Special Announcement

Notice: Security and Your Paychex Online Account

With massive security breaches in the news including Home Depot, Target, and JP Morgan Chase, you know the importance of keeping financial and personally identifiable information safe. As part of our continuing product innovations, we’re enhancing our Paychex Flex (previously known as Paychex Online) login process to include more security features to help prevent unauthorized access.

Levels of Protection
Paychex has designed the following three levels of protection to secure yours and your clients’ accounts even if unauthorized users somehow obtain password information without permission:

- **Level 1**: If you log in from a new/unrecognized computer or we detect suspicious activity, Level 1 security prompts you to answer a security question.
- **Level 2**: In the same situations, Level 2 security requires you to enter a temporary verification code we send you by phone as either a text or call.*
- **Level 3**: With Level 3 security, every time you log in, you must enter a temporary verification code we send you by phone as either a text or call.*
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*recommended for administrative users

Over the next few months, we will ask you (if you are an existing user) to choose which level of security best meets your needs when accessing Paychex Flex. We will also be sending clients a Client Service Agreement addendum about online security.

Important Items to Note:

- If any of your clients currently share their personal login information with you, and you access their information on their behalf, you may be prompted to perform the login security transition. To avoid confusion by inadvertently selecting a security level unknown to the client, we strongly suggest that you set up your own unique Paychex Flex login credentials.
  
  - Establishing a unique login account enables you to link all your Paychex clients’ companies (with their permission) to this account, and easily view and toggle between multiple clients’ data and applications to quickly find the information you need. To set up your own unique login, please contact your Paychex representative for assistance.

- If your firm shares a single login used by multiple accountants in your office, one of the users will be prompted to perform the login security transition, which may cause confusion based on how the desired security level is selected. After that, each time a different user logs in on a different device, the individual will be asked to perform the security validation which may be inconvenient. Therefore, we strongly suggest that multiple users within the same firm each establish their own unique Paychex Flex login credentials. To do this, please contact your Paychex representative for assistance.

The security of your information and that of your clients is critical. Remember that online hackers may attempt to access a variety of accounts you use through your computer. Stay vigilant and secure your computer using updated operating system, application, anti-virus and anti-spyware software. If you have questions or would like more information, please contact your Paychex specialist, or client service representative.