

Migrating Your myPay Solutions Employee Portal.

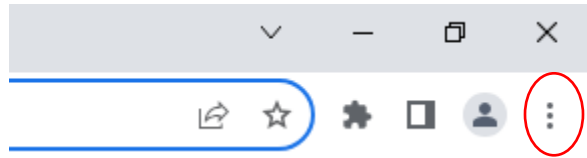
Moving forward, it is a necessity to utilize the “Thomson Reuters Account” log in feature rather than the existing “NetClient CS Account” within the log in page. The details outlined below are our established [best practice](#) to achieve success. Also included are some common [troubleshooting tips](#). As you work through the process, if you have any questions, please contact your Payroll Administrator for assistance.

Procedure

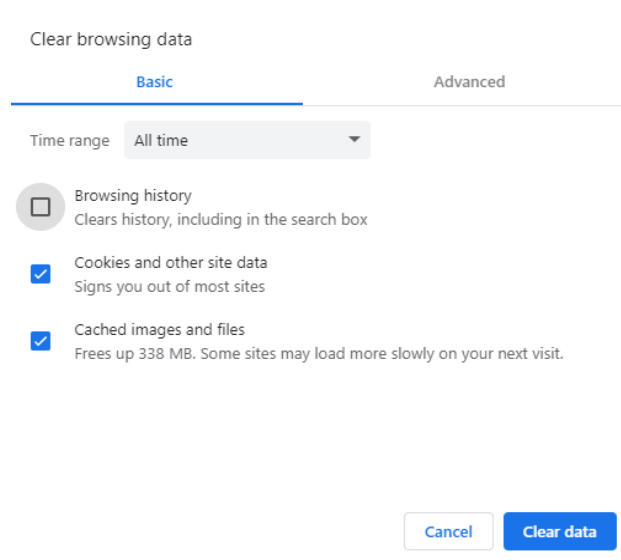
1. Clear Cache and Cookies within the web browser you utilize to access the myPay Solutions Portals.

a. Google Chrome:

- i. Within Chrome, click the three dots in the upper right corner of the screen.

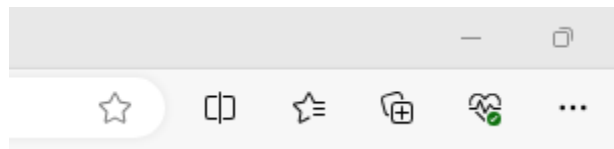


1. Select More Tools -> Clear Browsing Data
2. Within the Time Range drop down; select All Time.
3. Ensure the “Cookies and Othe Site Data” and the “Cached images and files” are check marked.
4. Select Clear Data



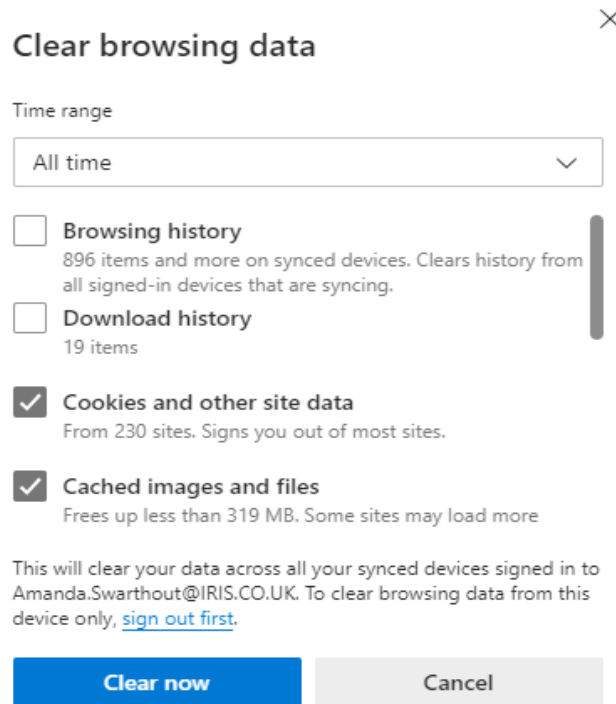
b. Microsoft Edge:

- i. Within Microsoft Edge, click the three dots in the upper right corner of the screen.



1. Select Settings
2. Select Privacy, search, and services on the left-hand side of the screen.

3. Under Clear browsing data select the option to choose what to clear under the “Clear browsing data now”.
4. Within the Time Range drop down; select All Time.
5. Ensure the “Cookies and Othe Site Data” and the “Cached images and files” are check marked.
6. Select Clear Now.



Clear browsing data ×

Time range

All time ▾

Browsing history
896 items and more on synced devices. Clears history from all signed-in devices that are syncing.

Download history
19 items

Cookies and other site data
From 230 sites. Signs you out of most sites.

Cached images and files
Frees up less than 319 MB. Some sites may load more

This will clear your data across all your synced devices signed in to Amanda.Swarthout@IRIS.CO.UK. To clear browsing data from this device only, [sign out first](#).

Clear now Cancel

2. Navigate to www.irisglobal.com/iris-log-in/
 - a. Within the myPay Solutions section, Click the Log In option under the Statement; Are you an existing myPay Solutions customer.
 - i. Within the Login Field, enter your existing myPay Solutions log in.
 - ii. Within the Password Field, enter your current password.
*If you do not recall your password, please utilize the “forgot my password” feature. This will allow a temporary password to be emailed to you.

Login

Password

[Forgot password?](#)

Sign In

OR

[Sign in with Thomson Reuters Account](#)

[Not sure what to do?](#)

[View system status.](#)

- iii. Select Sign In.
- iv. On the next screen, “This will only take a minute”, enter the email address associated with your myPay Solutions Login.
 - i. Select Continue

Login

Password

[Forgot password?](#)

Sign In

OR

[Sign in with Thomson Reuters Account](#)

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[View system status.](#)

- v. Within the next screen titled “Create an account”.
- vi. Enter First name, Last name, Email address and a new password and click continue.
- vii. Once this is completed you will be moved back to the Thomson Reuters Sign in to the Log in page.



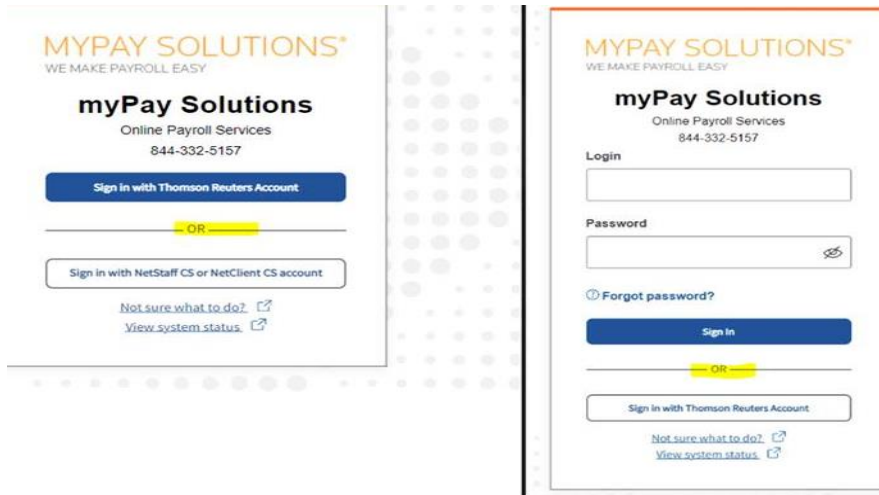
- viii. At the “Keep Your Account Safe” screen select the option that works best for you to add another authentication method.
- ix. Once finalized, you will then have access to the myPay Solutions software and documents, including myPay Solutions Direct.

Troubleshooting Tips:

Resetting your Password Error:

If you are having difficulties resetting your password, you are likely trying to do so in the wrong Forgot Password screen. Please see below:

1. If you have **not** been able to migrate your account, it’s important that you use the myPay Solutions login page to login using your old login info OR to use your Forgot Password option.
2. If you **have** migrated your account to TR, it’s important that you use the THOMSON REUTERS login page to login using your new login email OR to use your Forgot Password option.
3. If you have the login page bookmarked, delete the bookmark and replace it with www.irisglobal.com/iris-log-in/. If you’re attempting to do your Forgot Password on your phone, use a desktop computer instead.
4. See the difference below in the different login screens when going to www.irisglobal.com/iris-log-in/ and clicking “Log In” under myPay Solutions.



You Don't Have Access Error:

The "You Don't Have Access" error is typically caused by unsuccessful account migrations.

1. First, Reboot your computer and restart from step 1. Attempt to migrate your old account again using a **different** email address. It is possible that the email address you attempted to use is already in use somewhere on the Thomson Reuters platform.
2. If option 1 above is unsuccessful, attempt to login to your new Thomson Reuters account after following the troubleshooting below:
 - a. First attempt to sign out with both of these links: <https://secure.netlinksolution.com/nextgen/logout> <https://auth.thomsonreuters.com/v2/logout> .
 - b. Then, reboot, clear cache and cookies, open a new browser, navigate to www.irisglobal.com/iris-log-in/, select Log In, select Login with a Thomson Reuters account, and log in to the newly migrated TR email address."
3. If option 1 and 2 above are unsuccessful, clear cache and cookies, then attempt to login to your Thomson Reuters account with any possible other email addresses you may have accidentally migrated to. This is often caused by clients attempting to login to the wrong email address after choosing a different one during the Thomson Reuters account creation.