

How do I reset my login credentials?

Paychex Oasis

What you will need:

You will need the following items to begin:

- Email address associated with your account
- User ID

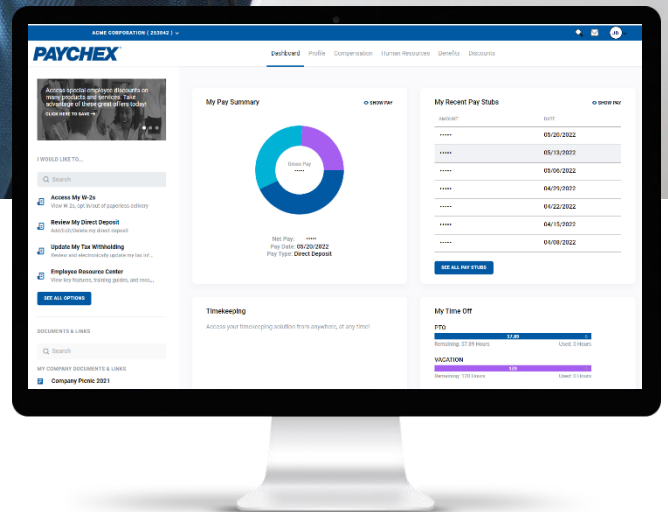
Instructions:

1. Go to <https://portal.oasisassistant.com/>
2. Select **Need Help Logging In?**
3. Select the appropriate assistance type:
 - a. **Forgot Username** or
 - b. **Forgot Password**
 - c. Click **Submit**.
4. Enter necessary information based on selection and Click **Submit**.

An email will be sent to the email address on file with a temporary password.

Please note: You will be prompted to change your password upon login.

Note: Your username and password are selected as part of the sign-up process. Consider choosing a username and password, that are easy for you to remember.



Step by Step Instructions:

1. Go to <https://portal.oasisassistant.com/>
2. Select **Need Help Logging In?**

PAYCHEX[®]

HR | Payroll | Benefits | Insurance

Please sign in

Username
Password

SIGN IN

English

NEED HELP LOGGING IN?

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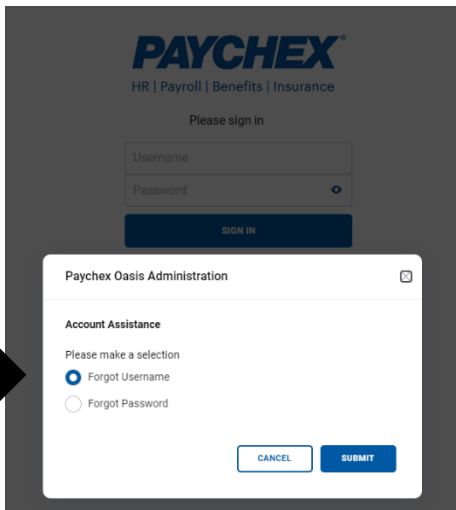
Not Registered Yet?

If the business you work for is a client of Paychex, please click the link below to register.

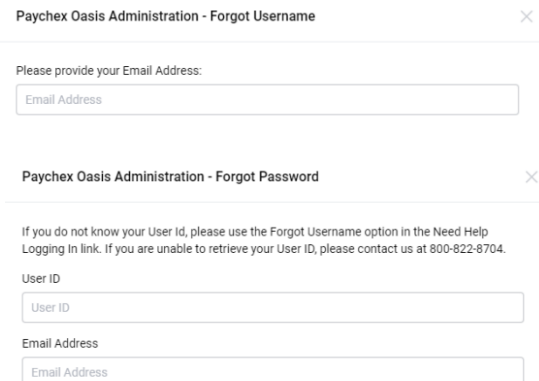
SIGN UP

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3. Select the appropriate assistance type:
 - a. **Forgot Username** or
 - b. **Forgot Password**
 - c. Click **Submit**.
4. Enter necessary information based on selection and click **Submit**.



The screenshot shows the Paychex login page with a modal window titled "Paychex Oasis Administration" open. The modal has a close button in the top right corner. Under the heading "Account Assistance", it says "Please make a selection" and has two radio button options: "Forgot Username" (which is selected) and "Forgot Password". At the bottom of the modal are "CANCEL" and "SUBMIT" buttons. A black arrow with the number "3" points to the modal window.



The screenshot shows two forms. The first is titled "Paychex Oasis Administration - Forgot Username" and has a close button in the top right corner. It contains the text "Please provide your Email Address:" and an "Email Address" input field. The second form is titled "Paychex Oasis Administration - Forgot Password" and also has a close button in the top right corner. It contains the text "If you do not know your User Id, please use the Forgot Username option in the Need Help Logging In link. If you are unable to retrieve your User ID, please contact us at 800-822-8704." followed by "User ID" and "Email Address" input fields.

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