



## Payroll Customer Service Hotline

### iPay Customer Support

#### *Technical Support FAQ's*

**Q: I've tried the 'Forgot Password' feature but I am unable to retrieve my password, how do I get it reset?**

**A:** Please send your email address, along with a request to reset the password, to [iPayHelp@maxhealth.com](mailto:iPayHelp@maxhealth.com). A representative will email you when the password is reset and when to expect the new password from ADP.

**Q: I received an email from HRIS stating I would receive a new password, but it has not come in yet. How long does it take? Where does it go?**

**A:** An automated email is sent to the user's email address provided during registration. Please look for an email from "ADP Netsecure" in your email inbox within 5 minutes from receiving notification from the HRIS department. Note: sometimes the email will be delivered to the Junk folder.

**Q: When I go to the iPay website and click Log In, nothing happens. What is the problem?**

**A:** The iPay website does not work well with pop-up blockers that come with Internet Explorer, Mozilla Firefox, etc. Pop-up blockers will need to be disabled in order to log in and use the iPay website.

- To disable pop-up blockers in Internet Explorer: Open Internet Explorer and go to Tools ~ Pop Up Blocker ~ Turn off Pop-up Blocker.
- To disable pop-up blockers in Mozilla Firefox: Open Mozilla Firefox and go to Tools ~ Options ~ Content (tab) ~ Uncheck 'Block Pop-up windows'.

**Q: I have my user ID and password, but when I login I get an error. Who can assist me?**

**A:** Make sure you are using the correct user ID. Make sure your password is entered exactly as you created it (passwords are case sensitive). If you continue to receive an error, please send an email to [iPayHelp@maxhealth.com](mailto:iPayHelp@maxhealth.com) with the following information: (1) User ID, (2) Description of what you were trying to do when the error occurred, and (3) Screen shot of the error. An HRIS representative will respond within 48 hours.



**Q: I am trying to register with iPay but it tells me that my information is incorrect. Who can assist me?**

**A:** Make sure you are using your most recent pay information and following the iPay registration instructions. To obtain your most recent pay information, please call the iPay hotline at 866-522-8320. The iPay instructions can be found on the Maxim Payroll website ([www.maximhealthcare.com/payroll.aspx](http://www.maximhealthcare.com/payroll.aspx)). Typically iPay does not work well when extra spaces are entered in the required fields, which often occurs when information is copied and pasted. Please manually type the required information into each field. If you continue to receive an error your computer may not be compatible with the iPay site. Please attempt to register with iPay from a different computer using your most recent pay information.