

# iPay Technical Support FAQ's

## For past and present Maxim Healthcare Services employees

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

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

### **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?**

An automated email is sent to your email address provided during registration. Look for an email from *ADP Netsecure* in your email inbox within 5 minutes from receiving notification from the HRIS department. Please note that sometimes the email may be delivered to your Junk email folder.

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

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 v6*: 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'.

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

Make sure you are using the correct user ID. Also, 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 [HRIS@maxhealth.com](mailto:HRIS@maxhealth.com) with the following information:

- User ID
- Description of what you were trying to do when the error occurred
- Screen shot of the error

An HRIS representative will respond within 48 hours.

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

Make sure you are using the iPay registration instructions to register. The iPay instructions can be found on the Maxim Payroll website by [clicking here](#). 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.