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Access your new Payworks Account

## Access your Payworks account and add it to your email login.

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> Our new email login method is now live and being rolled out to clients in a phased approach.
> This article applies to clients that have transitioned to the new email login functionality.
> If your organization hasn't transitioned yet, please continue to log in with your Customer ID.

Step 1: Select the Access account button from the Payworks email ⌄

Your organization's Payworks system administrator creates the user account on your behalf, which sends you an email with instructions on how to access it. You should have received an email from no-reply@payworks.ca with the subject "Payworks account access" followed by a 6-character Customer ID. Select **Access account** from within this email to create an email login for your account, or to add the account to your existing email login.
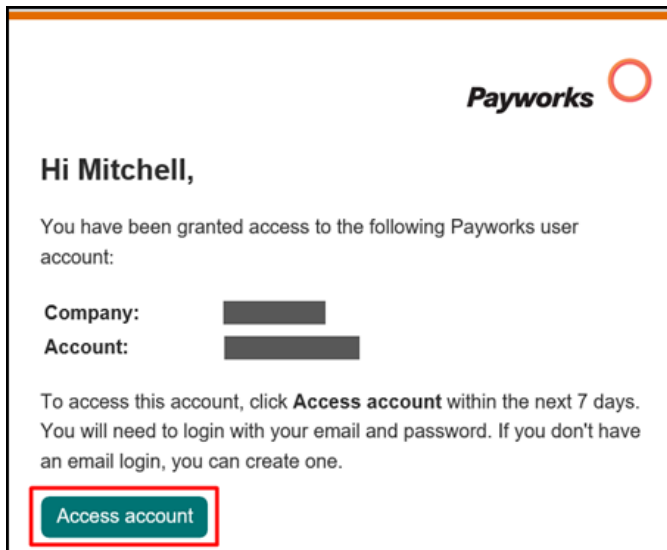
Troubleshooting

If you did not receive an email:

- Check your spam/junk folder. Add no-reply@payworks.ca to your safe sender list so you don't miss any communications about your account.
- If the email is not in your spam/junk folder, contact your organization's Payworks system administrator and confirm your email is correct in the system.

If "Link has expired or is invalid" displays after selecting the Access account button:

- The link in the email expires 7 days after it was sent. If you did not access and secure your account before that, you will need to contact your organization's Payworks system administrator to request they resend your account access email.
- Only the most recent link is valid. If you received multiple emails to access the same account, select the most recent email. Links in older emails will no longer be valid.
- You can only use the link once to access and secure your account. If it was already used to access and secure your account, the link is no longer valid. Go to https://login.payworks.ca/login to log into your account.

Step 2: Perform User verification for Employee Self Service account only ⌄

For your personal Self Self Service account, you will need to verify a piece of information on the account to ensure the correct person is accessing it.

Enter in the information requested.
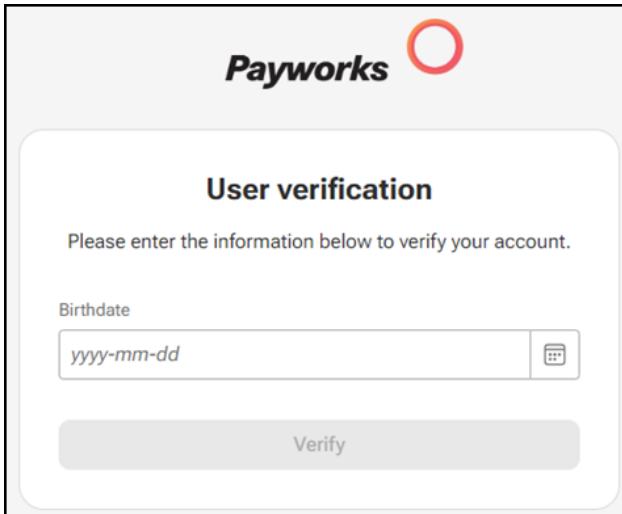
Troubleshooting

If the message "The provided information does not match our records" displays:

- Double-check that the information entered is correct.
- If correct, contact your organization's Payworks system administrator to verify the information in the system is correct.

Step 3: Create an email login or use your existing email login ⌄
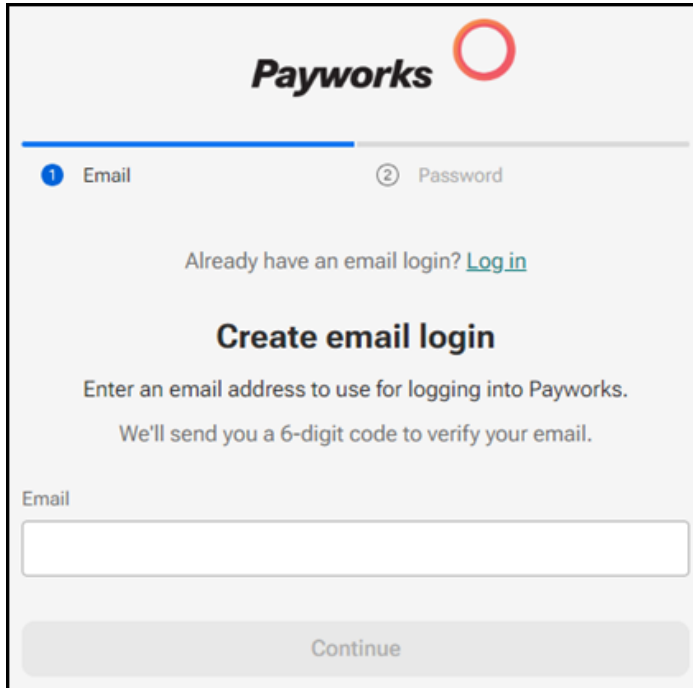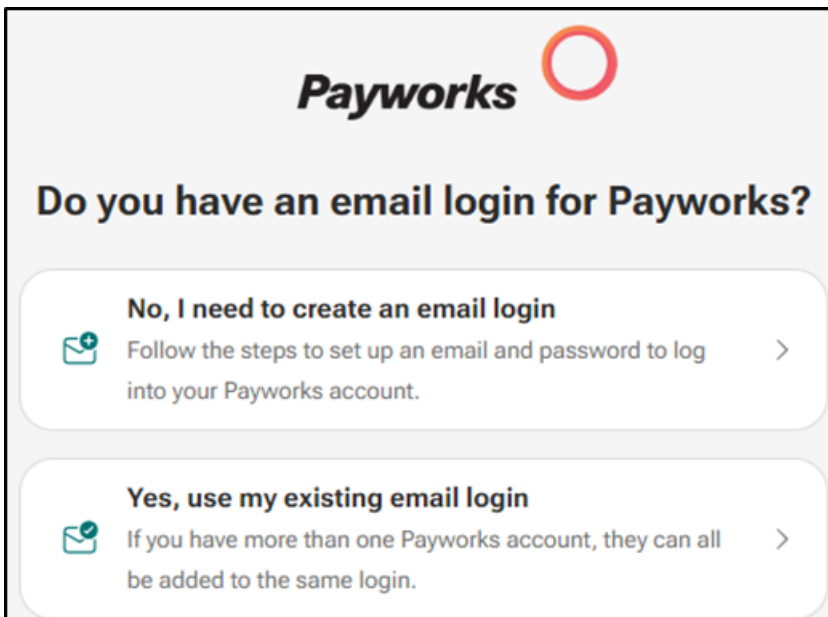

If you don't have an email login for Payworks, select **No, I need to create an email login**. Then follow Step 4: Create email login below.

If you created an email login, you can add all your Payworks accounts to that login and easily toggle between them without logging out and back in. In this case, select **Yes, use my existing email login** and follow Step 5: Log in with existing email login below.

Step 4: Create an email login ⌄

If you have never logged into Payworks with an email address before, you will need to set up an email and password.

1. Enter the email you will use to log in. It may be preferable to use a personal email address instead of one issued by your current employer, in order to ensure continued access to log in, and reset passwords, even after employment has ended. The system will email a verification code to this email address to ensure the email address was entered correctly.
2. Enter this verification code to continue.

Payworks

1 Email · 2 Password

Already have an email login? Log in

Enter the 6-digit code

We emailed it to your_email@email.ca. Change email

This code expires in 10 minutes

Didn't receive the email? Resend code

Continue

Troubleshooting

If you did not receive an email with the verification code:

- Verify the email address you entered was correct. It displays below the header. If it is incorrect, select the **Change email** link. This will take you back to where you can enter the email address you want to use to login.
- Check your spam/junk folder. Ensure you allow emails from no-reply@payworks.ca so you do not miss any communications regarding your account.
- If the email address is correct, and a few minutes have passed, select the **Resend code** link to send another email. Any codes previously sent will be invalid, so you will need to use the most recent 6-digit verification code sent.

If the email received states "Email login exists":

- The email address entered is already associated with an email login. Select **Log in** to access the account instead of creating a new email login (follow Step 5: Log in with existing email login below). If you forgot the password for that email login, you can reset it from the **Log in with an email address** screen.

If you accidentally deleted the email before viewing the code:

- Select the **Resend code** link to send another email with the 6-digit verification code to the email address displayed below the header.

If you see the message "This code is invalid":

- Verify the code is correct. The code entered should match what the system sent. If you resent your code, ensure you are using the most recent code received. All previous codes will be invalidated.
- If the email address is correct, and a few minutes have passed, select the **Resend code** link to send another email. Any codes previously sent will be invalid, so you will need to use the most recent 6-digit verification code sent.

3. Enter and confirm a password to protect your account.
   The password must be a minimum of 8-characters long, and the strength must be at least Medium-Strong (Weak passwords will not be accepted).
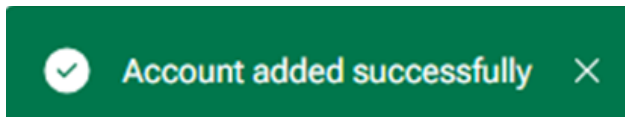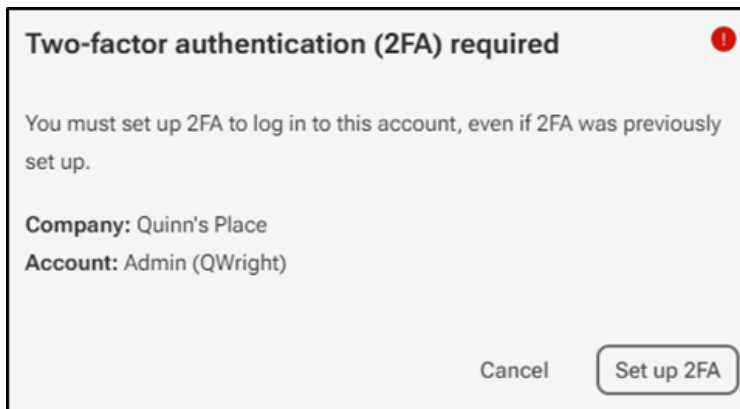
You will receive a message that the account was added successfully.

4. If the user account requires two-factor authentication (2FA) on login, then the system prompts you to set it up. You will not be able to access the user account until 2FA is set up.
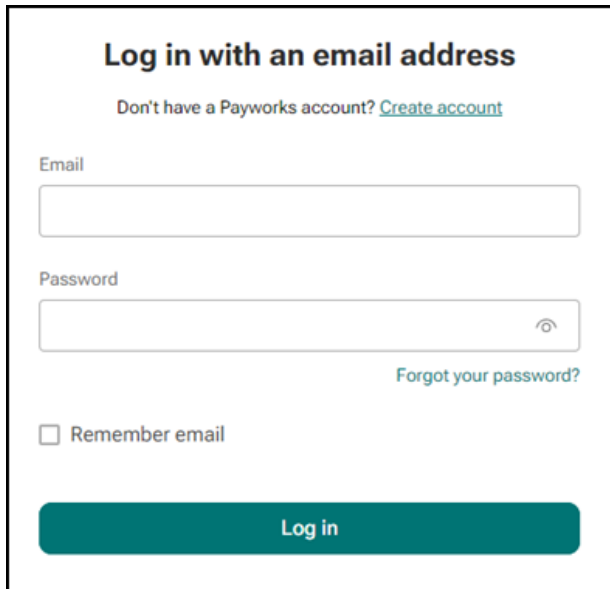

If you had two-factor authentication (A2F) on your account before you set up the new email login method, you will asked to set up two-factor authentication (A2F) again for this new login method.

5. Select **Set up 2FA.** The system will display the Login security screen. Follow the steps on screen to set up 2FA.

For help with setting up 2FA, select the question mark icon ⊘ in the top toolbar on the Login Security screen.

Step 5: Log in with an existing email login ⌄

If you already have an email login, enter the email and password.

Log in with an email address

Don't have a Payworks account? Create account

Email

Password 👁

Forgot your password?

☐ Remember email

Log in

The "Account added successfully" message displays at the bottom of the screen, confirming your account is now accessible via your email login.

✅ Account added successfully ✕
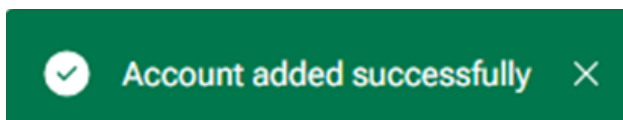
Troubleshooting

If you do not remember the password for your email login:

- Select the **Forgot you password?** link at https://login.payworks.ca and follow the steps to recover your password. You will then need to start from Step 1: Select the Access account button from the Payworks email above again to add your account to your email login.

Step 6: Access your account ⌄

From the Accounts management screen, select the button that says 'Admin' or 'Personal' next to your account name to access it.
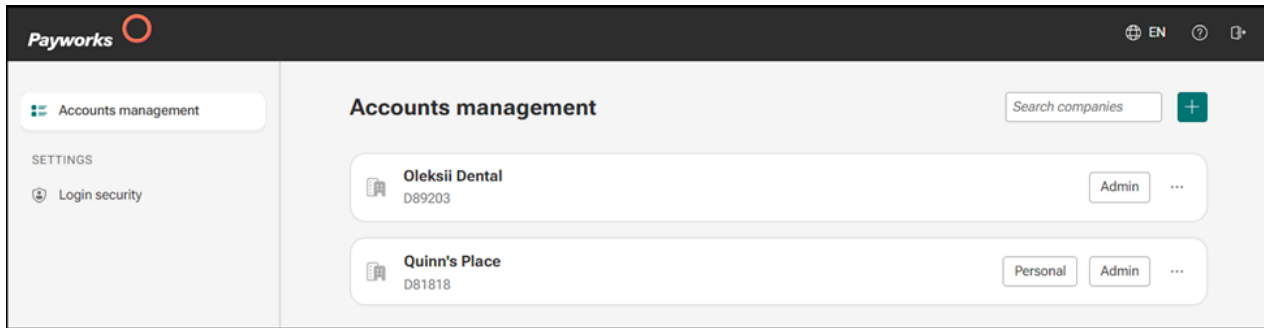
Note: If you are accessing a newly set up Admin account for the first time, you will be asked to confirm, update, or add some information on your account.)

For information on accessing your account and other features of the Accounts

Management screen, select the question mark icon in the top toolbar.

Accessing your Payworks account later ⌄

To access the account in the future, you will need to log in at https://login.payworks.ca.
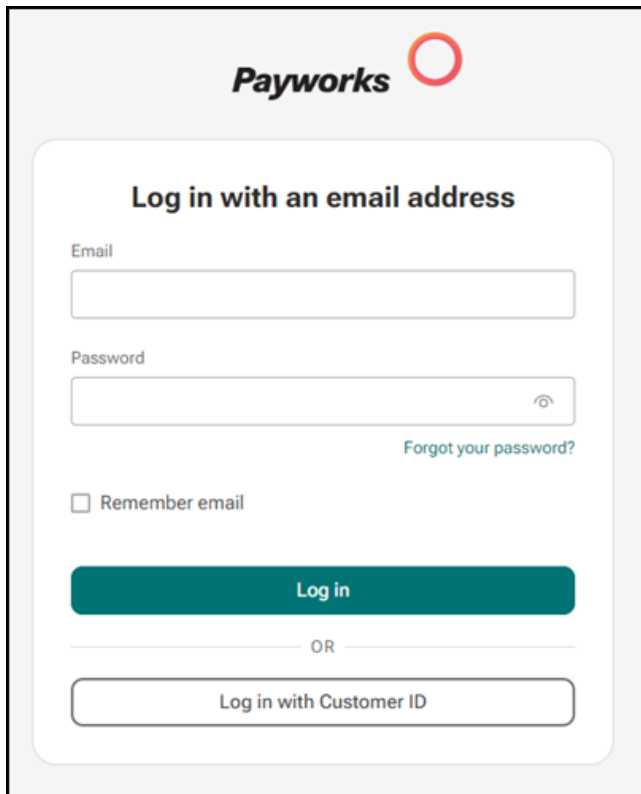
Troubleshooting

If you see Customer ID and Username input fields:

- Ensure you are logging in from https://login.payworks.ca . Your account cannot be accessed using a Customer ID and Username to log in.