

Resetting Admin and User Passwords

The first time you log in, your password is your software registration code. You are then prompted to create your own password. You can find your software registration code in your Welcome email.

The requirements for the Admin password and any other user password using TaxWise Online are as follows:

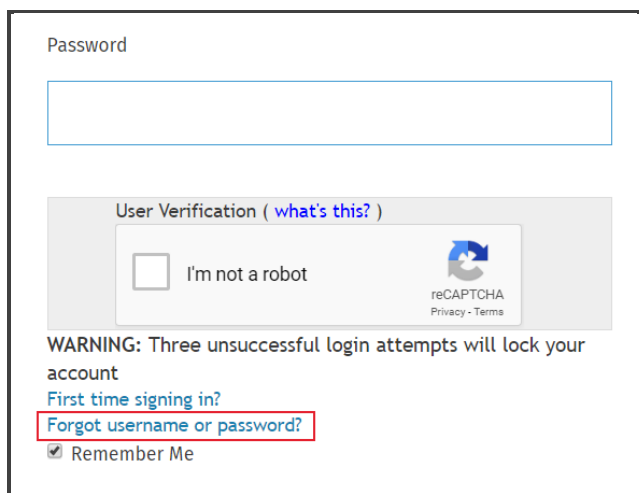
- 8-100 characters
- At least 1 upper case letter
- At least 1 lower case letter
- At least 1 number
- At least 1 special character/punctuation

 Passwords expire every 90 days.

Resetting Admin Password

If the admin user forgets his/her password prior to failed login attempts:

1. Click the **Forgot username or password?** link provided on the login screen.



2. On the Reset Password screen, enter your **Client ID** and **Username**, and click **Next**.

Reset Password

Client ID

Username

Next

Cancel

3. TaxWise Online displays message to check your email.


Reset Password


Check your email

Back to login

4. The admin user will receive an email with a temporary password. Highlight and copy the password.

Password Reset

 dontreply@wolterskluwer.com

To  Rangel, Maria

Caution, this email may be from a sender outside Wolters Kluwer. Verify the sender and know the content is safe.

The password for 800284\Admin has been set to **dfPg35VgF3uuFtcjYzbQH**

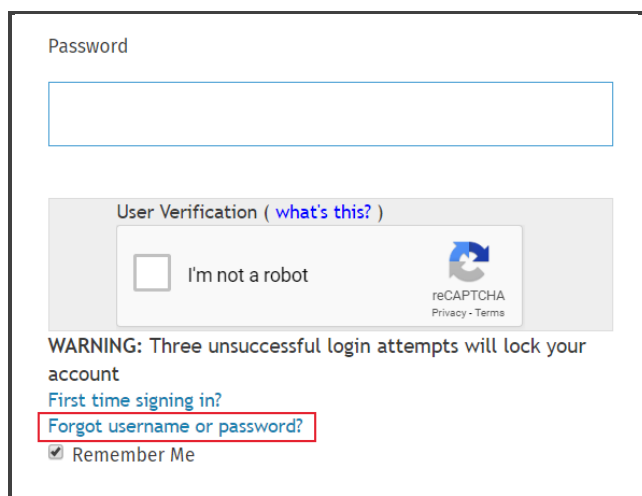
Once you login with your temporary password, you will be required to change your password.

5. Return to the login page of TaxWise Online, and use the temporary password to log in to TaxWise Online. You will be prompted to change the password.

Resetting User Passwords

If a user forgets his/her password prior to failed login attempts:


1. Click the **Forgot username or password?** link provided on the login screen.



Password

User Verification ([what's this?](#))

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

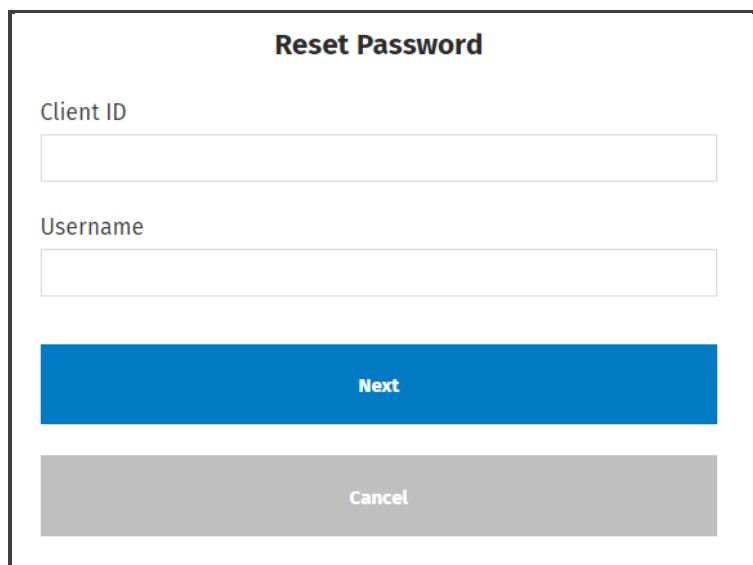
WARNING: Three unsuccessful login attempts will lock your account

[First time signing in?](#)

[Forgot username or password?](#)

☒ Remember Me

2. On the Reset Password screen, enter your **Client ID** and **Username**, and click **Next**.



Reset Password

Client ID

Username

Next


Cancel

3. TaxWise Online displays message to check your email.
4. Click the **Forgot username or password?** link provided on the login screen.

Password

User Verification ([what's this?](#))

☐ I'm not a robot


reCAPTCHA
[Privacy - Terms](#)

WARNING: Three unsuccessful login attempts will lock your account

[First time signing in?](#)

[Forgot username or password?](#)

☒ Remember Me

5. On the Reset Password screen, enter your **Client ID** and **Username**, and click **Next**.

Reset Password

Client ID

Username

Next

Cancel

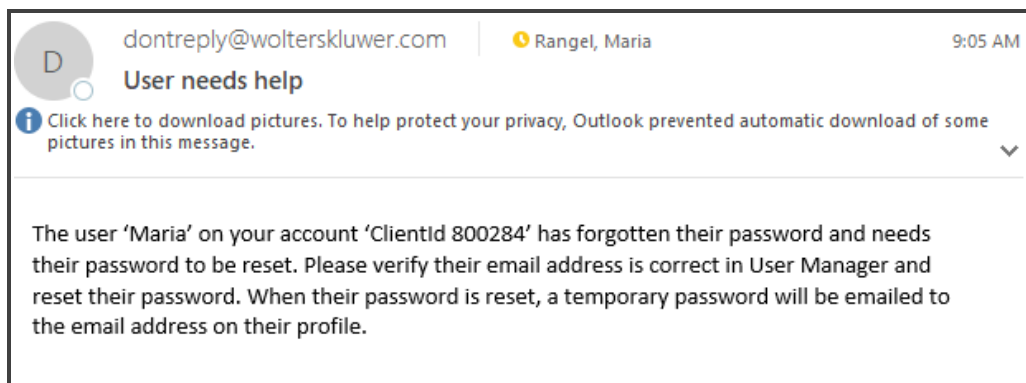
6. TaxWise Online displays message to check your email.

Reset Password

To regain access to your account, your administrator must reset your account.

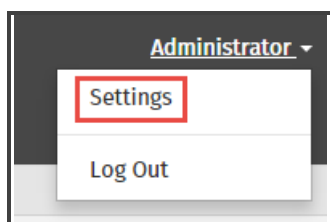
[Back to login](#)

7. The admin user receives an email letting them know that a user needs help. The admin user will need to log in to the User Manager to reset that user's password.

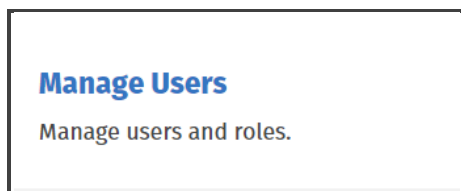


To access these options:

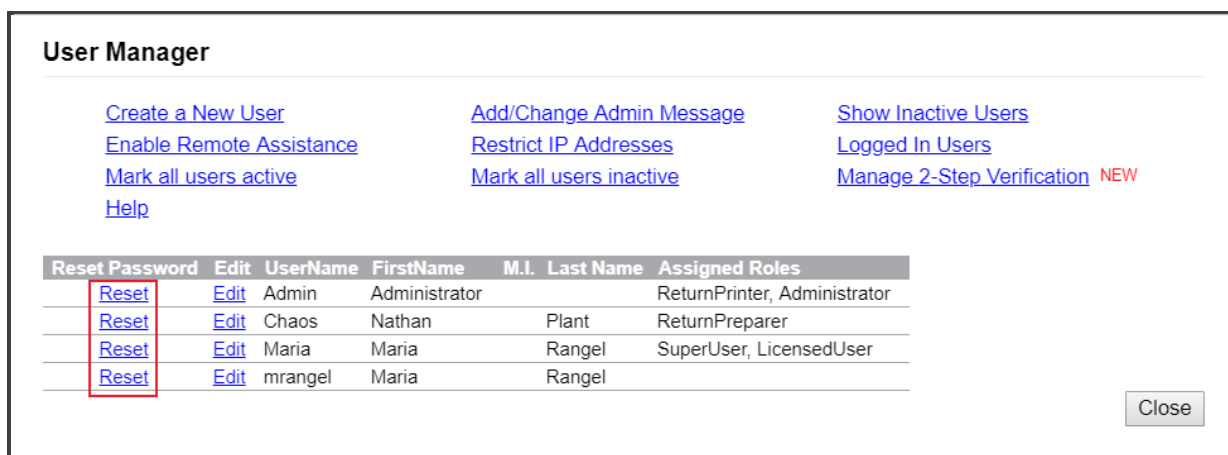
1. As the Admin user, from the Administrator menu, click **Settings**.



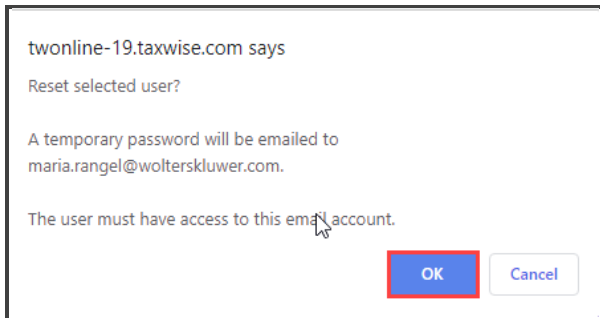
2. From the Settings page, click **Manage Users**.



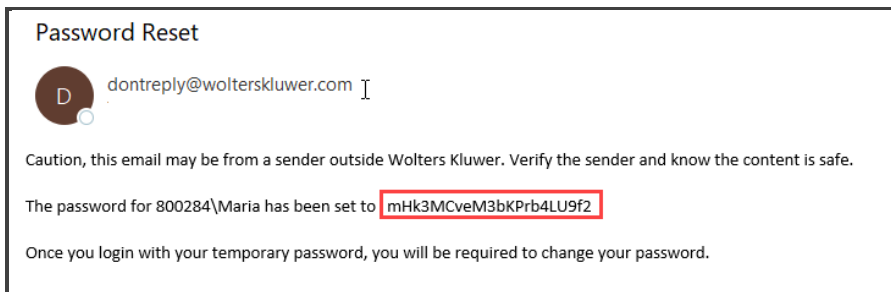
3. On the User Manager page, the admin user can reset the password for any other user by clicking the **Reset** link.



4. TaxWise Online displays a confirmation message asking if we are sure we want to reset selected user, click **OK**.



5. The users will receive an email, with a temporary password.



6. Return to the login page of TaxWise Online, and use the temporary password to log in to TaxWise Online. You will be prompted to change the password.