



Initial Authorized Payer Access to QuikPAY®

Your student has set you up as an Authorized Payer (AP) for their online <University> Student Account. As a result, you have received an email from <email address>. Your username is included in the email. Please be aware that this username is case sensitive ("Daddy123", "DADDY123", and "daddy123" are all different usernames). You must call your student for your password. This password is also case sensitive.

With your first use of the system, you will be prompted to change your password. You will be asked for your "old" password, in this case the password that your student has provided you. And, then you will be asked for a New Password, to be created by you. It must be a minimum of eight (8) characters long and must include at least 2 letters and 2 digits. You will also be asked to "Confirm Password", which will be the same as that entered earlier. (Note that this password is also case-sensitive: "PASS123WORD" is not the same as "Pass123Word".) With this completed successfully, you will be able to make payment on your student's account.

What if you forget your Password? Password Reset

In the event that an Authorized Payer has lost or forgotten their username or password, *QuikPAY* provides a means to retrieve the username or reset that password. If the AP has forgotten their username, they may click the "Forgot Login Name" link on the AP Login screen, and they will be asked to enter their email id so that their username can be sent to them. If the AP has forgotten their password, they may click the "Forgot Password" link on the AP Login screen, and they will be asked to provide their username, and a random temporary password will be sent to the AP. (If the Authorized Payer has set up a stored profile, prior to receiving the prompt to provide their username, they will be asked to "Confirm Account Information". This page is displayed and information collected for security purposes.) Now, the Authorized Payer can login to the *QuikPAY* system using the temporary password. The Authorized Payer will be asked to populate their username and password, which in this case, is the temporary password, sent in the email.

Once connected via this new random password, the AP will be taken to the "Password Change Required" page and asked to enter their "old password". ("Old password" here means the password they just used to login, in this case, the random temporary password.) It is very important that the old password is entered just as noted in the email. **It is important that you do not add any leading or trailing spaces to this password, if you have cut and pasted from the email.** While the password may have worked on the "login page" with these leading or trailing spaces, it will not work on the "Password Change Required" page, with these spaces. Please ensure you are only entering the alphanumeric password provided to you – no spaces. Again, please remember that the password and username are case sensitive.

Next, you will be asked for a New Password, to be created by you. It must be a minimum of eight (8) characters long and must include at least 2 letters and 2 digits. You will also be asked to "Confirm Password", which will be the same as that entered earlier. With this completed successfully, you will be able to make payment on your student's account.

Other Tips on Password Reset

If *QuikPAY*® claims that the password is invalid, either in the "password" field of the AP Login screen or the "old password" field of the Change Password dialog, there are a number of things to check.

- Usernames and Passwords are case-sensitive
- If you are attempting to cut-and-paste the password from an email, take care to not include any extra spaces at the beginning or end. The login screen will trim off this extra whitespace before validating the input, but the Old Password field in the Password Change dialog will not, so the password you pasted to log in may not automatically work as the "Old Password" if what you are pasting has a space in it.
- In the random password, be on the lookout for characters that look like each other, such as the number One, the capital letter "i" or the lower case letter "l" – (1 or l or I) or the Number Zero and the capital letter 'o' (0 or O);
- Also note that if you have already made it thru the password change dialog, your password has now been changed, and it is no longer the random password from the password reset email.
- Browsers often try to auto-populate a password field based upon previous use. This can sometimes be tricky because a user may paste a value in a field and then the browser may overwrite it with a "remembered" password, and since the text is obscured, this may not be readily apparent. As a last-ditch attempt, the AP may wish to clear browser history, cookies, and any remembered password in the browser's auto-complete memory. Consult the browser's Help menu for details specific to your browser.
- Sometimes, amidst the frustration of trying to log in successfully, AP passwords may be reset a number of times by both the Student and the AP. In such cases, only the most recent change is in effect. If there is a confusion of password reset emails, it may be advisable to have the student delete the original AP and start fresh by defining a new one.

Lastly, remember that usernames and passwords are security measures established for your protection, to maintain the confidentiality of the data you enter into *QuikPAY*®. Protect your username and password, try to remember them, and keep them somewhere safe that you can find them again.