue**.