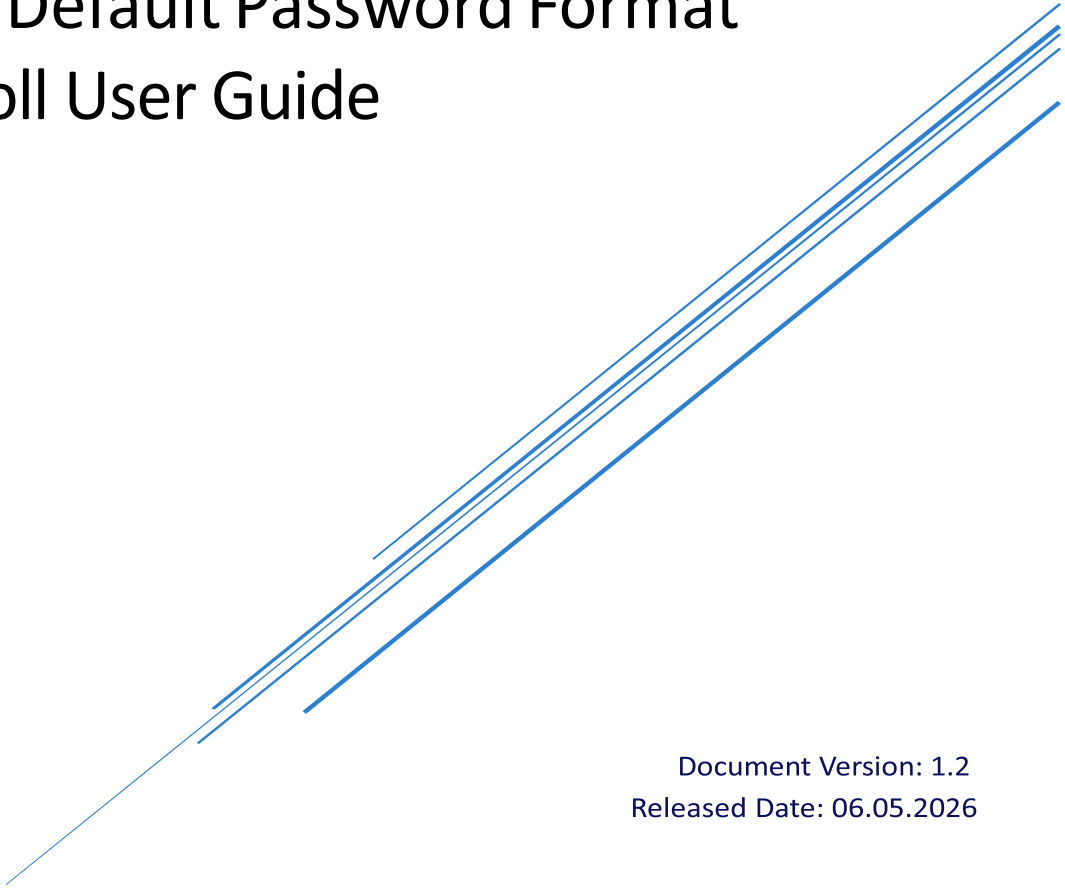




# New Default Password Format Payroll User Guide



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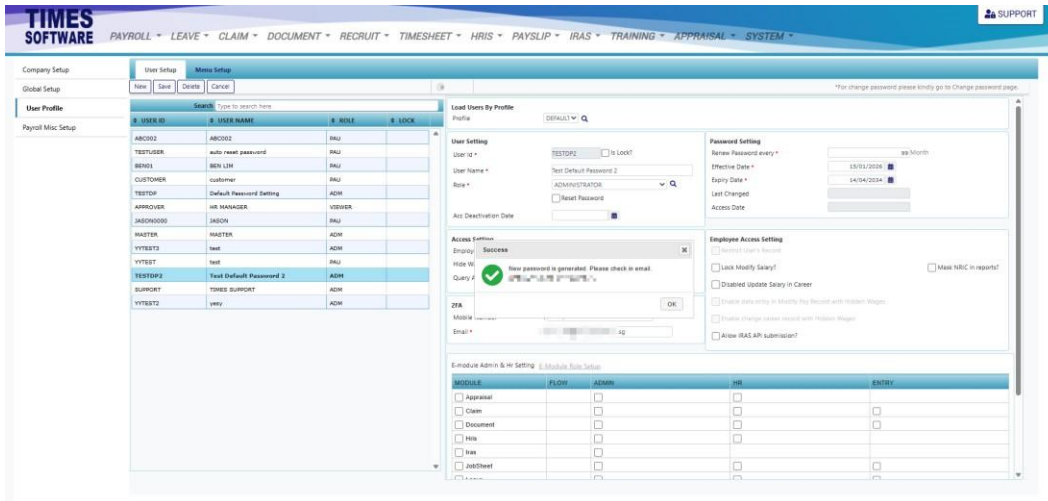
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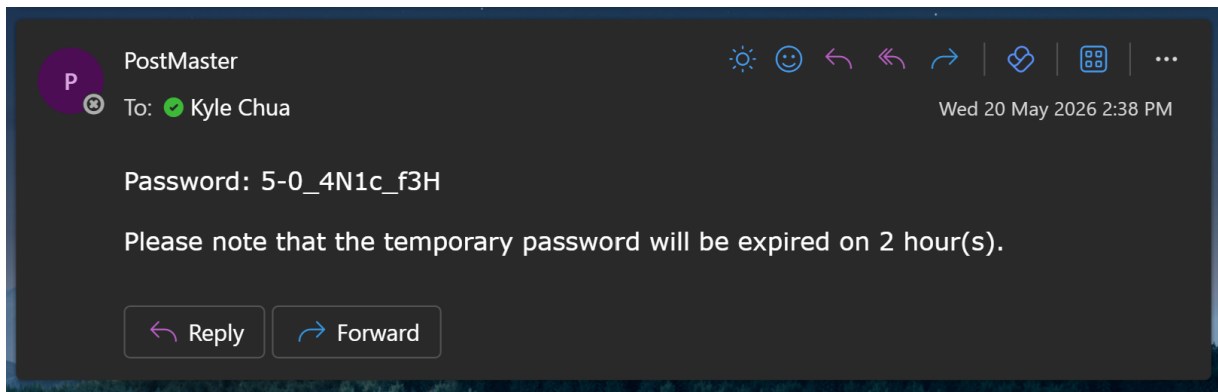
# 1) Payroll User

## 1.1) Create New Payroll User

After creating a new payroll user, a random temporary password will be sent to the new payroll user via email.



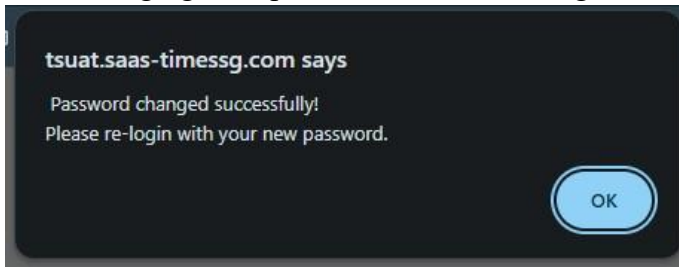
**Important:** Please note that the temporary password is only valid for 2 hours. If used after 2 hours, kindly ask the administrator to reset the password again.





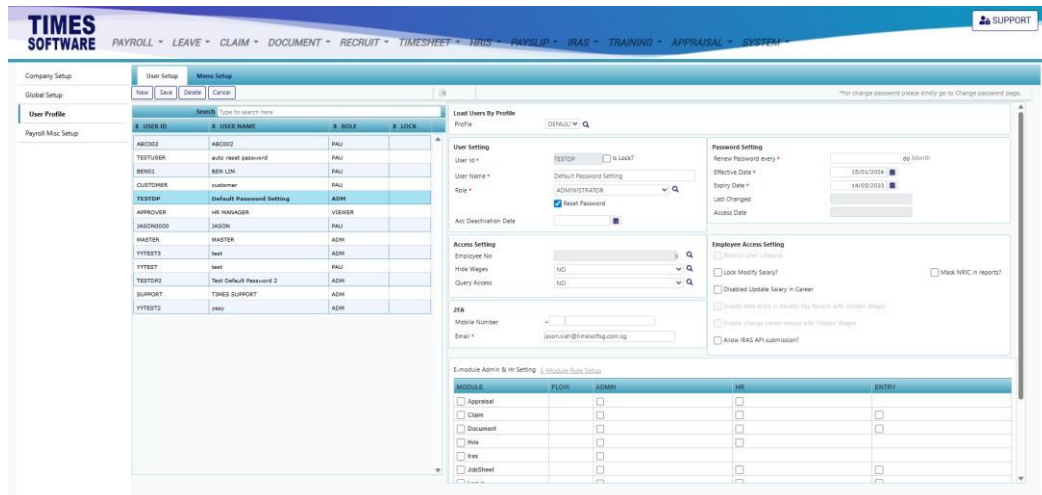
After getting the temporary password, the user will be able to login with the temporary password. The system will then prompt them to set a new login password.

After changing their password, the user will get the following notification shown below:



## 1.2) Admin reset password (Payroll)

The user can ask the payroll admin to reset their password “Payroll -> Company Setup -> User Profile page.” After which the temporary password will be sent to their email



**Important:** Please note that the temporary password is only valid for 2 hours. If more than 2 hours, kindly ask the administrator to reset the password again.

After getting the temporary password, the user will be able to login. The system will ask the user to set their new password.

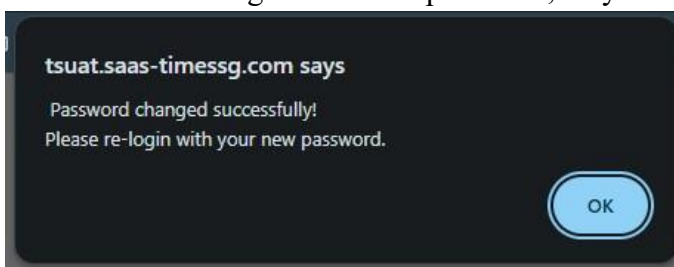
If the wrong temporary password is entered, this message will be shown:



If the confirm password does not match the password, this message will be shown:



After the user changes their new password, they will get this notification:



**Important:** In the future, for any payroll user accounts that are created, the user will not be able to receive the temp password when the payroll admin creates the account. The user needs to click on the **First Time Login / Forgot Password** link to get the new temp password to reset their own password.

### 1.3) Payroll user reset password (Payroll)

If a payroll user forgot their password, they can follow the above steps to reset their password.

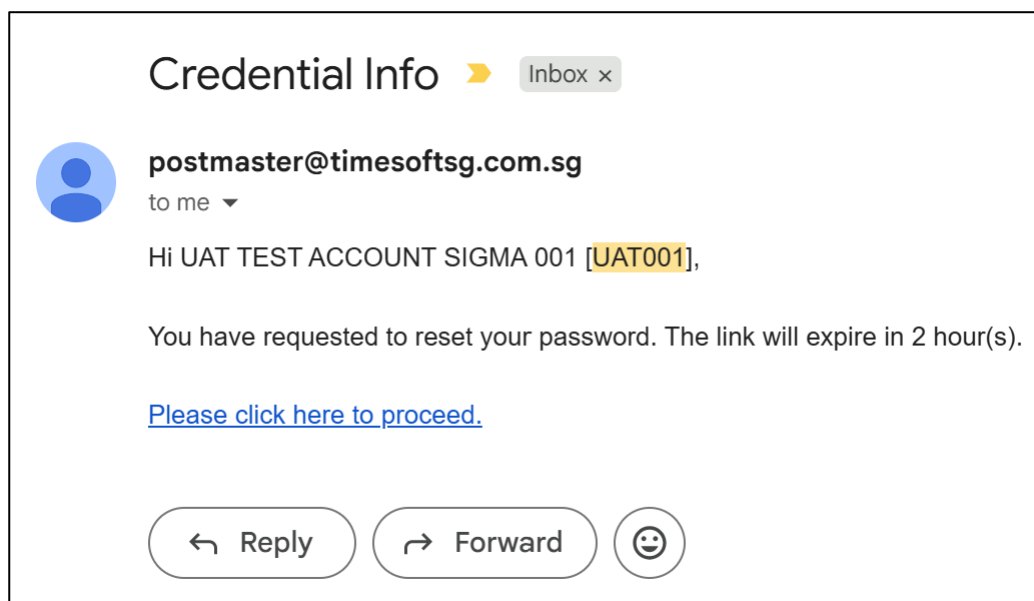
**There is a different email that will be sent if the payroll user has an existing password**

Forgot Password (Payroll)

Please enter your User Id and email then follow by Submit button.

User Id

Email

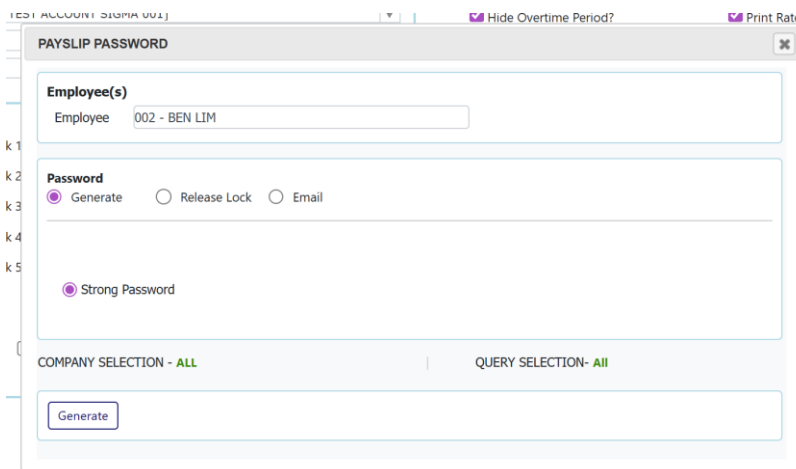
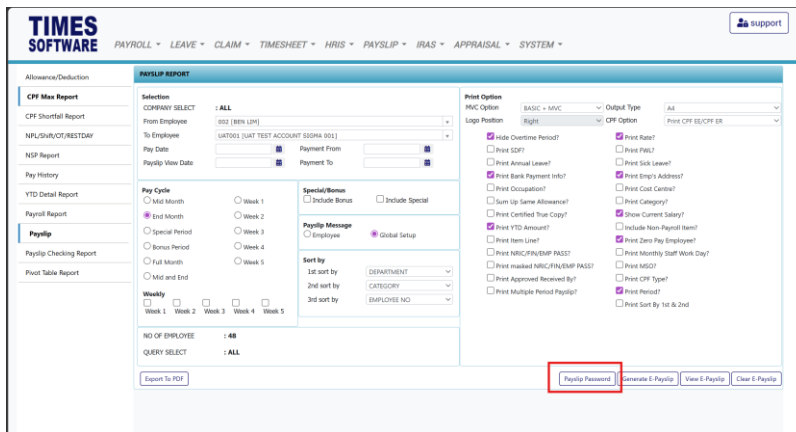




### 1.4) Generate E-Payslip for employee as payroll admin

When a new employee is created, the payroll admin needs to send out the E-password to the new employee via **payroll > payroll report > payslip**. The process of sending an E-payslip to an employee takes a few steps:

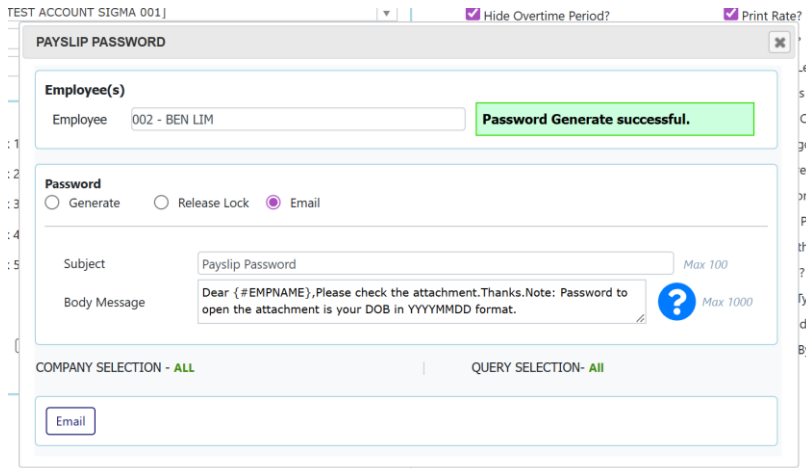
1. Firstly, the payroll admin must go to “Payslip” > “Payslip Password”, select the “Generate” and “strong password”, click “Generate”



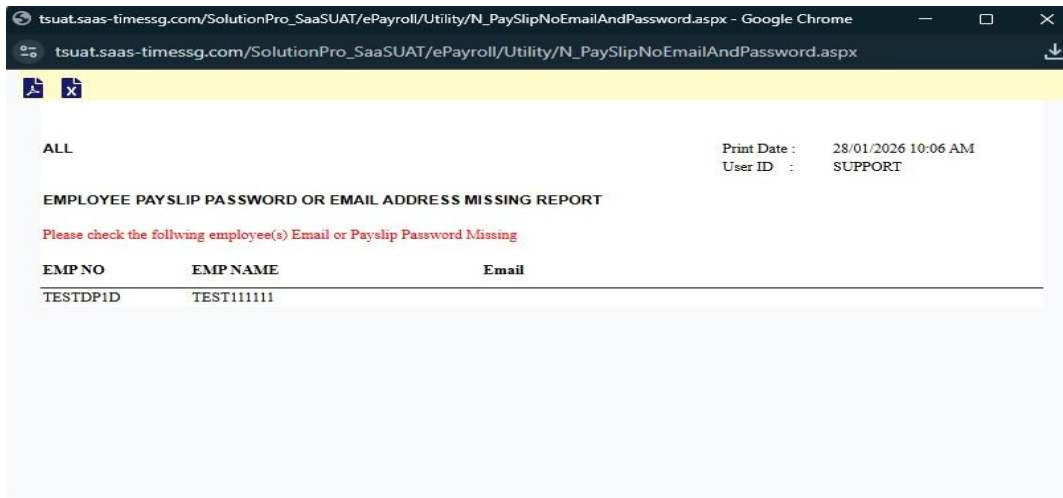
Upon successful password generation, the payroll admin will get the following success message:

**Password Generate successful.**

- The payroll admin must select the “Email” radio button, they will be able to send the E-password to the employee

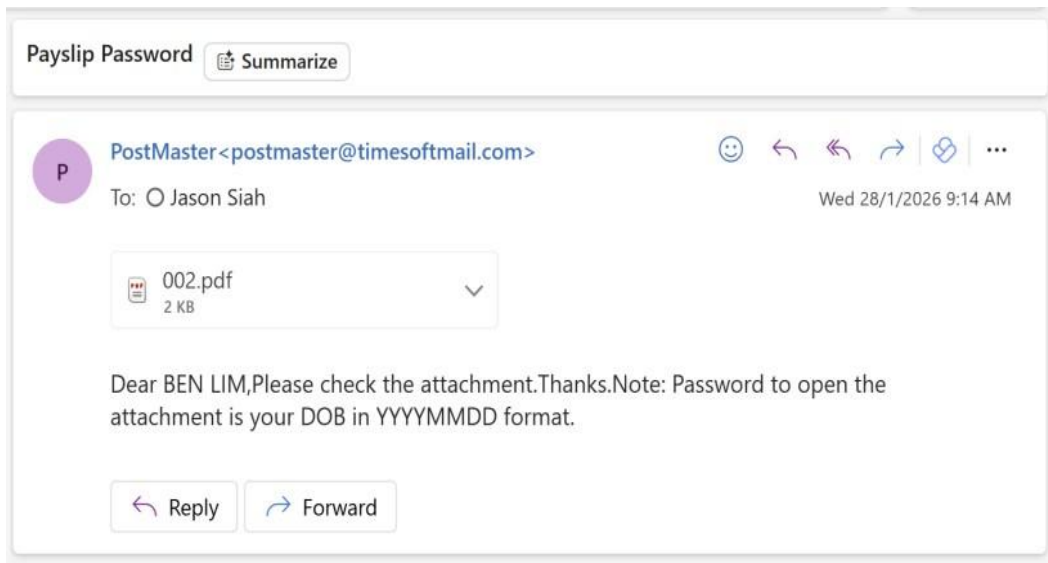


If the new employee does not have an email address, it will be reflected on the “**Employee payslip password or email address missing report**”

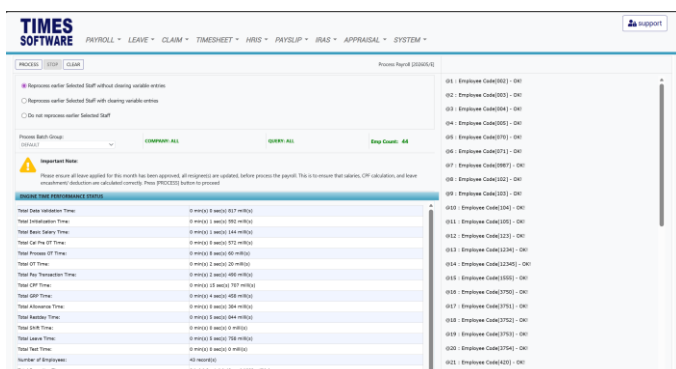
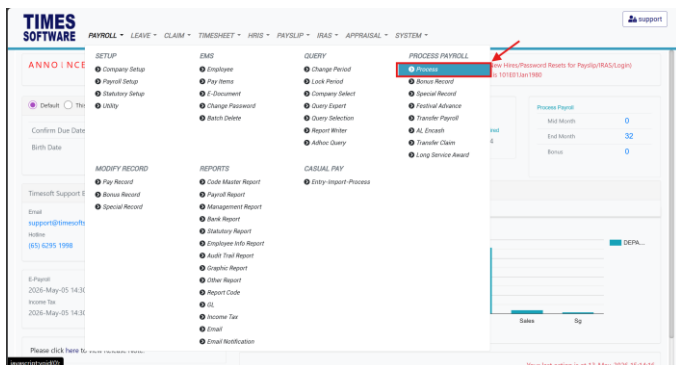


After clicking the email button, the new employee will receive the email with E-password sent to their email address.

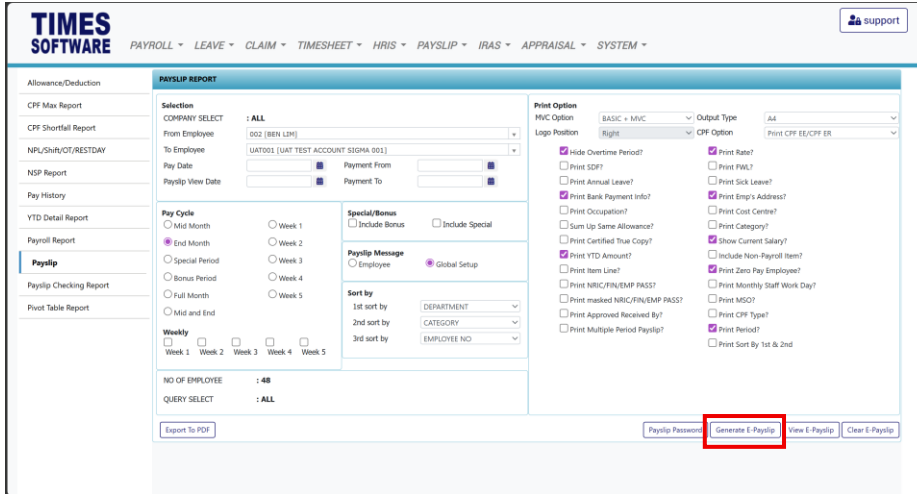
**Note:** the default minimum length of the E-password is 12 characters



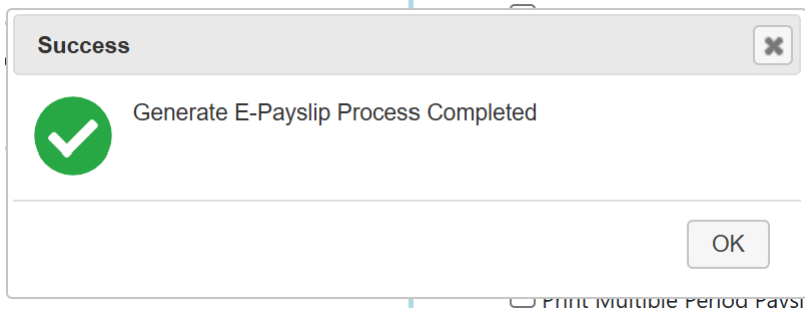
3. The payroll will need to be processed for the employee for them to be able to view their payslip. Click on “Process” to process the payroll for the employee



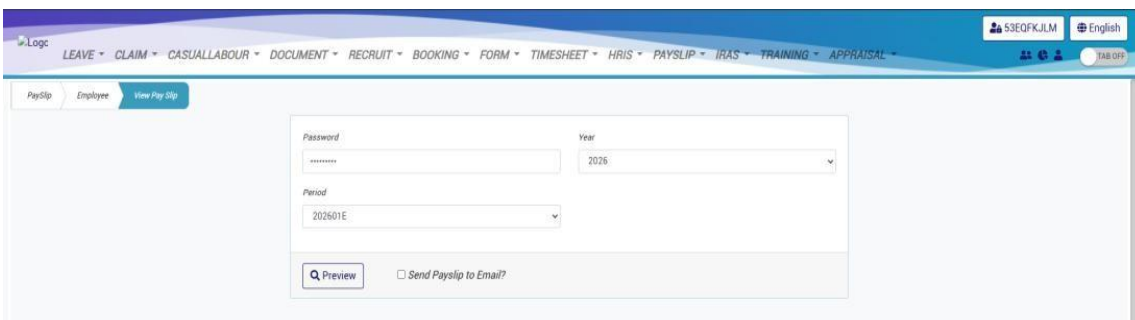
4. Click on “Generate E-Payslip” to generate the E-payslip for the employee



5. Upon successful payslip generation, the payroll admin will get the following success message

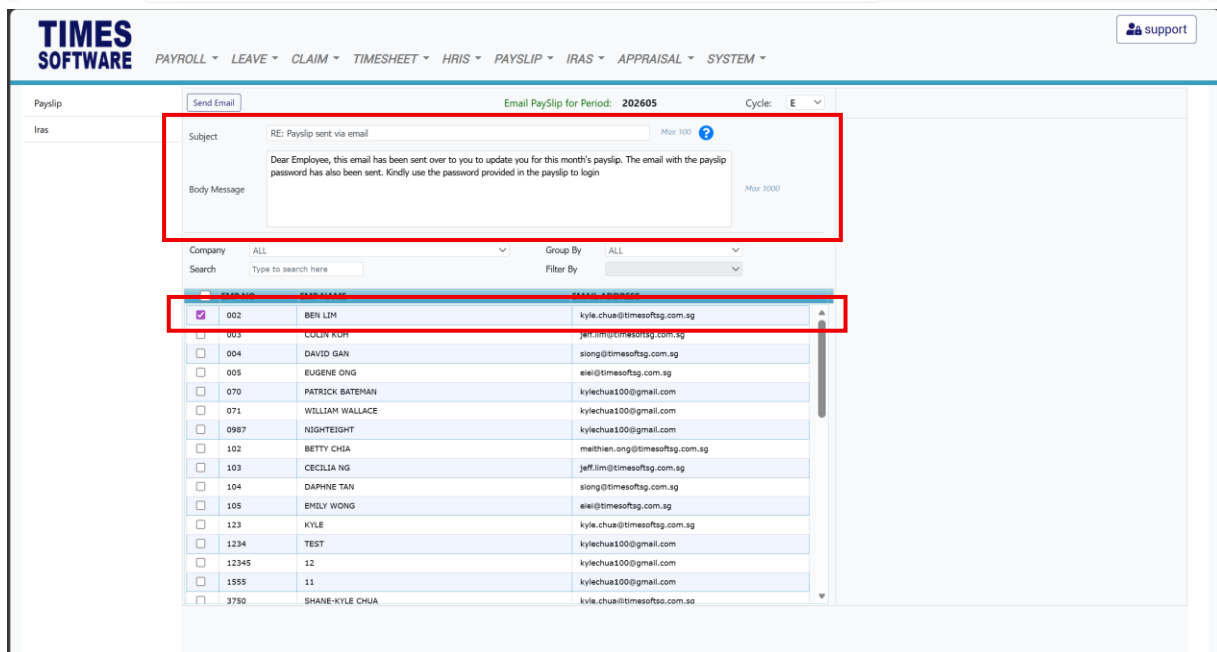
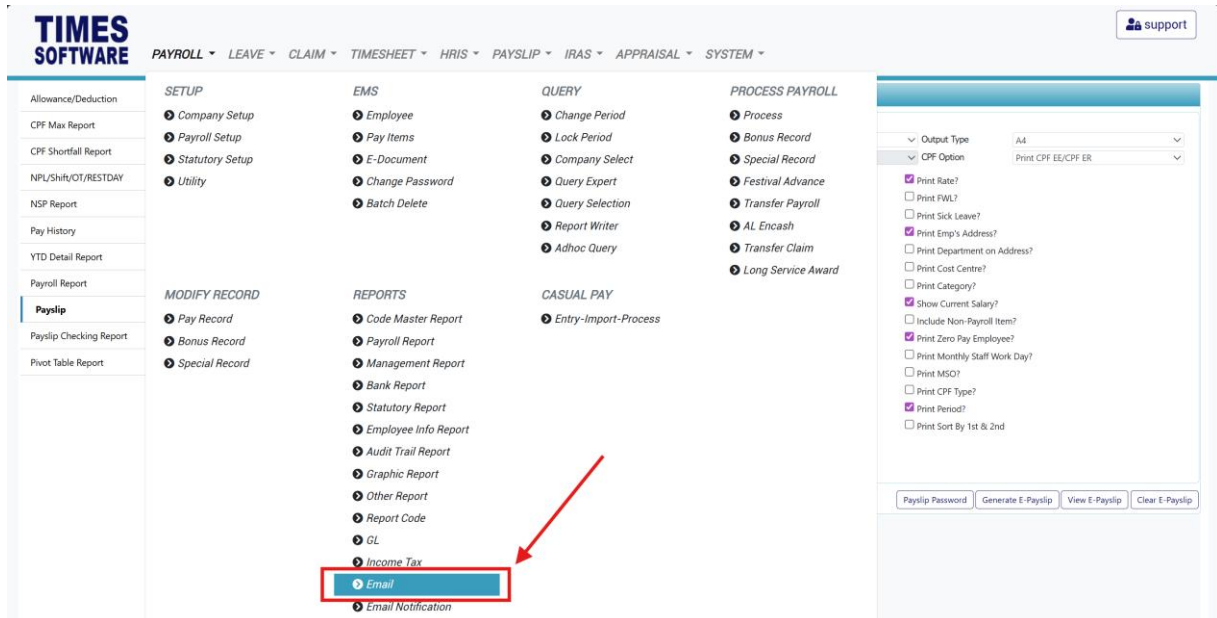


6. The user will be able to use the E-password to view their own payslip in the Payslip Module



If the client does not have the payslip module, the payroll admin will send out the Payslip to the employee.

1. Click on “Email” under “Payroll”. Under “Payslip, after selecting the employee to send the email to, type out an email in the “Subject” and “Body Message” and click “Send Email”



2. When an employee receives the email with the payslip and the password, they can view the payslip for the month by entering the password provided



RE: Payslip sent via email Summarize this email

**P** PostMaster  
To: Kyle Chua Wed 13 May 2026 4:28 PM

002.pdf  
9 KB

Dear Employee, this email has been sent over to you to update you for this month's payslip. The email with the payslip password has also been sent. Kindly use the password provided in the payslip to login

Reply Forward

**ALL** Print Date : 13/5/2026  
User ID : SUPPORT

**Payslip Password Listing**

EMP NO	EMP NAME	PASSWORD
002	BEN LIM	Dvq2YrIVt;:

This document is password protected. Please enter a password.



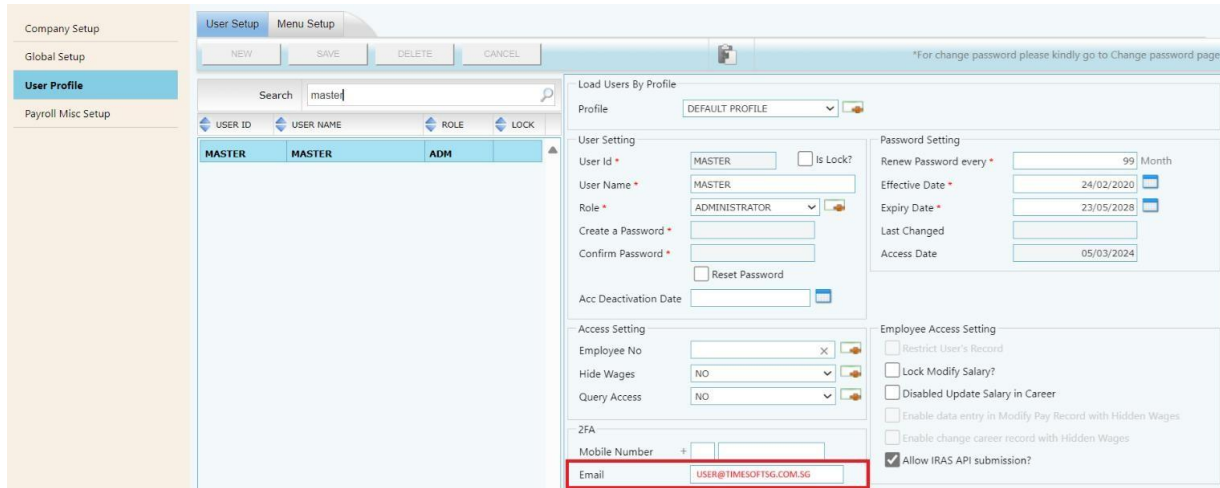
**PAYSLIP ADVICE**

TIMES SOFTWARE (S-DEMO)				PAYSLIP FOR : 30-05-2026 To 30-05-2026					
NAME : BEN LIM				PERIOD : END - MAY 2026					
EMPLOYEE NO : 002				DEPARTMENT : SINGAPORE DIVISION					
				PAY DATE : 01-05-2026					
DESCRIPTION	HOURS	DAYS	RATE	EARNINGS	DESCRIPTION	HOURS	DAYS	RATE	DEDUCTIONS
DIRECTOR FEE				1,000.00					
<b>TOTAL EARNINGS</b>			<b>SGD</b>	1,000.00	<b>TOTAL DEDUCTIONS</b>			<b>SGD</b>	
BANK : CASH AC# :				1,000.00	<b>NETT PAY</b>				1,000.00
SALARY WILL BE CREDITED AT MONTH END						<b>CURRENT</b>	<b>Y.T.D</b>		
				Nett Pay		1,000.00	3,000.00		
				Gross Wage		1,000.00	3,000.00		

This is a computer generated payslip, no signature is required.

## 2) Payroll User MFA Setup

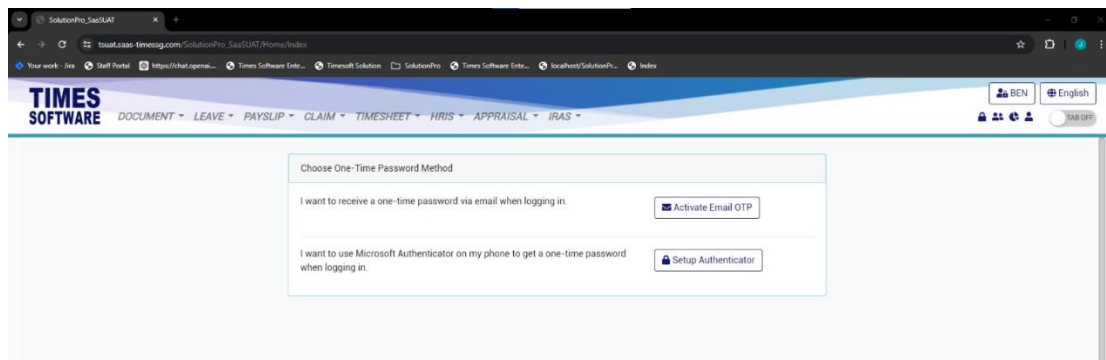
Pre-requisites: Admin to Login to Payroll > Under Company Setup > User Profile update “Email” for all USER ID(s).



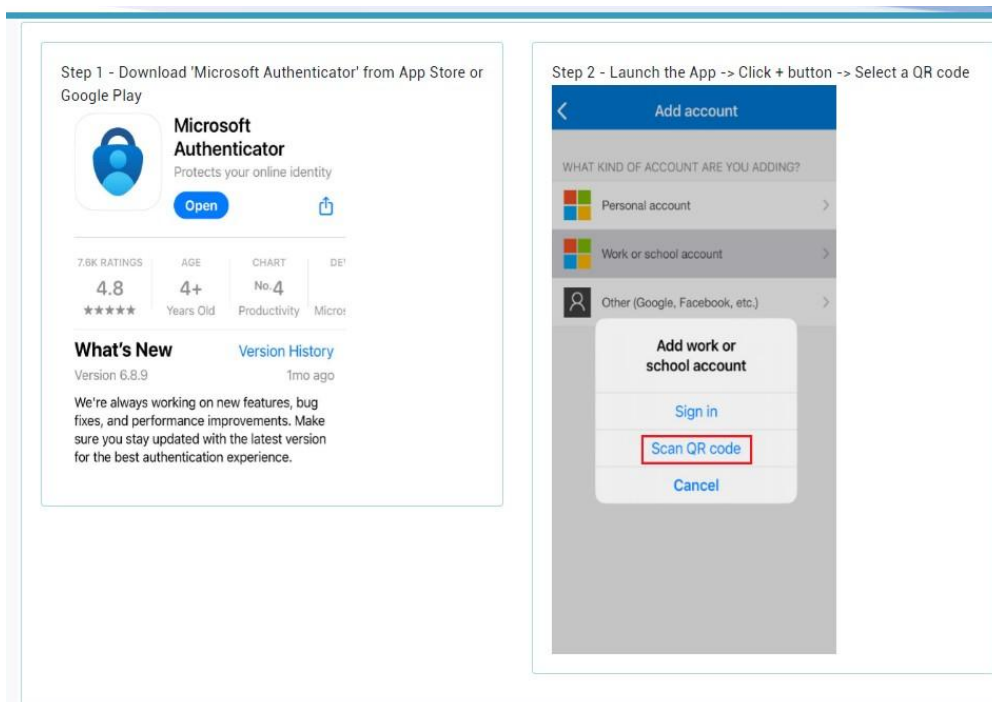
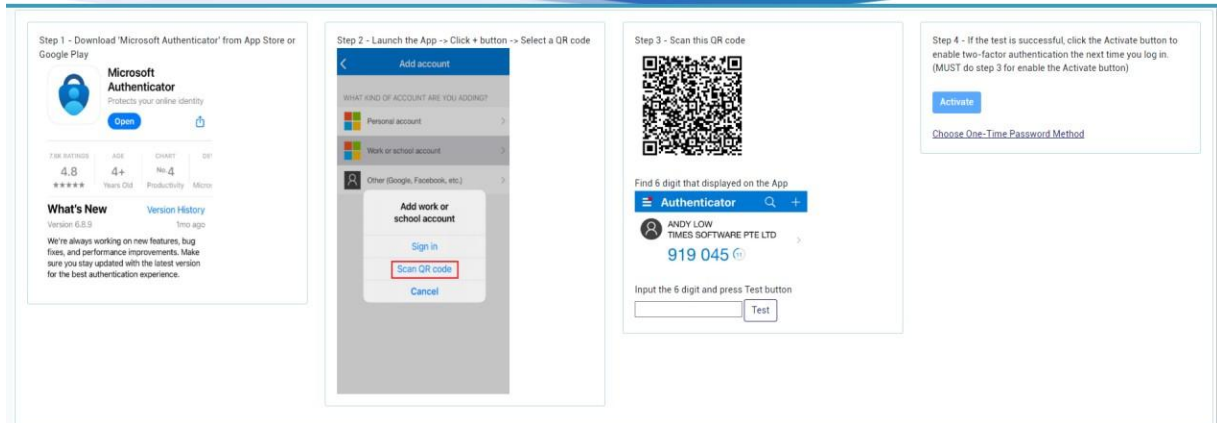
### 2.1) Enabling Multi-Factor Authentication (MFA)

#### a) MFA by Microsoft Authenticator

1. When the user logs in, they will be prompted by the system to choose their One-Time Password (OTP) method, either by email or by Microsoft Authenticator:

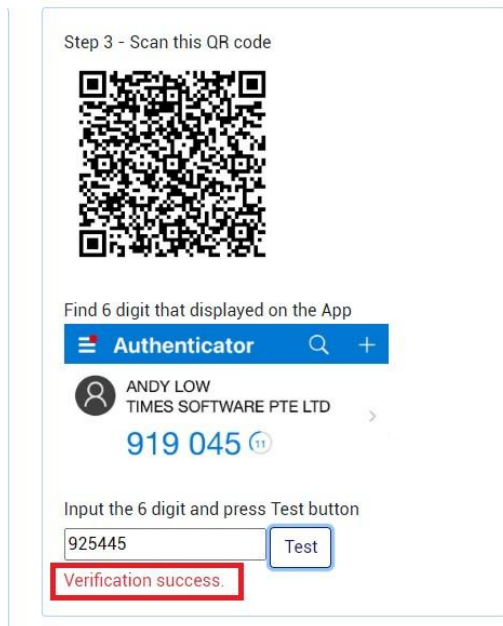


2. Choose “Setup Authenticator”, system will redirect to this page:

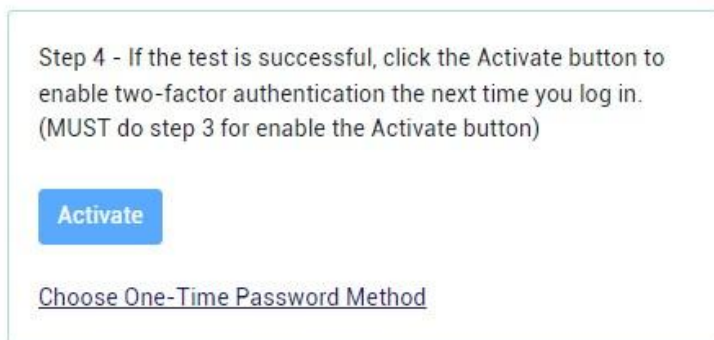


3. Users need to download Microsoft Authenticator at their own handphone then use the Authenticator scan the QR code shown at the “Step 3 – scan the QR code”.

4. Microsoft authenticator will show 6 digits code, enter the 6 digits code at the field above then click the test button.

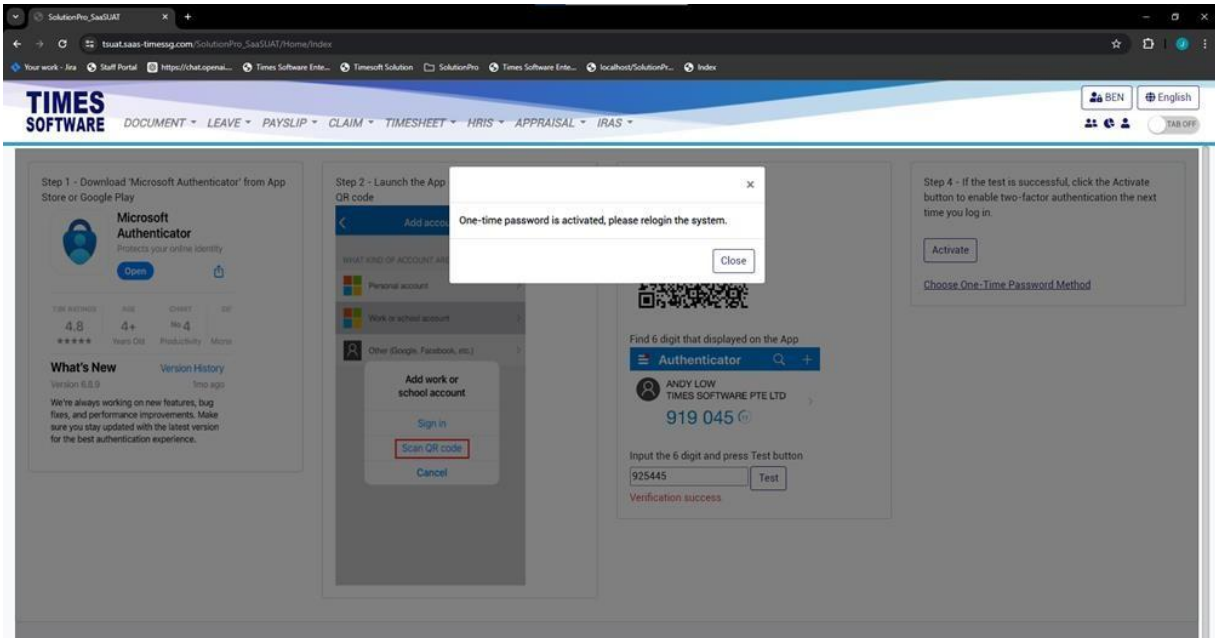


5. System will prompt ‘Verification success’, proceed to click the [Activate] button at the Step 4

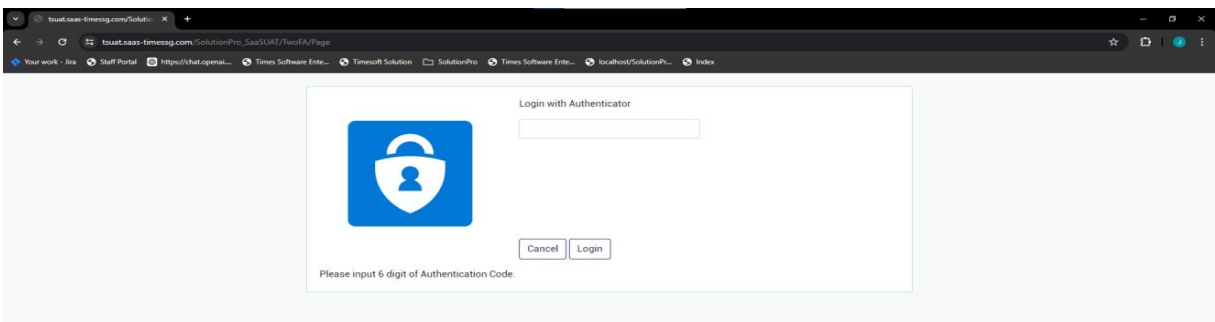


**\*\* The activate button will be activate after Step 4 verify successfully. \*\***

6. After successfully activated Microsoft Authenticator, system will display the following message, and the user will be logged out:



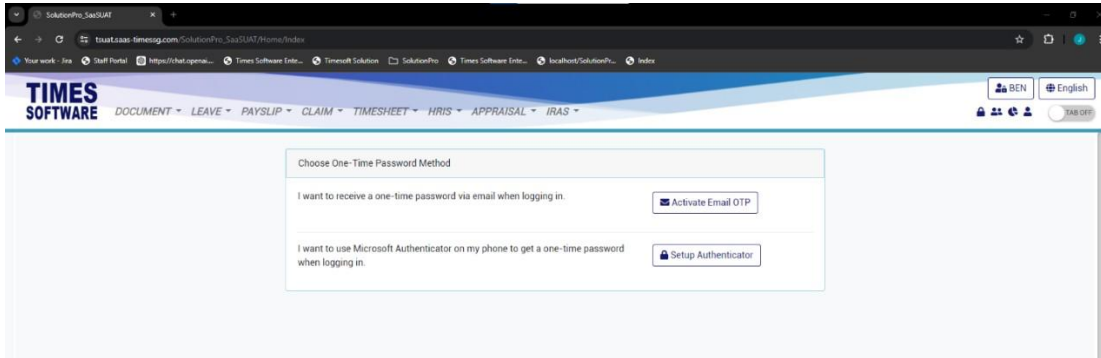
7. Upon successful re-login to the system, system will prompt user to key in the 6 digits code generated from Microsoft Authenticator.



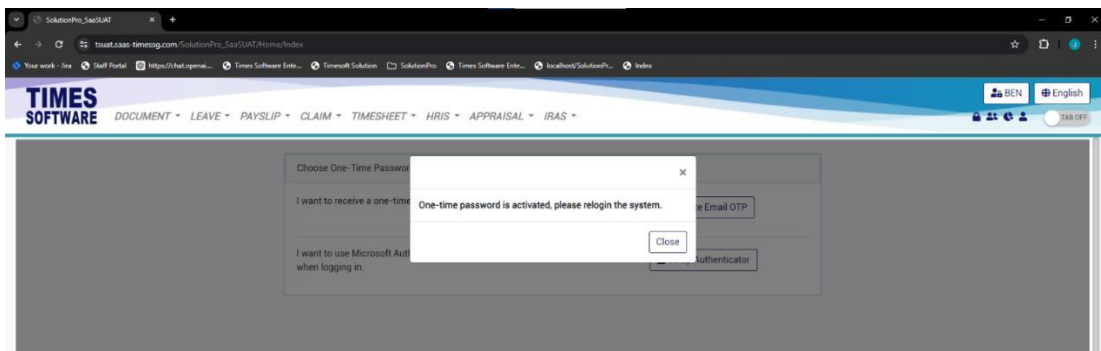


## 2.2) MFA by email Admin Account

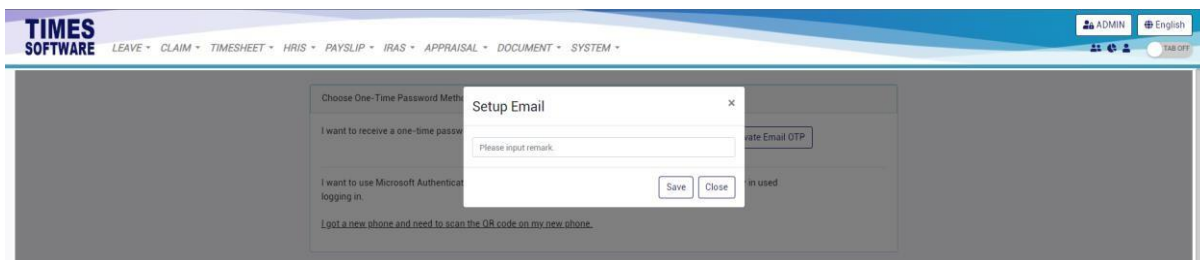
1. When user login, system will prompt user to choose OTP method, either by email or by Microsoft Authenticator:



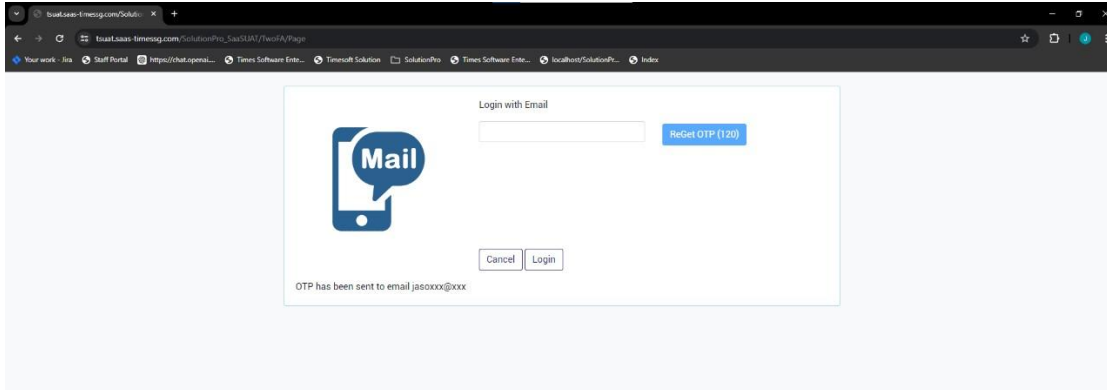
2. Choose “Activated Email OTP”, system will display the message shown below and the user will be logged out



3. If **Admin** account chooses the email OTP option , the system will ask the user fill in the email that user want to use when they login the admin account.



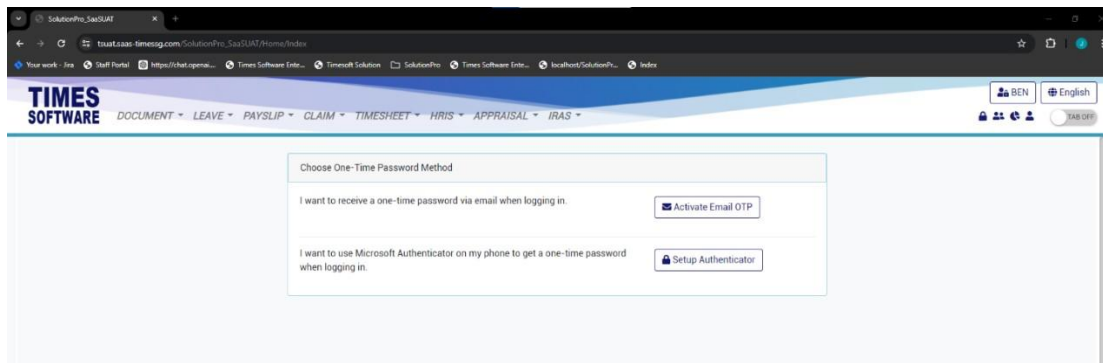
4. Upon success re-login to the system, system will trigger OTP & sent to user's email address



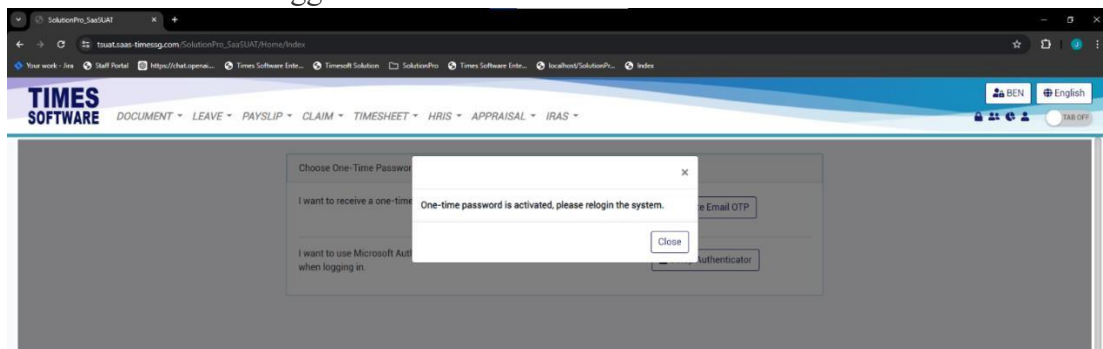
5. User key in the OTP received & click [Login].

## 2.3) MFA by email Employee Account

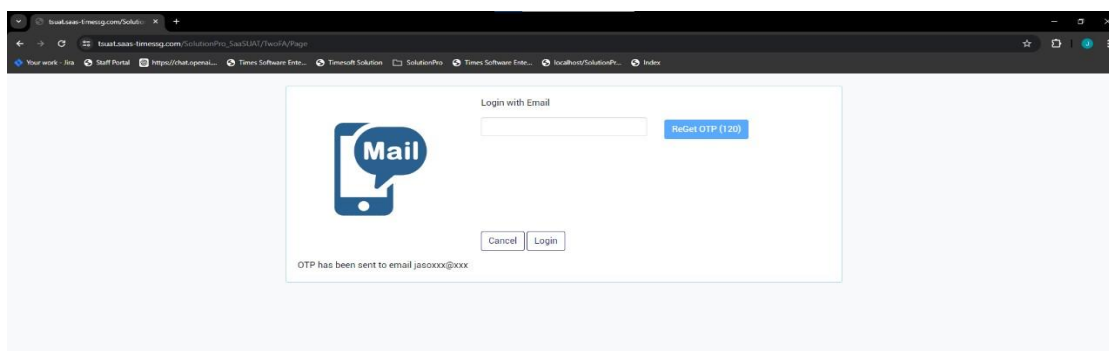
1. When user login, system will prompt user to choose OTP method, either by email or by Microsoft Authenticator:



2. Choose “Activated Email OTP”, system will display the message shown below and the user will be logged out



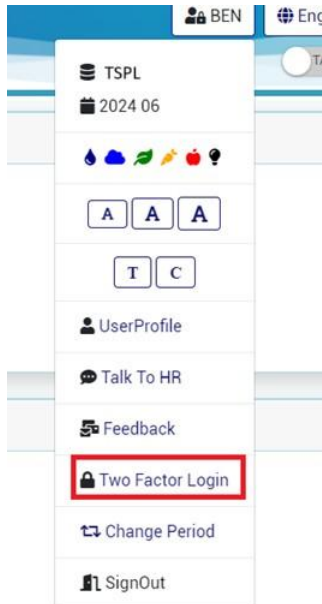
3. Upon success re-login to the system, system will trigger OTP & sent to user's email address. The user then enters the OTP and clicks [Login].



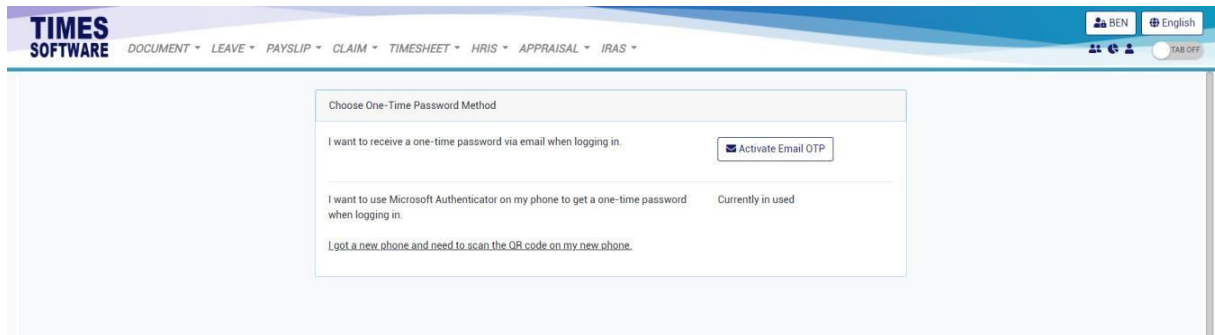
3. User key in the OTP received & click [Login].

## 2.4) Change MFA Method

User can change their MFA method, click the option below to change their MFA method:



After clicking the “Two Factor Login” option, user will be redirect to the page below:



## 2.5) Unable to access MS Authenticator

### 2.5.1) Employee Self Service reset MS authenticator.

In the event where employee cannot access their Microsoft authenticator. They need to click the [Forget password] function to reset their Authenticator and the password.

The image shows two screenshots from a web application. The top screenshot is titled 'Forgot Password' and contains the following elements: a heading 'Forgot Password', a instruction 'Please enter your Emp No and DOB (YYYYMMDD) then follow by Submit button.', an 'Emp No' input field with the value '002', a 'DOB (YYYYMMDD)' input field with masked characters '\*\*\*\*\*', a CAPTCHA image showing the code '3ECDB3', and a corresponding input field with the value '3ECDB3'. A 'Submit' button is located at the bottom left of the form. The bottom screenshot shows a dialog box titled 'Choose One-Time Password Method'. It has two radio button options: 'I want to receive a one-time password via email when logging in.' with an 'Activate Email OTP' button, and 'I want to use Microsoft Authenticator on my phone to get a one-time password when logging in.' with a 'Setup Authenticator' button. The 'TIMES SOFTWARE' logo is visible in the top left of the page, and user profile information (BEN, English) is in the top right.

After employee reset successfully the password, when will be able to select the MFA factor option.



### 2.5.2) Admin reset MS authenticator

If an employee loses access to their authenticator, they can ask the admin to reset their Multi-Factor Authentication for them by clicking on the “Two-Factor List”

#### ADMINISTRATOR

- *Announcement*
- *Change Period*
- *Change Password*
- *Reset Password*
- *Unlock Password*
- *Password List*
- *Password Policy*
- *Two Factor List*

Emp No	Emp Name	MFA
001	ANDY LOW	gkey
005	EUGENE ONG	email
ADMIN		gkey
support		email

Admins need to click the  icon to delete the selected employee MFA method, after clicking the  icon, the selected employee will be required to choose the MFA method again when they login.

Choose One-Time Password Method

I want to receive a one-time password via email when logging in. ✉

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I want to use Microsoft Authenticator on my phone to get a one-time password when logging in. 🔒