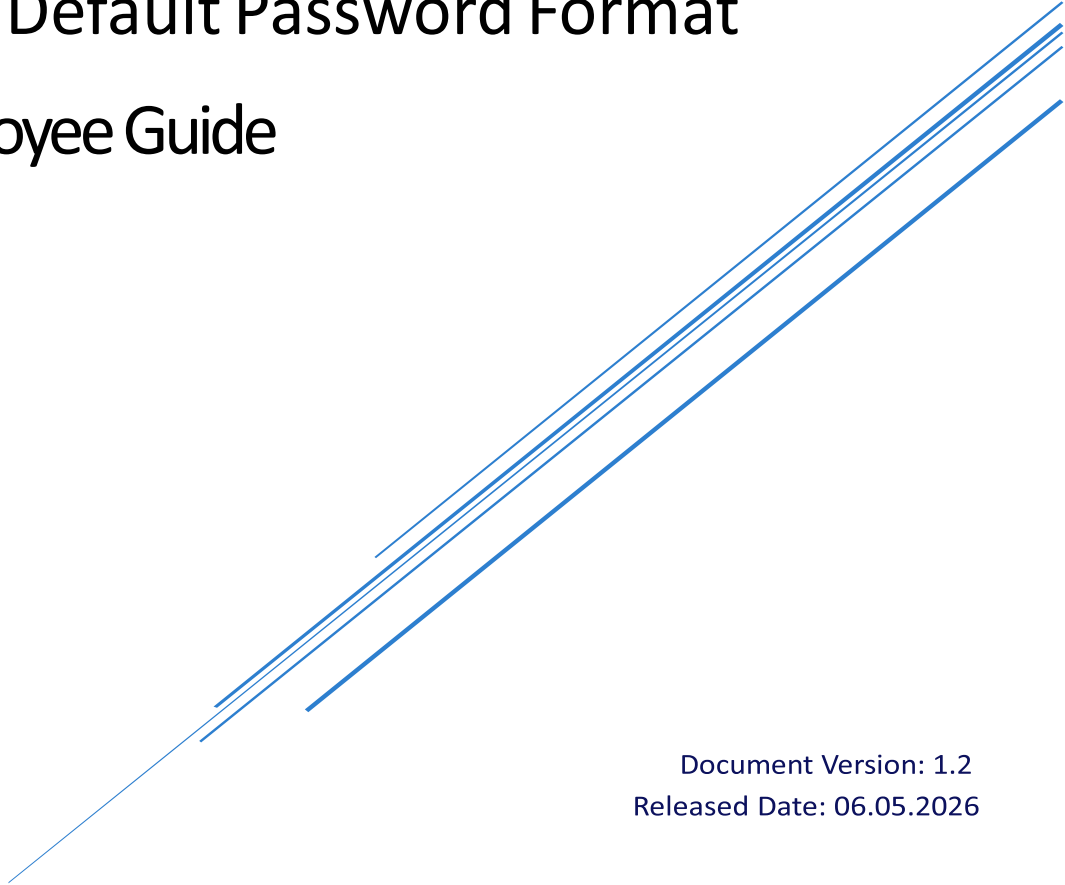




New Default Password Format Employee Guide



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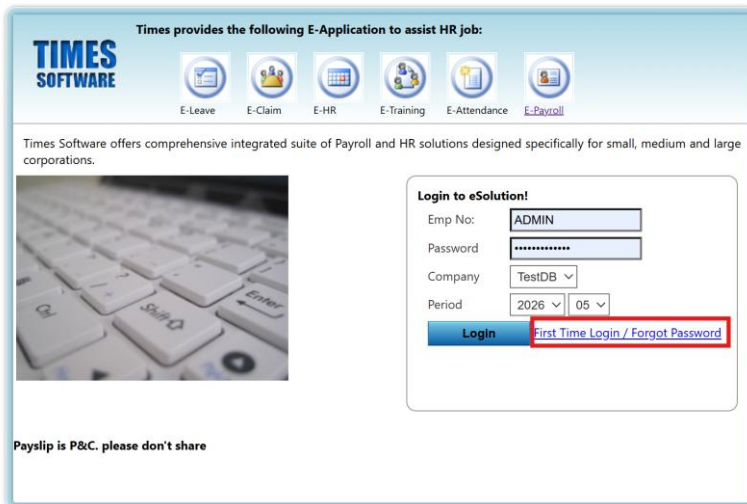
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1)Employee

1.1) New User

When a new employee is created, they need to click on the **“first login or forget password”** to get a temporary login password



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Login to eSolution!

Emp No: ADMIN

Password: *****

Company: TestDB

Period: 2026 05

Login **First Time Login / Forget Password**

Payslip is P&C. please don't share

After clicking the button, the user will be redirected to the **“Forget Password”** page. They will be prompted to enter their Employee Number (Emp No.) and Email



TIMES SOFTWARE

Forgot Password

Please enter your Emp No and NRIC/FIN No then follow by Submit button.

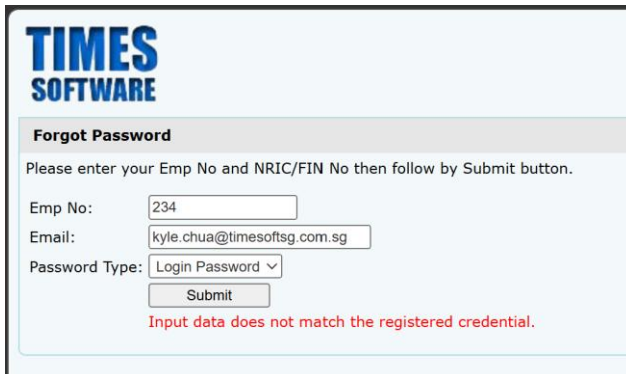
Emp No: 002

Email: kyle.chua@timesoftsg.com.sg

Password Type: Login Password

Submit

If the user enters the **wrong emp No or email**, the following error message will be shown:

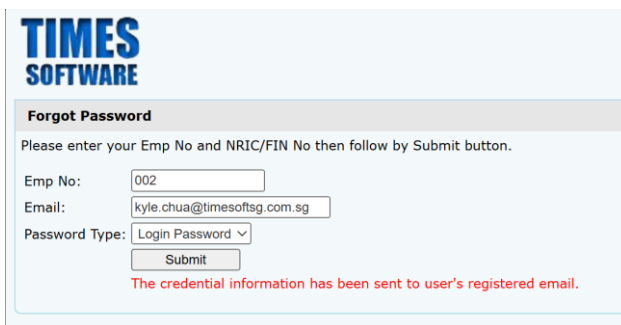


The screenshot shows the 'Forgot Password' form with the following details:

- Emp No: 234
- Email: kyle.chua@timesoftsg.com.sg
- Password Type: Login Password
- Submit button
- Error message: **Input data does not match the registered credential.**

The user needs to enter **both the correct Employee No (Emp No) and Email** to receive the temporary password.

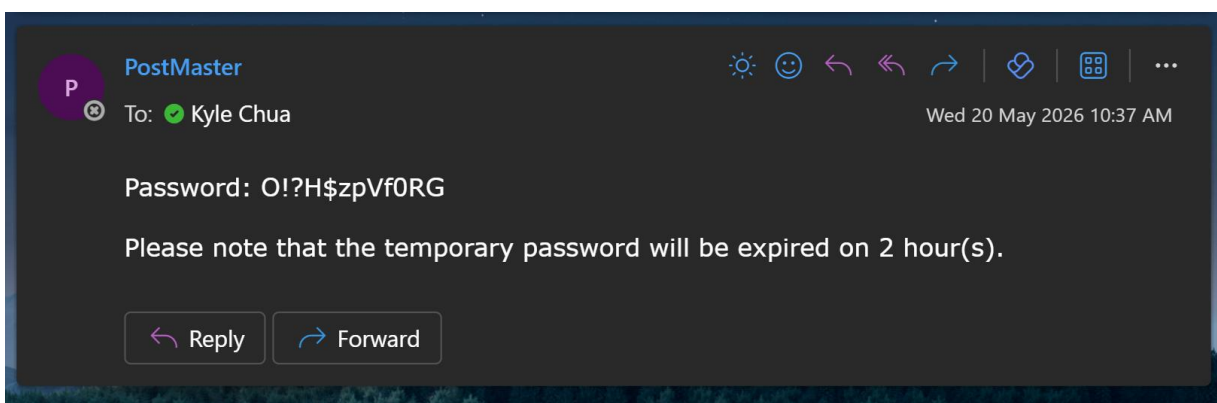
After entering all the information required and clicking the Submit button, the user will get the following success message:



The screenshot shows the 'Forgot Password' form with the following details:

- Emp No: 002
- Email: kyle.chua@timesoftsg.com.sg
- Password Type: Login Password
- Submit button
- Success message: **The credential information has been sent to user's registered email.**

An email will be sent to the User's email address:



Important: Please note that the temporary password is only valid for **2 hours**. If more than 2 hours, kindly reset your password again by following the steps above.

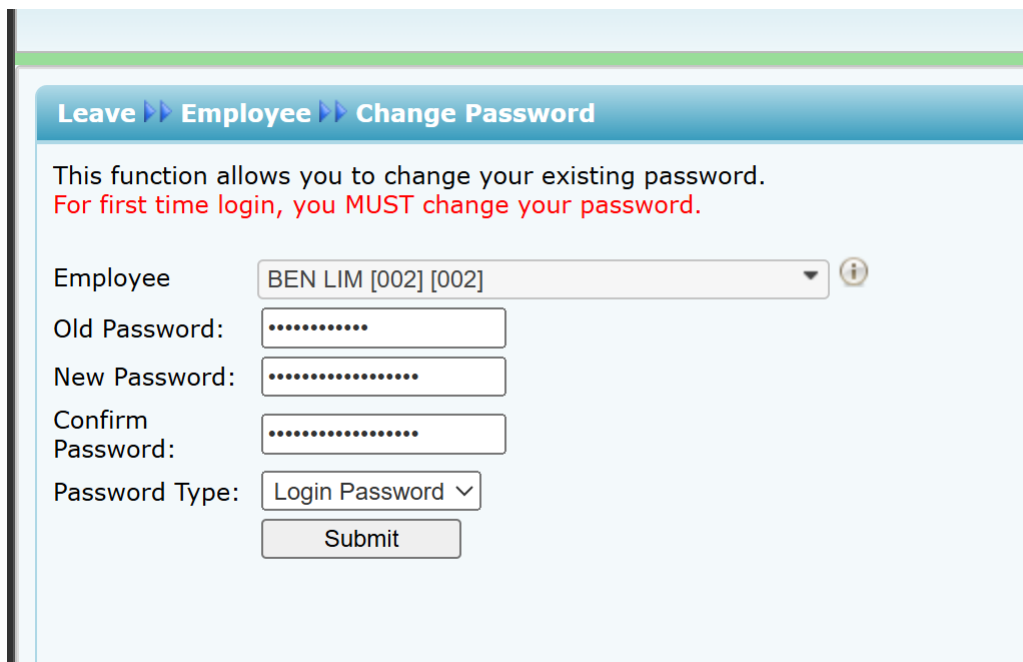


After the user logs into the system with the temporary password, after which they will be prompted to reset to their own password.

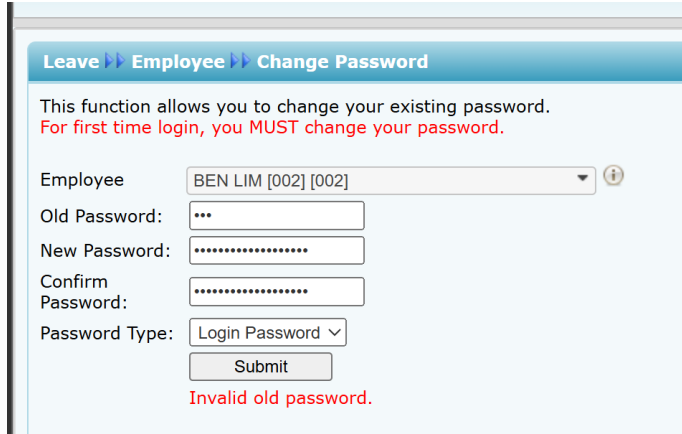


After User click the Login button, user will be redirected to the First Time Change password page.

Note: Full/Partial NRIC of employee cannot be used as employee password (Example: S1234123A/123A)

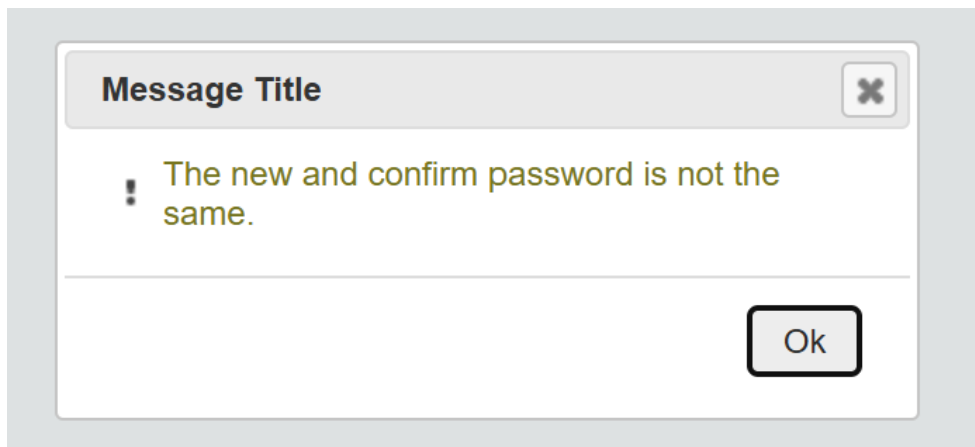


If the wrong temporary password is entered, the following error message will be shown.



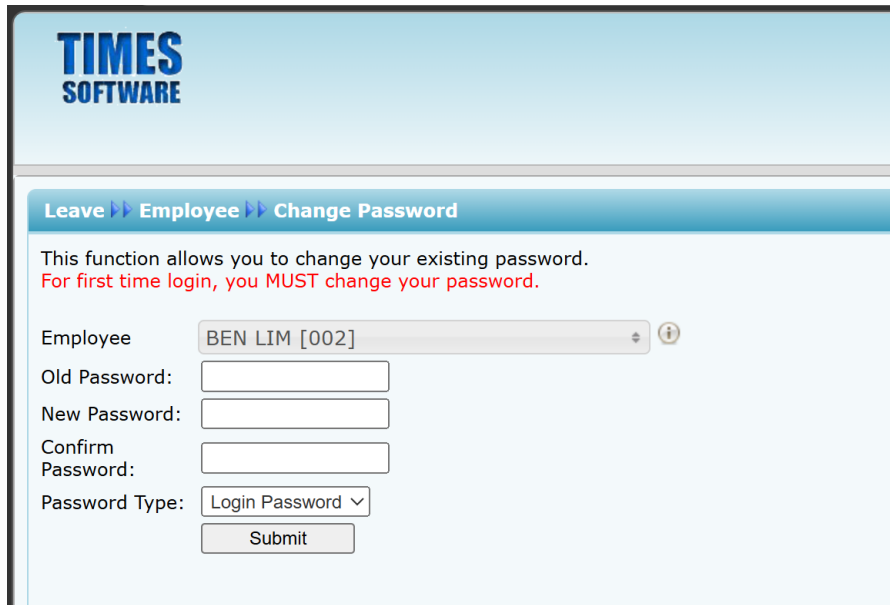
The screenshot shows a web interface for changing a password. The breadcrumb navigation is "Leave >> Employee >> Change Password". The main heading is "Change Password". Below the heading, there is a message: "This function allows you to change your existing password. For first time login, you MUST change your password." The form includes a dropdown menu for "Employee" with the value "BEN LIM [002] [002]". There are three password input fields: "Old Password:" (containing three asterisks), "New Password:" (containing ten asterisks), and "Confirm Password:" (containing ten asterisks). A "Password Type:" dropdown is set to "Login Password". A "Submit" button is at the bottom. A red error message "Invalid old password." is displayed below the submit button.

If the value of **confirm password** and **new password** do not match, the following error message will be shown.



After filling up the following fields, the user can click submit:

- Old Password
- New Password
- Confirm Password



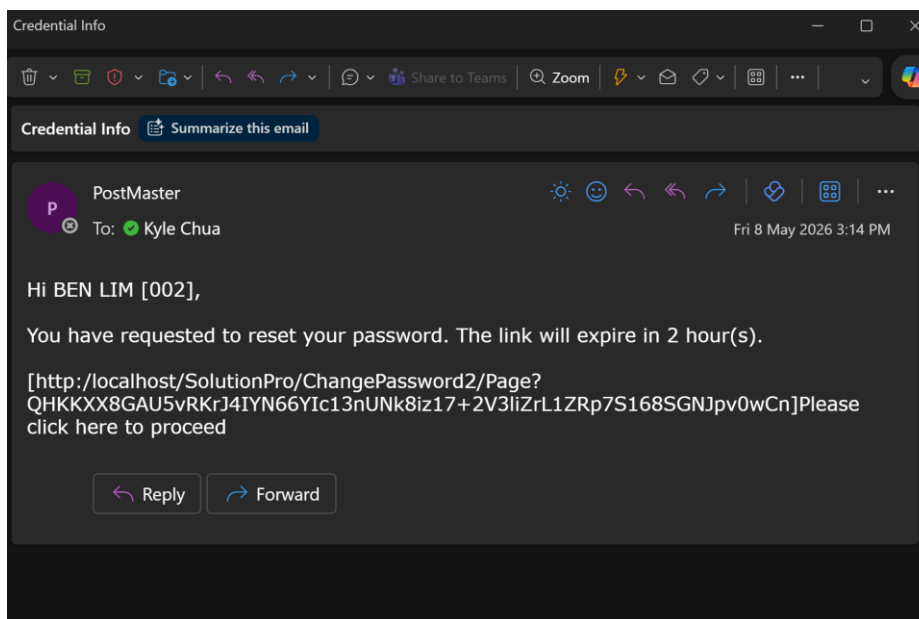
The screenshot shows a web interface for changing a password. At the top left is the 'TIMES SOFTWARE' logo. Below it is a breadcrumb trail: 'Leave >> Employee >> Change Password'. The main heading is 'Change Password'. Below the heading is a message: 'This function allows you to change your existing password. For first time login, you MUST change your password.' The form contains the following fields: 'Employee' (a dropdown menu showing 'BEN LIM [002]'), 'Old Password:' (a text input field), 'New Password:' (a text input field), 'Confirm Password:' (a text input field), and 'Password Type:' (a dropdown menu showing 'Login Password'). A 'Submit' button is located at the bottom of the form.

Now the user will be able to use their own password to login to the system.

1.2) Employee reset login password

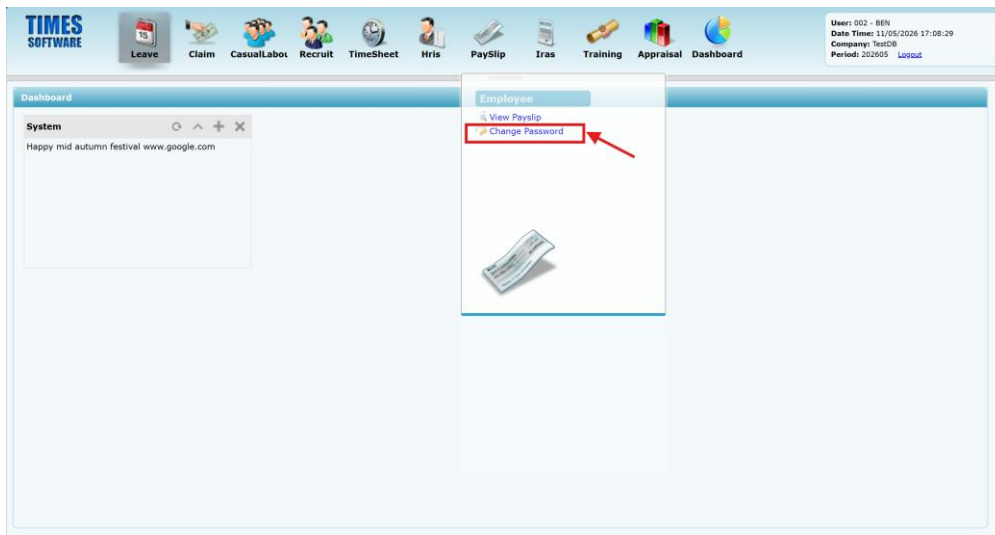
If an employee forgets their login password, they can click on the “**First Time Login / Forgot Password**” and follow the steps in 1.1 to reset their password

****Note: There is a difference in email if an employee has an existing password compared to them requesting for their first login password**

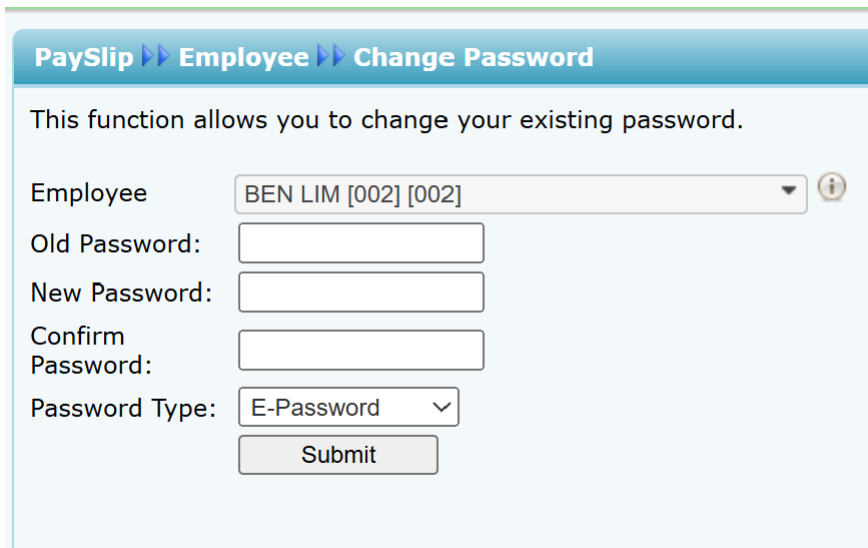


1.3) Employee reset payslip password

If an employee wants to reset their payslip password, they can click on the “Change Password” tab under “Payslip”



The employee will be re-directed to the “Change Password” page where they will be prompted to fill in the following fields: **(Old Password, New Password, Confirm Password)**



The screenshot shows the 'Change Password' form. The breadcrumb navigation is 'PaySlip >> Employee >> Change Password'. Below the breadcrumb, there is a message: 'This function allows you to change your existing password.' The form contains the following fields:

- Employee: BEN LIM [002] [002] (dropdown menu)
- Old Password: (text input field)
- New Password: (text input field)
- Confirm Password: (text input field)
- Password Type: E-Password (dropdown menu)
- Submit: (button)

2) MFA For Employee

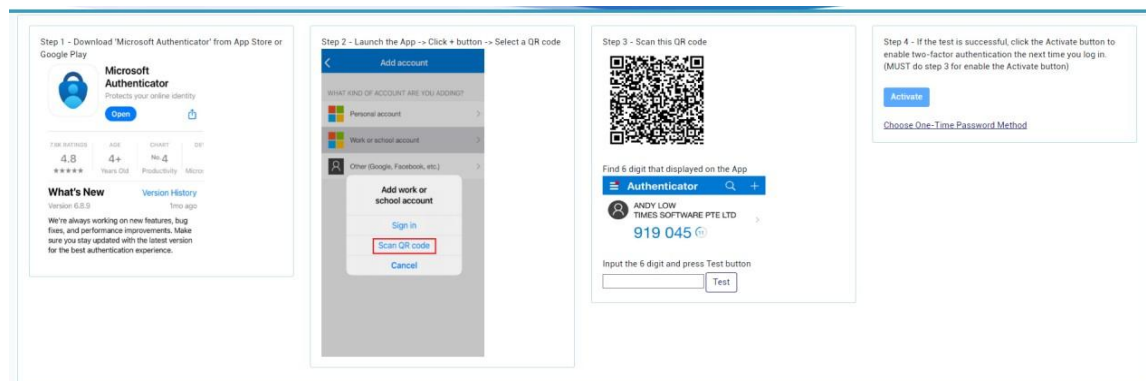
2.1) MFA by Authenticator

1. After logging in, the employee will be prompted by the system to choose an OTP (One-Time Password) method. Select 'Setup Authenticator':

Choose One-Time Password Method

I want to receive a one-time password via email when logging in. Activate Email OTP


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




Refer to step 1 to step 4 to download Microsoft Authenticator on the employee's mobile device. Then, access the Authenticator to scan the QR code shown in 'Step 3 – Scan the QR Code'.

2. The Microsoft Authenticator will display a 6-digit code. Please enter the code in the field above, then click the 'Test' button to continue.
3. Upon successful setup, the system will prompt **'Verification success'**.

Step 3 - Scan this QR code



Find 6 digit that displayed on the App

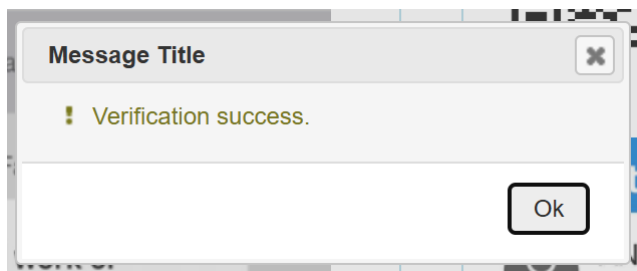


Input the 6 digit and press Test button

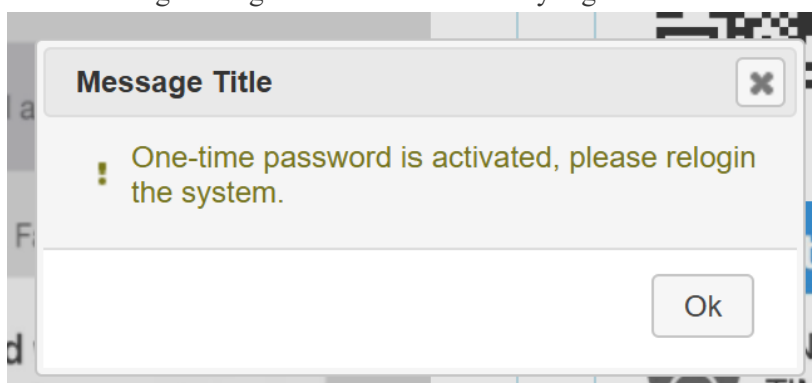
.....

Step 4 - If the test is successful, click the Activate button to enable two-factor authentication the next time you log in.

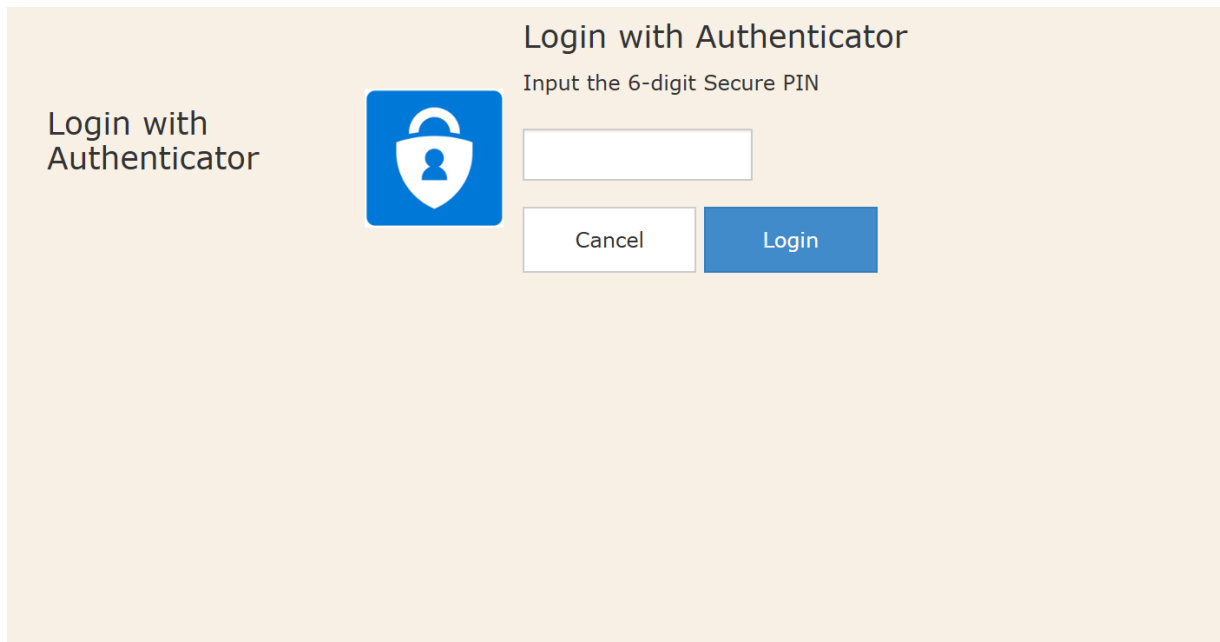
[Choose One-Time Password Method](#)



4. Click the [Activate] button to enable two-factor authentication.
- ** **The activate button will only be enabled after Step 3 has been successfully verified.**
5. After successfully activating the Microsoft Authenticator, the system will display the following message and then automatically log out:



6. Upon successfully re-logging into the system, the user will be prompted to enter the 6-digit code generated by Microsoft Authenticator:



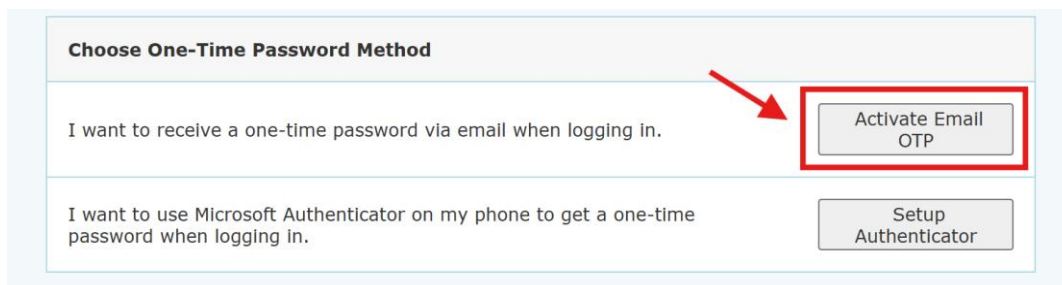
Login with Authenticator

Input the 6-digit Secure PIN

Cancel Login

2.2) MFA by Email

1. Upon logging in, the system will prompt the user to choose an OTP method. Select “Activated Email OTP”




Choose One-Time Password Method

I want to receive a one-time password via email when logging in. **Activate Email OTP**

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

2. The user will receive a notification saying “OTP has been setup” before asking to re-login. The 6-digit code will be sent to their email address
3. Upon success re-login to the system, OTP will be triggered to admin’s email address. The user then enters the OTP and clicks [Login].

Login with mail



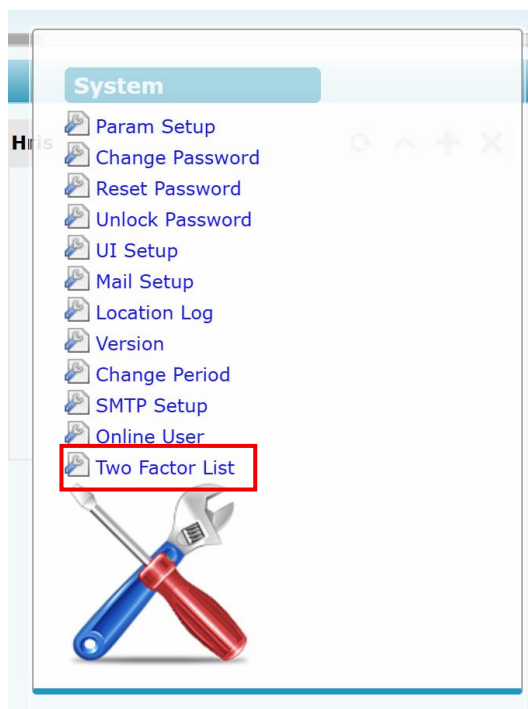
Input the 6-digit Secure PIN

ReGet OTP (105)

OTP has been sent to email kylexxx@xxx

2.3) Change MFA Method

To change the MFA (Multi-Factor Authentication) method, select 'Two Factor List':



The user will be redirected to the One-Time Password method selection page. Refer to the previous section for the steps to activate Email OTP.



Choose One-Time Password Method

I want to receive a one-time password via email when logging in.	<input type="button" value="Activate Email OTP"/>
I want to use Microsoft Authenticator on my phone to get a one-time password when logging in.	<input type="button" value="Setup Authenticator"/>

2.4) Unable to access MFA Authenticator

To reset their MFA Authenticator, if the employee does not have access to their mobile phone, they can click on the “First Time/Forgot Password” hyperlink at the login page to reset their password.

Forgot Password

Please enter your Emp No and NRIC/FIN No then follow by Submit button.

Emp No:

Email:

Password Type: ▾

After the employee has their password reset, they will be prompted to reset their Multi-Factor Authentication login again.