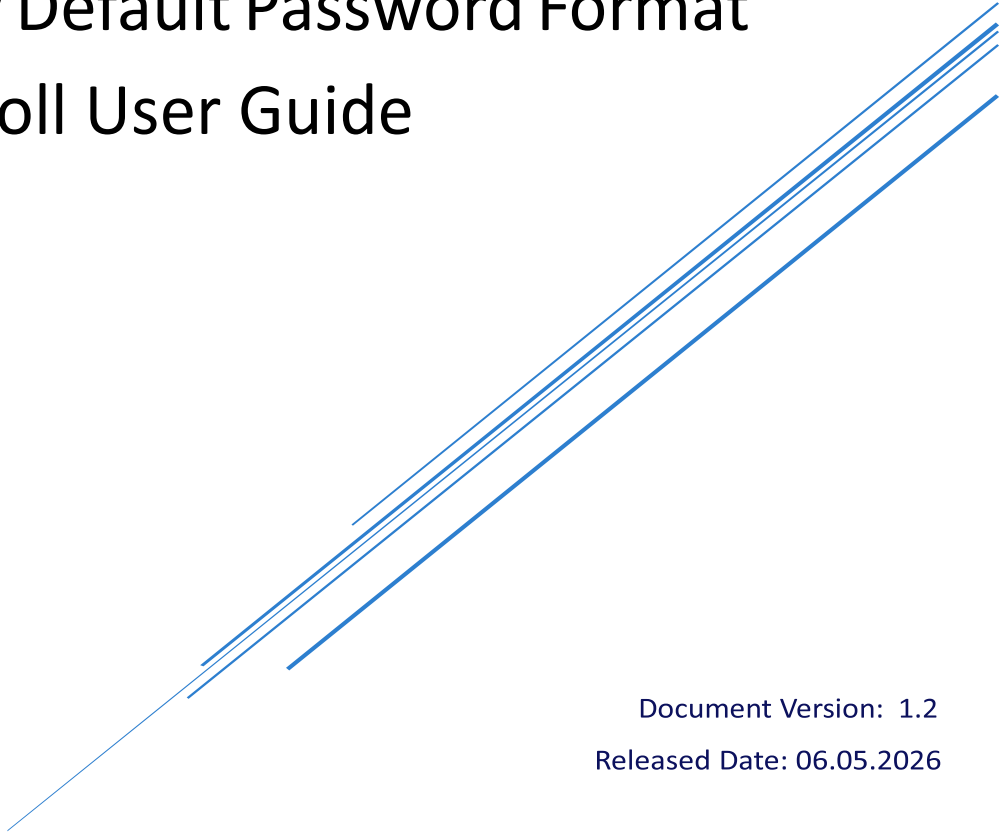


**TIMES
SOFTWARE**

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New Default Password Format Payroll User Guide



Document Version: 1.2

Released Date: 06.05.2026



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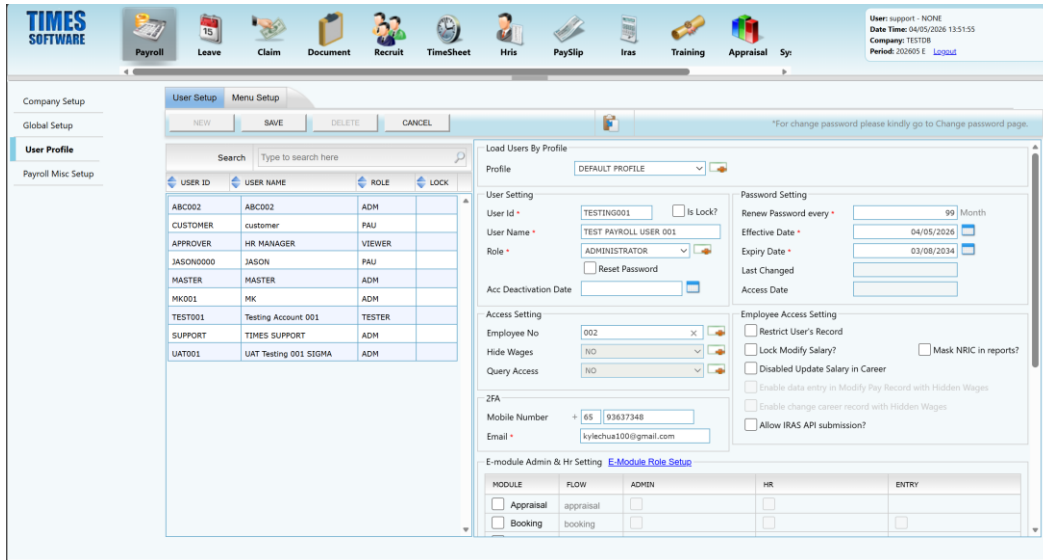
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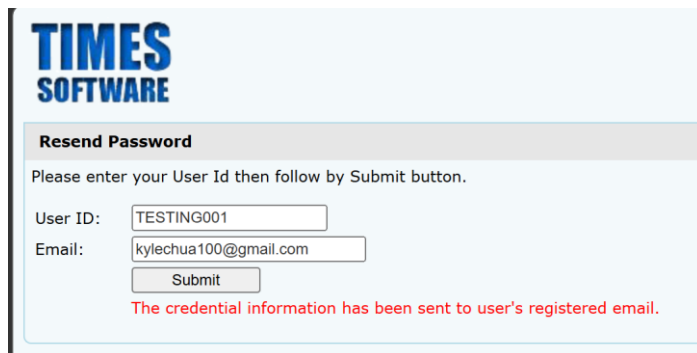
1) Payroll User

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.

**postmaster@timesoftsg.com.sg**

to me ▾

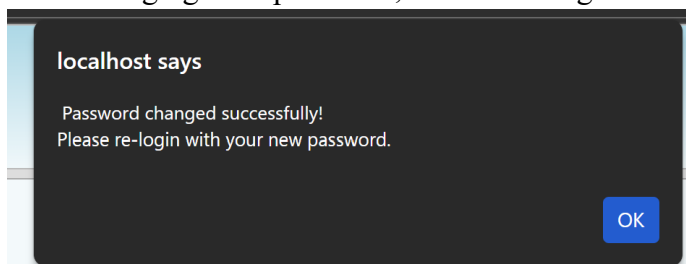
Password: Y1_BL3a308w-

Kindly update your password after logging in with the temporary password provided within 2 hour.



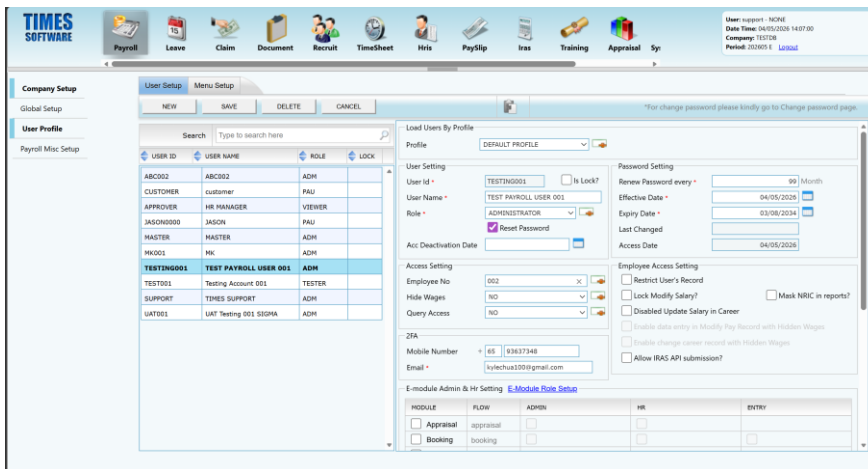
CHANGE PASSWORD	
For first time login , you MUST change your password.	
User ID	TESTING001
Old Password	*****
New Password	*****
Confirm Password	*****
Password Requirements	
Minimum 6 characters in length.	
SUBMIT CANCEL	

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

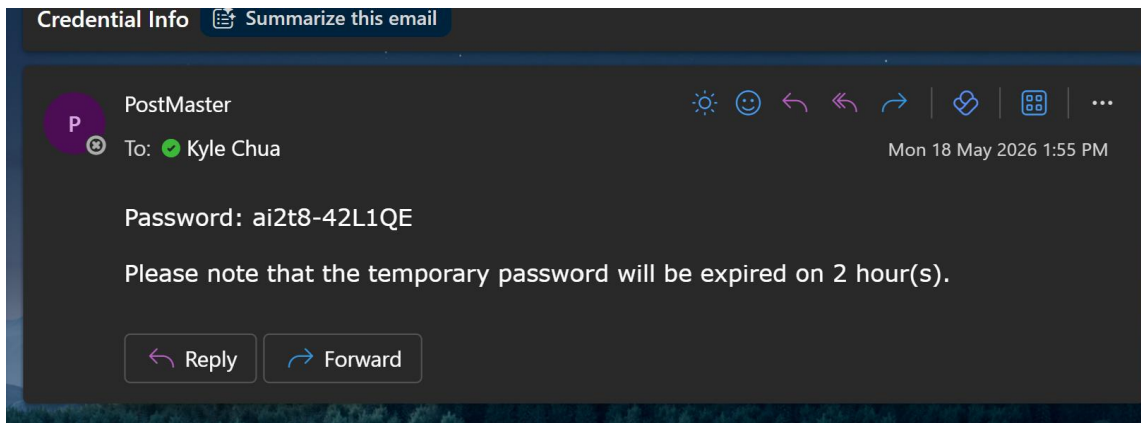


1.2) Admin reset password (Payroll)

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.

CHANGE PASSWORD

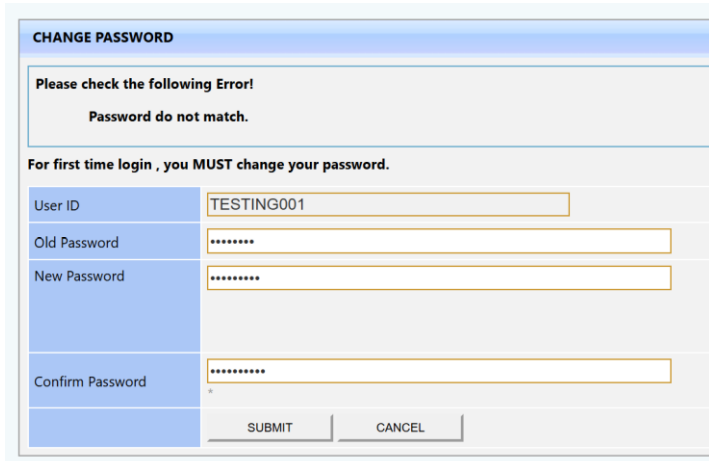
For first time login , you MUST change your password.

User ID	<input type="text" value="TESTING001"/>	Password Requirements Minimum 6 characters in length.
Old Password	<input type="password" value="*****"/>	
New Password	<input type="password" value="*****"/>	
Confirm Password	<input type="password" value="*****"/>	
<input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/>		

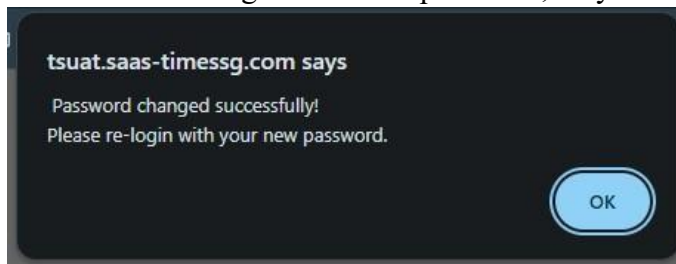
If the wrong temporary password is entered, this message will be shown:



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







A screenshot of a "CHANGE PASSWORD" form. At the top, a blue header bar contains the text "CHANGE PASSWORD". Below it, a grey box contains the message: "Please check the following Error!" followed by "Password do not match." in bold. Underneath, a note states: "For first time login , you MUST change your password." The form has four input fields: "User ID" with the value "TESTING001", "Old Password" with "*****", "New Password" with "*****", and "Confirm Password" with "*****". At the bottom, there are "SUBMIT" and "CANCEL" buttons.

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




Important: For future payroll 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 Login or Forget Password** link to get the new temp password to reset their own password.

Times provides the following E-Application to assist HR job:

Times Software offers comprehensive integrated suite of Payroll and HR solutions designed specifically for small, medium and large corporations.



Login to eSolution!

User ID:

Password:

Company:

Period:

[Login](#) [First Time Login / Payroll Forgot Password](#)

Payslip is P&C. please don't share

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**



Resend Password

Please enter your User Id then follow by Submit button.

User ID:

Email:

PAYSLIP PASSWORD

Employee(s)
Employee: All

Password
 Generate Release Lock Email
 Strong Password

COMPANY SELECTION - ALL | QUERY SELECTION- All

GENERATE

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

Password Generate successful.

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

PAYSLIP PASSWORD

Employee(s)
Employee: 002 - BEN LIM

Password Generate successful.

Password
 Generate Release Lock Email

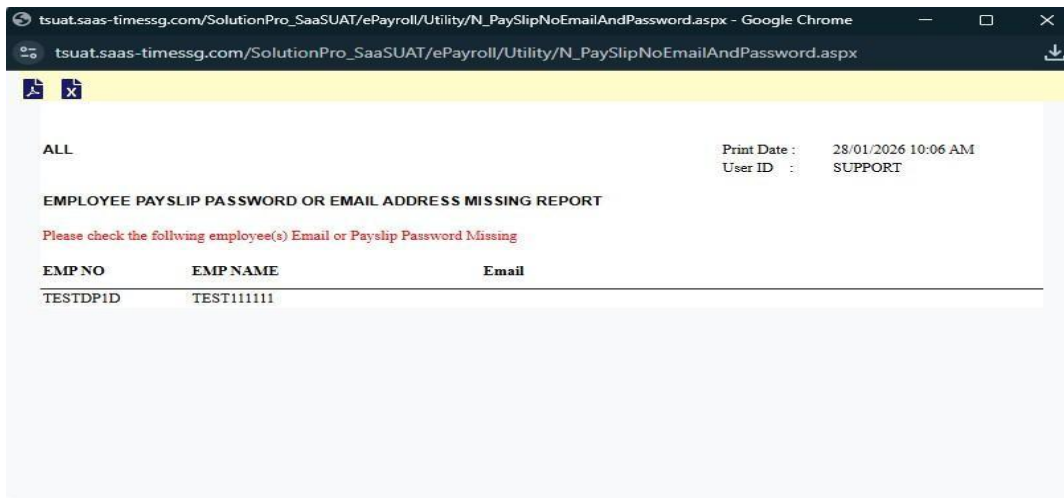
Subject: Payslip Password Max 100

Body Message: Dear {#EMPNAME}, Please check the attachment. Thanks. Note: Password to open the attachment is your DOB in YYYYMMDD format. Max 1000

COMPANY SELECTION - ALL | QUERY SELECTION- All

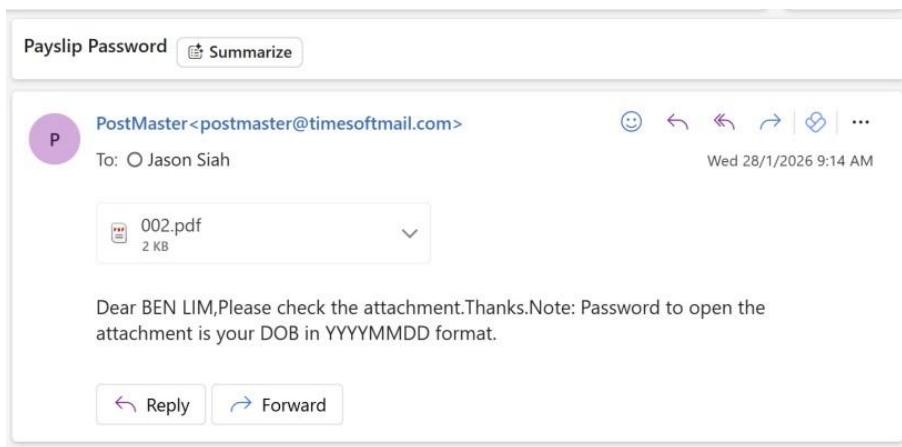
EMAIL

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

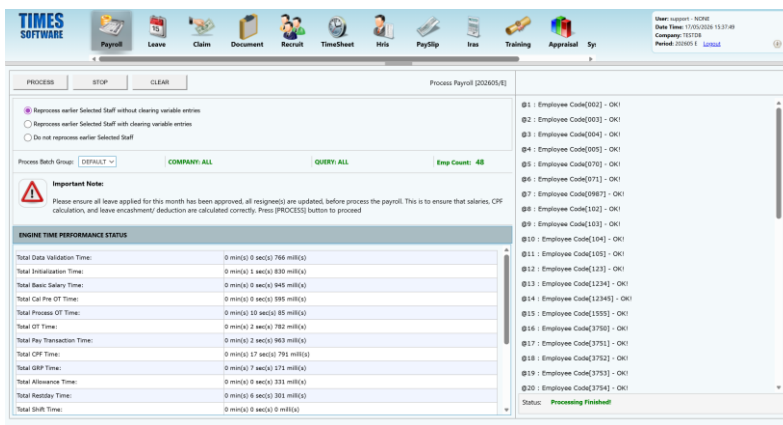


After clicking the email button, the new employee will receive the email with E-password sent to their email address.

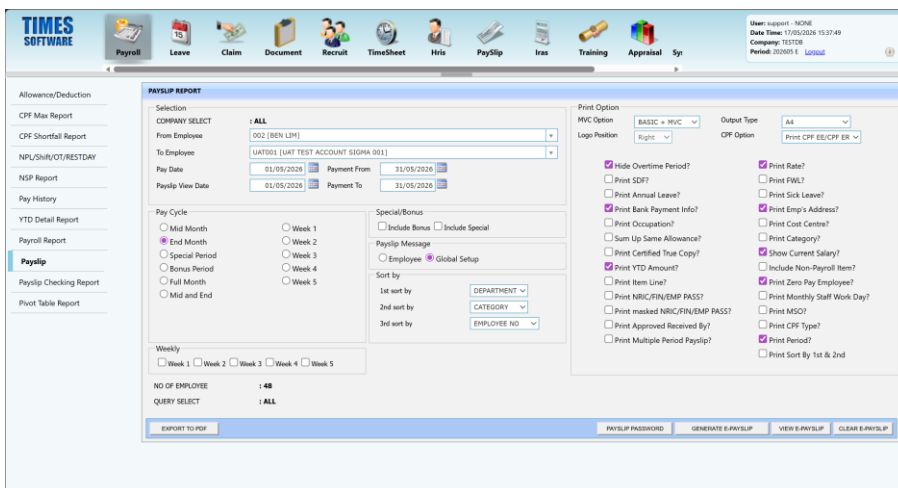
Note: the default minimum length of the E-password is 12 characters



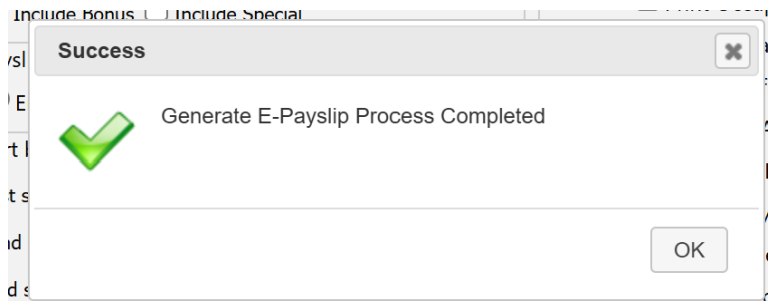
3. The payroll will need to be processed for the employee for them to be able to view their payslip. Click on “Process” to process the payroll for the employee



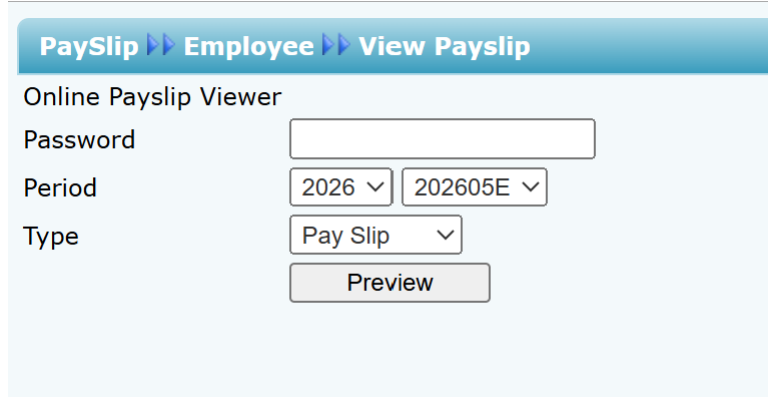
4. Click on “Generate E-Payslip” to generate the E-payslip for the employee



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

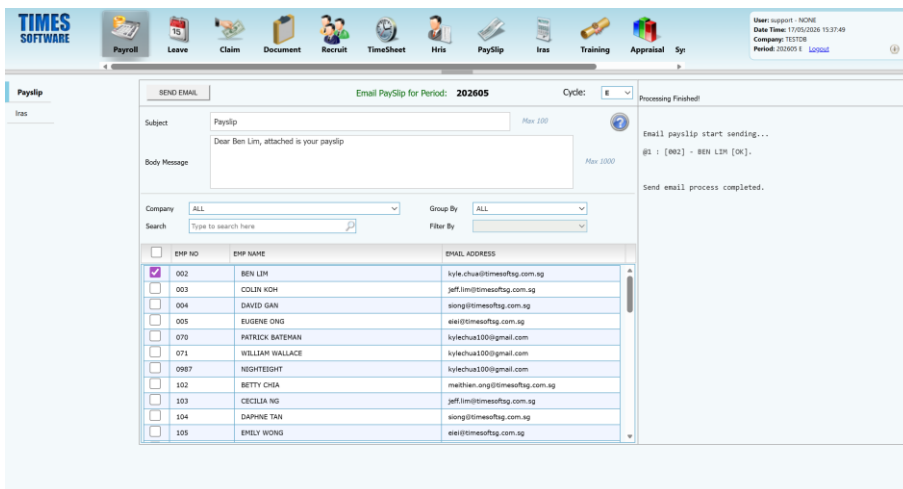


The user will be able to use the E-password to view their own payslip in the Payslip Module



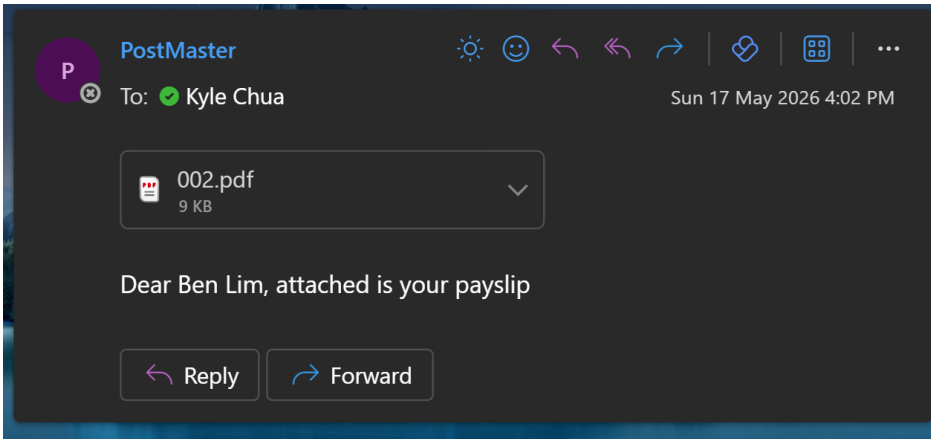
If the client does not have the payslip module, the payroll admin will send out the Payslip to the employee.

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”



If the email is successfully sent, the newly created employee will receive the email with the E-password show as below:

If the client does not have the payslip module, the payroll admin will send out the Payslip to the employee. Then the Employee can use the E-password stated in the pdf to view their payslip.



ALL

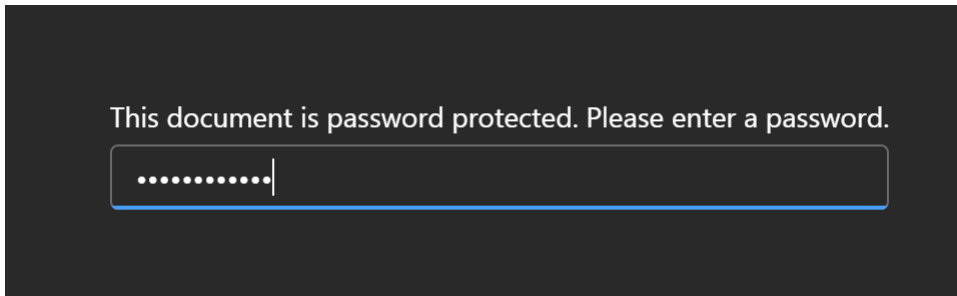
Print Date : 17/5/2026

User ID : SUPPORT

Payslip Password Listing

EMP NO	EMP NAME	PASSWORD
002	BEN LIM	XlhK2A2adjtC

Page 1 of 1





PAYSLIP ADVICE

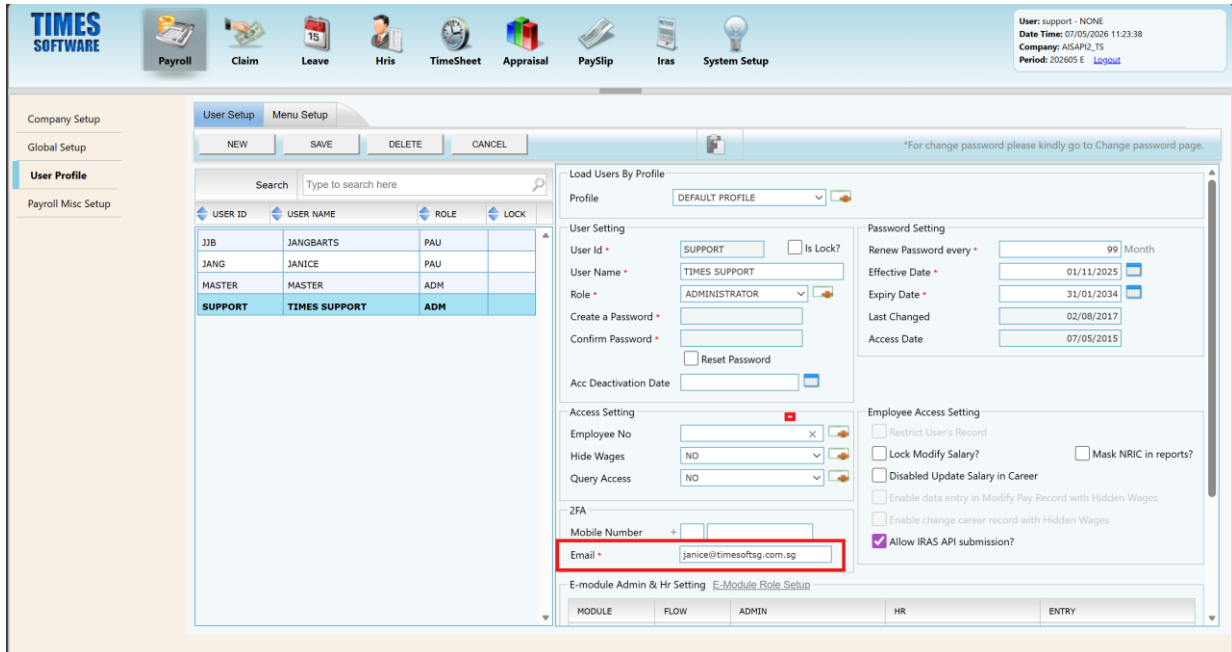
TIMES SOFTWARE (S-DEMO)			PAYSLIP FOR 30-05-2026 To 30-05-2026						
NAME: BEN LIM			PERIOD: END: MAY 2026						
EMPLOYEE NO: 000			DEPARTMENT: SINGAPORE DIVISION						
			PAY DATE: 05-05-2026						
DESCRIPTION	HOURS	DAYS	RATE	EARNINGS	DESCRIPTION	HOURS	DAYS	RATE	DEDUCTIONS
DIRECTOR FEE				1,000.00					
TOTAL EARNINGS			SGD	1,000.00	TOTAL DEDUCTIONS			SGD	
BANK: CASH			ACF:	1,000.00	NETT PAY				1,000.00
					CURRENT			YTD	
					Net Pay			1,000.00	3,000.00
					Gross Wage			1,000.00	3,000.00
SALARY WILL BE CREDITED AT MONTH END									

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



2) Payroll User MFA Setup

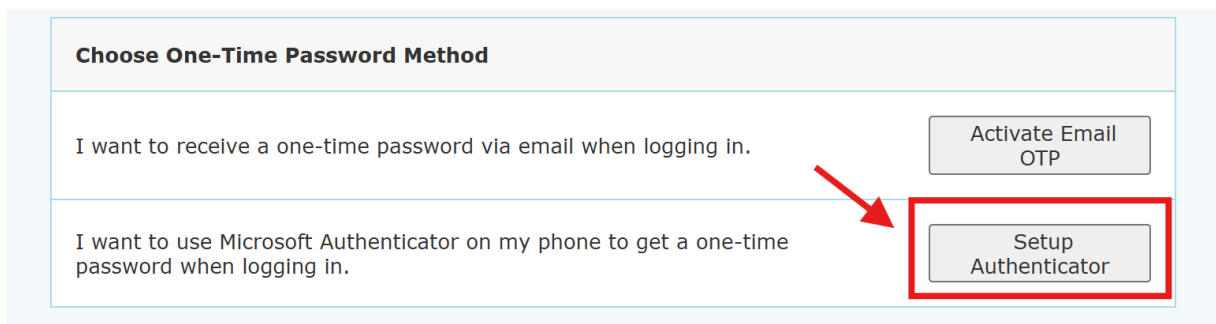
Pre-requisites: Admin to Login to Payroll > Under Company Setup > User Profile update
 “Email” for all USER ID(s).



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:



The screenshot displays the Microsoft Authenticator app interface on a mobile device. It is divided into four instructional steps:

- Step 1 - Download 'Microsoft Authenticator' from App Store or Google Play:** Shows the app's listing with a 4.8 rating and an 'Open' button.
- Step 2 - Launch the App -> Click + button -> Select a QR code:** Shows the 'Add account' screen with options for 'Personal account', 'Work or school account', and 'Other (Google, Facebook, etc.)'. The 'Scan QR code' button is highlighted with a red box.
- Step 3 - Scan this QR code:** Shows a QR code being scanned by the app. Below it, the app displays the name 'ANDY LOW', 'TIMES SOFTWARE PTE LTD', and a 6-digit code '919 045'. A 'Test' button is visible.
- Step 4 - If the test is successful, click the Activate button to enable two-factor authentication the next time you log in.** Shows an 'Activate' button and a link to 'Choose One-Time Password Method'.

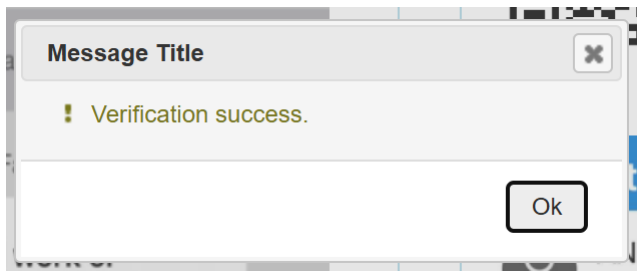
At the top right of the screenshot, user information is displayed: User: ADMIN - NONE, Date Time: 06/05/2026 12:21:43, Company: AISAPI2_TS, Period: 202605, and a Logout link.

Follow the steps provided (Step 1 -> 4) to download Microsoft authenticator on the user's mobile device. Then refer to 'Step 3 – Scan QR Code' to setup the authenticator.

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

This block provides a detailed view of the app's interface during the QR code scanning and activation steps:

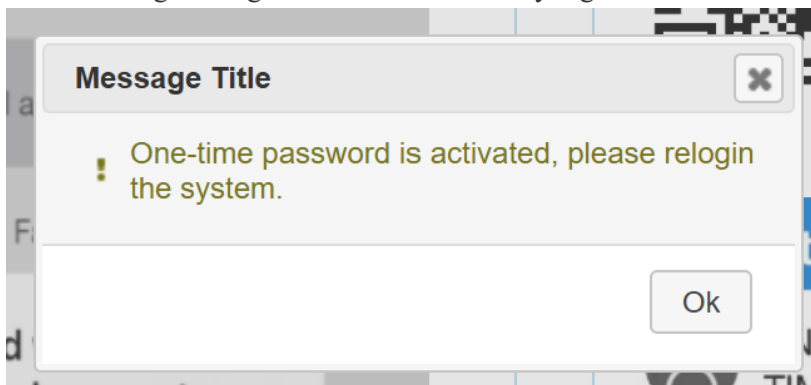
- Step 3 - Scan this QR code:** Shows a large QR code for scanning.
- Find 6 digit that displayed on the App:** Shows the app's interface with the name 'ANDY LOW', 'TIMES SOFTWARE PTE LTD', and the 6-digit code '919 045'. Below the code is a 'Test' button.
- Step 4 - If the test is successful, click the Activate button to enable two-factor authentication the next time you log in.** Shows an 'Activate' button and a link to 'Choose One-Time Password Method'.



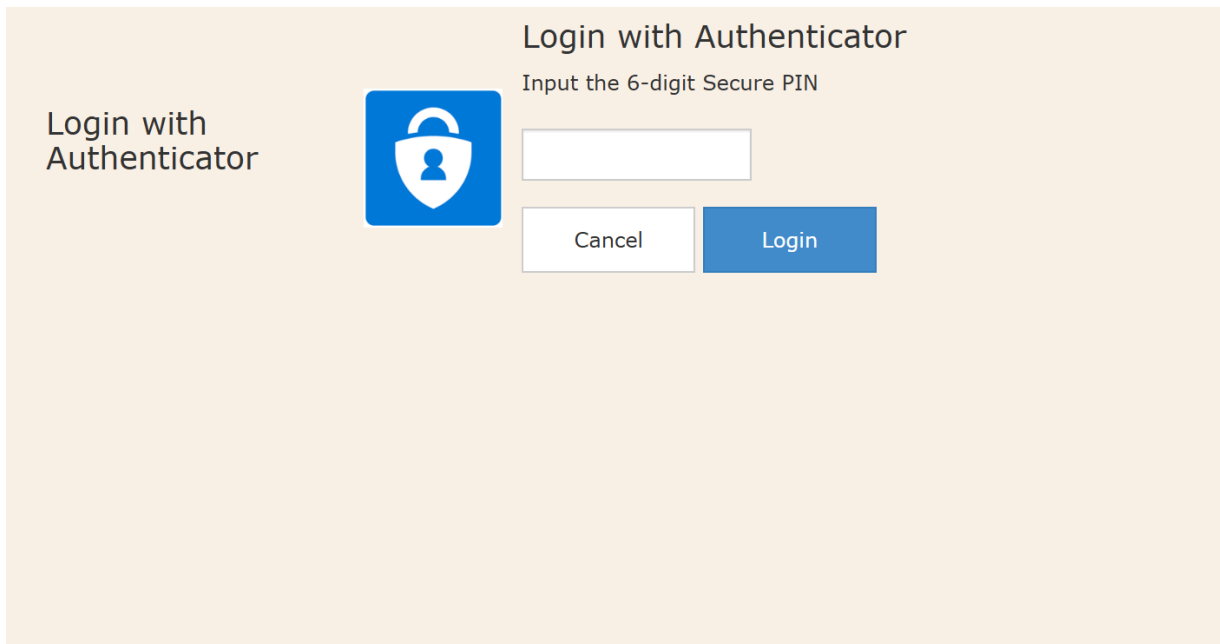
Click the [Activate] button to enable two-factor authentication.

**** The activate button will only be enabled after Step 3 has been successfully verified.**

3. After successfully activating the Microsoft Authenticator, the system will display the following message and then automatically log out:



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



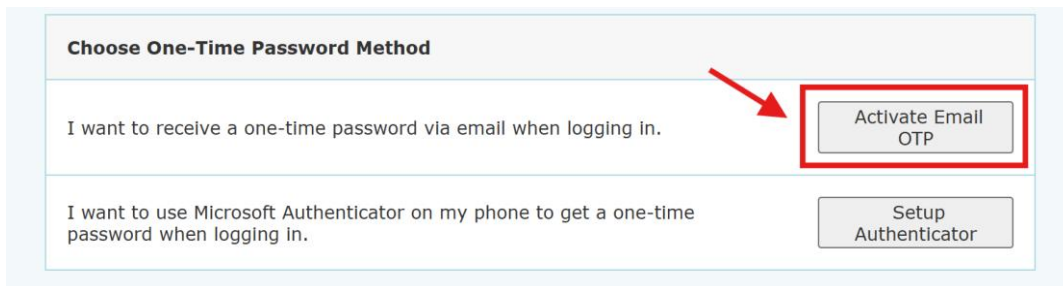
Login with Authenticator

Input the 6-digit Secure PIN

Cancel Login

2.2) MFA by email Admin Account

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

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

Message Title ✕

One-time password is activated, please relogin the system.

Ok

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.

Choose One-Time Password Method

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

Please input email
kyle.chua@timesoftsg.com

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

4. Upon success re-login to the system, system will trigger OTP & sent to user’s email address. Which they can use to login

Login with mail

Login with mail

Input the 6-digit Secure PIN

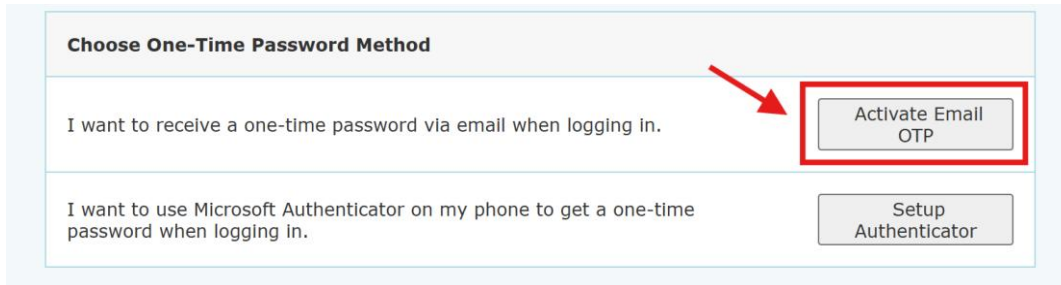
ReGet OTP (118)

Cancel
Login

OTP has been sent to email kylexxx@xxx

2.3) MFA by email Employee Account

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

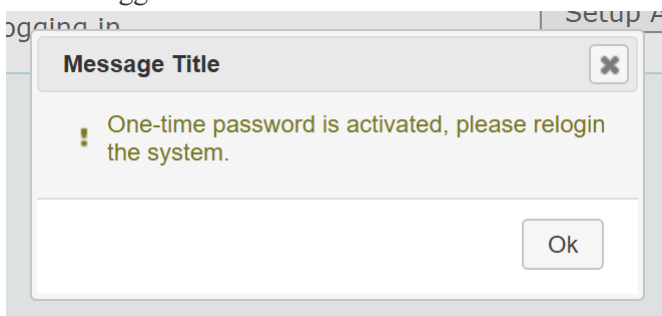


Choose One-Time Password Method

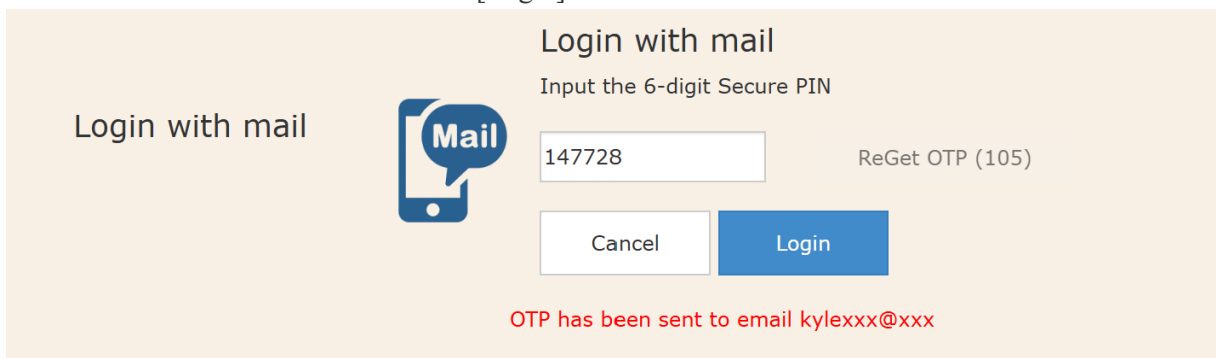
I want to receive a one-time password via email when logging in. **Activate Email OTP**

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

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



2. 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

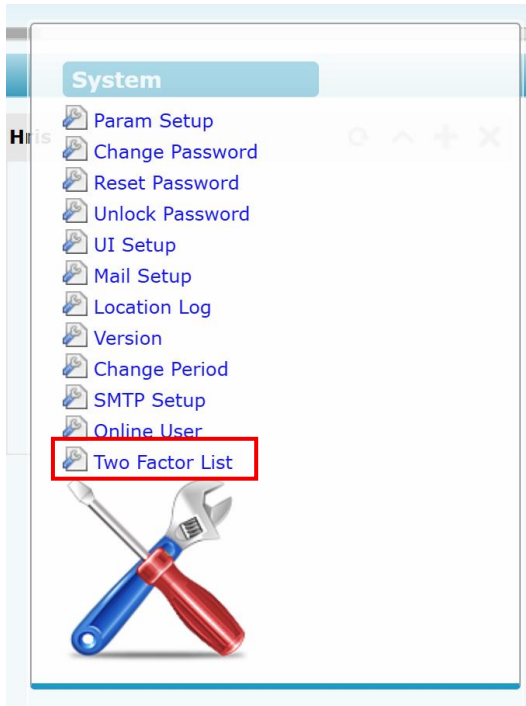
147728 [ReGet OTP \(105\)](#)

Cancel **Login**

OTP has been sent to email kylexxx@xxx

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

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.





Forgot Password

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

Emp No:

Email:

Password Type:

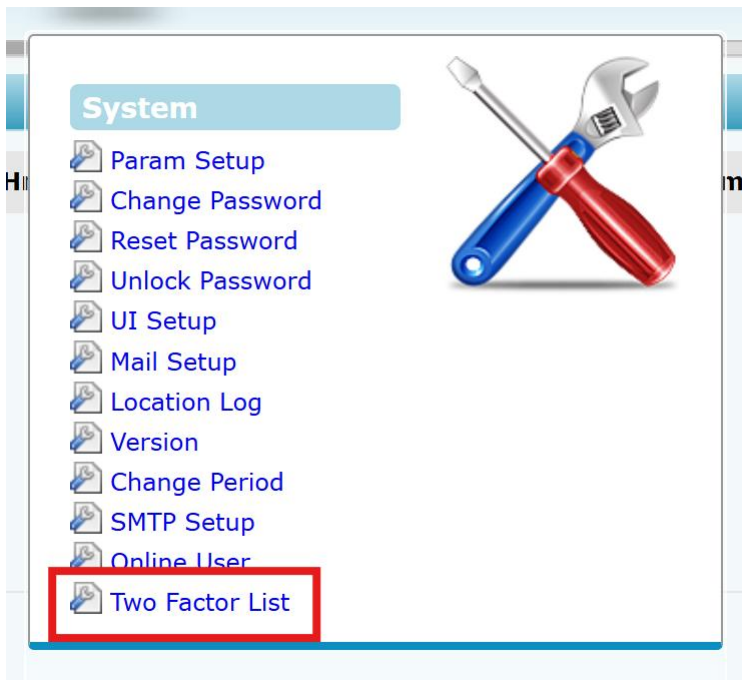
Choose One-Time Password Method

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"/>

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”



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.

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