



Multi-Factor Authentication (MFA) Registration and Authentication Guide

Use this guide to understand how to register for multi-factor authentication, receive a one-time MFA Verification Code, and verify your identity when accessing the Paychex Oasis portal.



Overview

Paychex uses multi-factor authentication, also known as MFA, to help protect client and employee information in the Paychex Oasis portal.

MFA adds an extra layer of security by requiring users to verify their identity with a one-time passcode in addition to their username and password. Depending on system and security criteria, users may be prompted to enter a passcode during login.

Users will be asked to register a phone number for MFA. Once registered, users may be prompted to verify their identity again during future logins.

MFA helps protect account information by verifying a user's identity during registration, account recovery activities, and login authentication.

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Section 1: First-Time Portal Access

Getting Ready

Before using MFA, make sure you can access your [Paychex Oasis portal](https://portal.oasisassistant.com) account, <https://portal.oasisassistant.com> and that your login information is current.

To prepare: If registered, confirm you know your username and password.

If not registered, click **Sign Up** on the portal login page to create a username and password.

Use the **Forgot Password** or **Change Password** option if you need to reset your login credentials.

Ensure you have access to a valid phone number that can receive a text message or phone call with a one-time passcode.

To avoid delays during registration or account recovery, users should ensure they have access to both the email address associated with their account and the phone number that will be used for MFA verification.

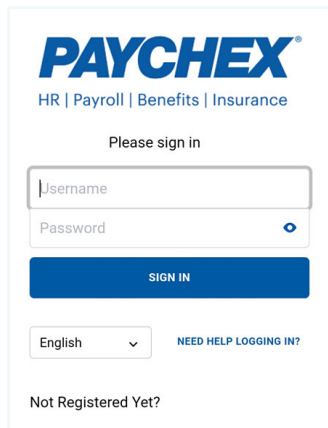
If you need help updating your account information or accessing the portal, contact the appropriate Paychex support team.

The screenshot shows the Paychex Oasis portal interface. The top navigation bar includes links for Dashboard, Profile, Compensation, Resources, Documents, Benefits, and Discounts. The main content area is titled 'Profile' and contains a sub-menu with 'Personal Details', 'Tax Withholding', 'Direct Deposit', and 'Employee History'. The 'Personal Details' section is active and displays various fields for user information. On the left side of the page, there are sections for 'I WOULD LIKE TO...' with links to 'Access My W-2s', 'Access My Benefit Confirmation Statement', 'Review My Direct Deposit', and 'Update My Tax Withholding'. Below these are sections for 'DOCUMENTS & LINKS' and 'CONTACTS'. Two callout boxes are overlaid on the image: one labeled 'Profile' pointing to the sub-menu, and another labeled 'User Email' pointing to the 'User Email' field in the 'Personal Details' section.

Profile		
Personal Details		
First Name	Last Name	Middle Initial
	TEST	Middle Initial
NickName	Gender	
	FEMALE	
Age	Employee ID	
50	MF3443	
SSN	Date of Birth	
-**-*		
Ethnicity	Marital Status	
WHITE / CAUCASIAN		
Home Phone Number	Mobile Phone Number	
(888) 555-1212	Secondary Phone	
User Email	Work Email	
TEST@PAYCHEX.COM	TEST@PAYCHEX.COM	
Unsubscribe		
Home Address		
Street Address Line 1		
2054 VISTA PARKWAY		
City		
WEST PALM BEACH		

Email Validation

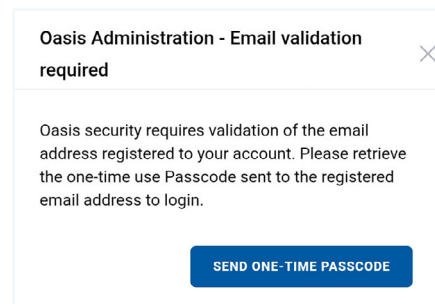
Before completing portal registration, users must validate the email address associated with their account. Email validation is used to confirm that the user has access to the email address on file. This process may occur during initial registration and may also be required when a user requests assistance with login credentials.



The image shows the Paychex login interface. At the top is the Paychex logo with the tagline 'HR | Payroll | Benefits | Insurance'. Below the logo, it says 'Please sign in'. There are two input fields: 'Username' and 'Password'. A blue 'SIGN IN' button is below the password field. At the bottom left, there is a language dropdown set to 'English' and a link 'NEED HELP LOGGING IN?'. At the bottom right, there is a link 'Not Registered Yet?'.

Request a Validation Code

Validation codes are sent to the email address associated with the user's account.

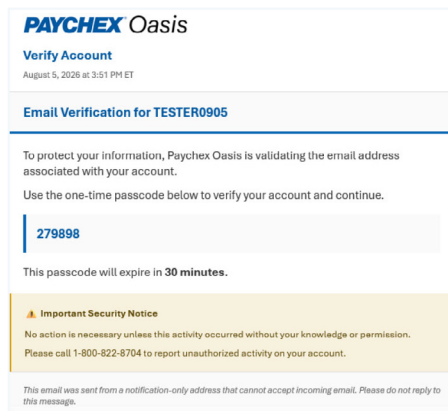


The image shows a dialog box titled 'Oasis Administration - Email validation required'. The text inside says: 'Oasis security requires validation of the email address registered to your account. Please retrieve the one-time use Passcode sent to the registered email address to login.' At the bottom right, there is a blue button labeled 'SEND ONE-TIME PASSCODE'.

Retrieve the Validation Code

Open the email message and locate the validation code.

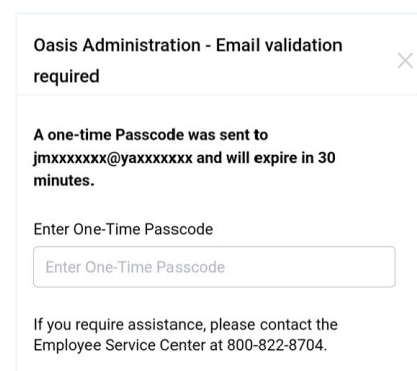
Note: Email validation code messages are sent from noreply@paychex.com. If you do not receive the email, check your spam or junk folder. Email validation codes expire 30 minutes after they are issued. If the code expires or cannot be located, request a new validation code.



The image shows an email from Paychex Oasis titled 'Verify Account'. The email body says: 'To protect your information, Paychex Oasis is validating the email address associated with your account. Use the one-time passcode below to verify your account and continue.' Below this text, the passcode '279898' is displayed in a large font. Below the passcode, it says 'This passcode will expire in 30 minutes.' At the bottom, there is an 'Important Security Notice' section with a warning icon and text: 'No action is necessary unless this activity occurred without your knowledge or permission. Please call 1-800-822-8704 to report unauthorized activity on your account.' At the very bottom, there is a small disclaimer: 'This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.'

Enter the Validation Code

Enter the validation code in the required field to continue. Successful validation confirms that the user has access to the email address associated with the account.



The image shows a dialog box titled 'Oasis Administration - Email validation required'. The text inside says: 'A one-time Passcode was sent to jmxxxxxxx@yaxxxxxxx and will expire in 30 minutes.' Below this text, there is a label 'Enter One-Time Passcode' and a text input field with the placeholder text 'Enter One-Time Passcode'. At the bottom, there is a link: 'If you require assistance, please contact the Employee Service Center at 800-822-8704.'

MFA Registration

As part of MFA registration, users will be asked to provide a phone number for identity verification. The registered phone number will be used to receive a one-time MFA verification code when MFA authentication is required.

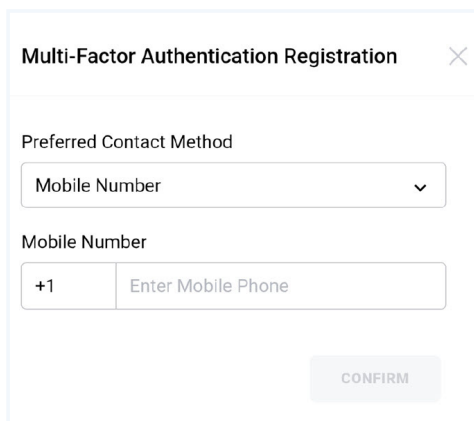
Users may register:

- A mobile phone number capable of receiving text messages or phone calls
- A landline phone number capable of receiving phone calls
- A domestic or international phone number

Verification codes can be delivered by:

- Text message to a mobile phone
- Automated phone call to a mobile phone or landline

Register a Phone Number

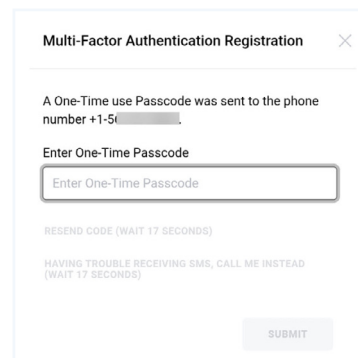


The screenshot shows a web form titled "Multi-Factor Authentication Registration" with a close button (X) in the top right corner. Below the title, there is a section for "Preferred Contact Method" with a dropdown menu currently set to "Mobile Number". Underneath, the "Mobile Number" section includes a small box with "+1" and a larger text input field labeled "Enter Mobile Phone". At the bottom right of the form is a "CONFIRM" button.

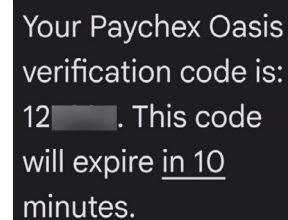
Verify the Phone Number

A one-time passcode will be sent to the phone number provided during MFA registration. If you are unable to receive a text message, you may choose to receive a phone call instead. Enter the passcode and select Confirm to complete MFA registration.

Note: After completing MFA registration, users will be required to complete the MFA Authentication process to access the portal



The screenshot shows the same "Multi-Factor Authentication Registration" form, but now it is in the verification step. It displays the message: "A One-Time use Passcode was sent to the phone number +1-501-555-1234". Below this is a section titled "Enter One-Time Passcode" with a text input field. Underneath the input field are two links: "RESEND CODE (WAIT 17 SECONDS)" and "HAVING TROUBLE RECEIVING SMS, CALL ME INSTEAD (WAIT 17 SECONDS)". At the bottom right is a "SUBMIT" button.



Your Paychex Oasis
verification code is:
123456. This code
will expire in 10
minutes.

4:27 PM

Still need help? Refer to **Section 4: Common Issues and Resolutions**, or **Section 5: Frequently Asked Questions**

Section 2: Returning User Login

Existing Login Process

Users sign in to the [Paychex Oasis portal](#) using their username and password.

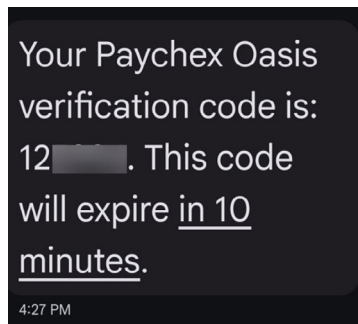
If a user:

- Knows their username and password, they can proceed with login.
 - Need assistance with their username, password, or both, they can use the Need Help Logging In option.
 - Has an expired password, they must complete the password reset process before accessing the portal.
-

MFA Authentication

When MFA Authentication is required, users will be prompted to enter a one-time MFA verification code after entering their username and password. The code will be sent to the phone number registered during MFA setup and must be entered to access the portal.

Verify Identity



Still need help? Refer to [Section 4: Common Issues and Resolutions](#), or [Section 5: Frequently Asked Questions](#)

Section 3: Login Recovery

Scenarios:

Non-expired passwords will continue to the **MFA Authentication** step.

PAYCHEX
HR | Payroll | Benefits | Insurance

Please sign in

Username

Password

SIGN IN

English

NEED HELP LOGGING IN?

An expired password (every 90 days) will require the **Change Password** process.

Change Password

Current/Temporary Password

Current/Temporary Password

New Password

New Password

Confirm Password

Confirm Password

A forgotten password will require the **Forgot Password** process.

Paychex Oasis Administration

Account Assistance

Please make a selection

Forgot Username

Forgot Password

CLOSE

SUBMIT

Still need help? Refer to [Section 4: Common Issues and Resolutions](#), or [Section 5: Frequently Asked Questions](#)

Section 4: Common Issues and Resolutions

Issue	Recommended Action
Did not receive email validation code	Check spam/junk folder and verify email address
Validation code expired	Request a new code
Did not receive MFA code	Select alternate delivery method
No longer have access to phone number	Contact Paychex Support at 800-822-8704
No longer have access to email account	Contact Paychex Support at 800-822-8704
International number not receiving code	Select phone call delivery if available

Still need help? Refer to [Section 5: Frequently Asked Questions](#)

Section 5: Frequently Asked Questions

What phone numbers can be used for MFA registration?

Users may register:

- A mobile phone number.
- A landline phone number.
- A domestic or international phone number.

The registered phone number will be used to receive MFA verification codes.

How will I receive my MFA verification code?

Verification codes can be delivered:

- By text message to a mobile phone.
- By automated phone call to a mobile phone.
- By automated phone call to a landline phone.

Users who cannot receive a text message may choose to receive a phone call instead.

Can I use an international phone number?

Yes. International phone numbers are supported for MFA registration.

Can I use a landline phone number?

Yes. Landline phone numbers can be used for registration and will receive verification codes through an automated phone call.

When will I be asked to complete MFA verification?

After MFA registration is complete, users may be prompted to verify their identity:

- When signing in from a new device.
- At least once every 30 days.

Section 5: Frequently Asked Questions

Why am I being asked for an MFA verification code if I already registered for MFA?

MFA registration and MFA authentication are separate processes.

MFA registration establishes the phone number used for verification. MFA authentication occurs during login when a verification code is required to confirm your identity. Users may be prompted for MFA authentication when signing in from a new device and at least once every 30 days.

How will I receive my MFA verification code?

Verification codes can be delivered:

- By text message to a mobile phone.
- By automated phone call to a mobile phone.
- By automated phone call to a landline phone.

If you are unable to receive a text message, you may choose to receive a phone call instead.

How long is my email validation code valid?

Email validation codes are valid for **30 minutes** from the time they are issued. If the code expires before it is entered, request a new validation code.