

Access & Security

Last Modified on 12/18/2025 10:03 am PST

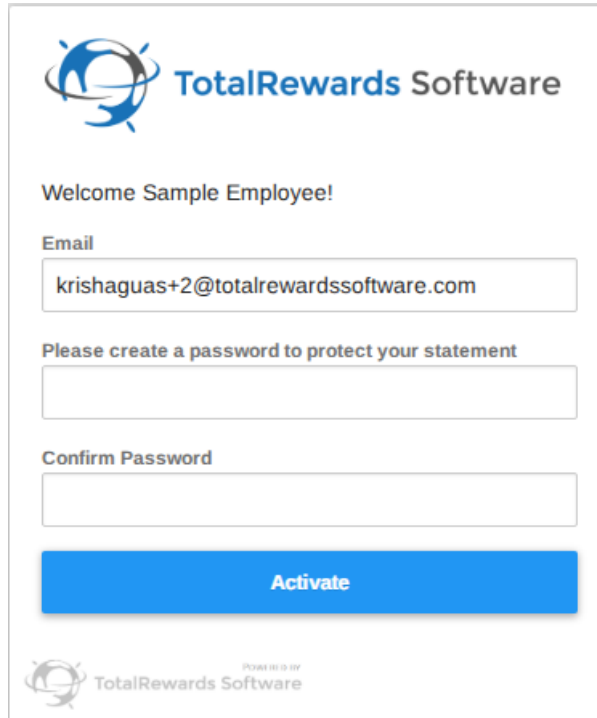
This section covers the key processes you'll use to view your statement:

- Activation (first-time setup)
 - Sign-In (regular login)
 - Password Reset (if you forget or need to change your password)
 - Two-Factor Authentication (2FA) (security step after login)
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Activation:

To access your account for the first time, you'll need to activate it and set up your password. Once activated, you will be able to view your statement.

1. Open the **Go Live** or **Reminder** email and click the **View My Statement** button.
2. You will be directed to the **Activation page**.
3. Enter your **email** (pre-filled), then create and confirm your **password**.
 - Minimum **12 characters**
 - Must include **3 of the following**:
 - Uppercase letters
 - Lowercase letters
 - Numbers or symbols
 - Use a good mix of numbers, letters, and symbols.
 - Consider a **passphrase** (e.g., a complex sentence) instead of a simple password.
4. Click **Activate** to complete setup and view your statement.



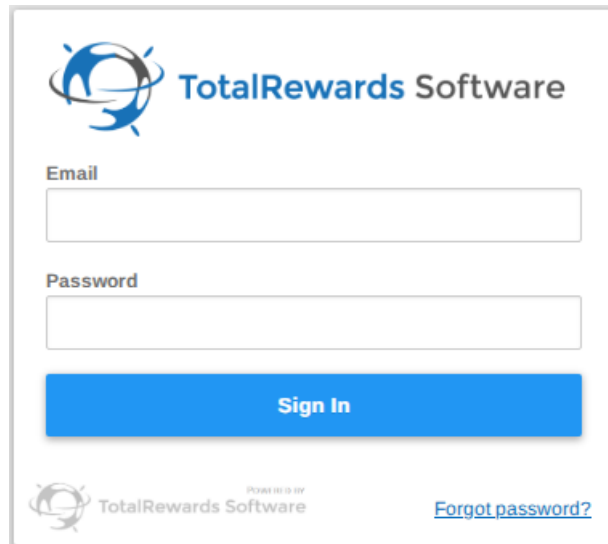
❑ **Note:** Have your Go Live or Reminder email handy, as it contains the activation link needed to access your account.

❑ **Quick Steps:** Open Go Live email → Click View My Statement → Activate account → Set password → View Statement

❑ **Sign-In:**

Once your account is activated, you can sign in anytime to view your statement.

1. Go to the **Sign-In page**.
2. Enter your **email** and **password**.
3. Click **Sign In** to access your account.
4. Complete **two-factor authentication** to securely access your statement.



The image shows a sign-in form for TotalRewards Software. At the top is the company logo and name. Below that are two input fields: 'Email' and 'Password'. A blue 'Sign In' button is positioned below the password field. At the bottom left is a smaller version of the logo and name, and at the bottom right is a blue link that says 'Forgot password?'.

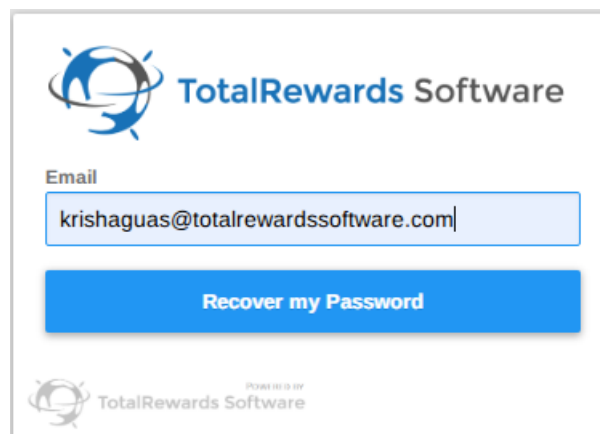
□ **Note:** Be sure to use the **same email address where you received your Go Live or Reminder email**—this is the email linked to your account.

□ **Quick Steps:** Go to Sign-In page → Enter email & password → Sign in

□ **Password Reset:**

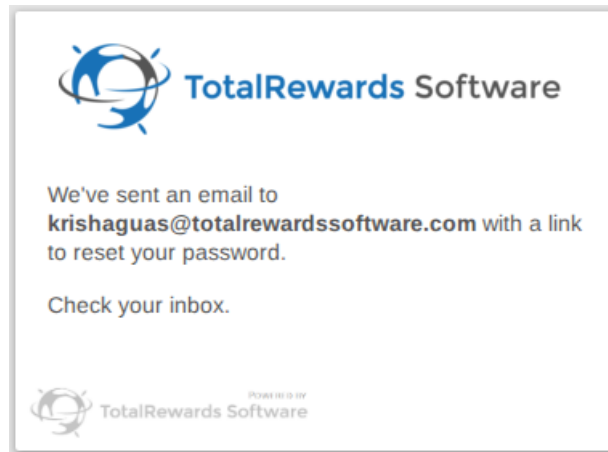
If you've forgotten your password or need to update it, you can reset it quickly and securely. Once your password is reset, you can sign in to access your account and view statement.

1. Go to the Sign-In page.
2. Click **"Forgot Password?"** to reset your password.
3. Enter your email to receive a password reset link and click **Recover my Password** button.

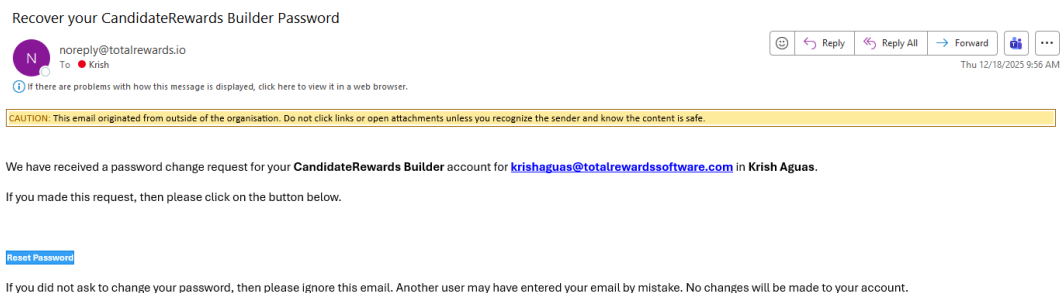


The image shows a password reset form for TotalRewards Software. At the top is the company logo and name. Below that is an 'Email' input field containing the text 'krishaguas@totalrewardssoftware.com'. A blue button labeled 'Recover my Password' is below the email field. At the bottom left is a smaller version of the logo and name.

4. A confirmation message will appear on your screen.



5. Check your inbox for the reset email and follow the instructions to set a new password.
6. After creating your new password, complete the **two-factor authentication to view your statement**.





□ **Note:** Check your spam or junk folder if you don't see the password reset email in your inbox.

□ **Quick Steps:** Go to Sign-In page → Click *Forgot Password* → Enter email → See confirmation → Open reset email → Set new password → Two-factor authentication → View statement


□ Two-Factor Authentication (2FA):


Two-factor authentication adds an extra layer of security to protect your account. After entering your email and password, you will need to complete this step.

1. (Optional) Enable **Remember this device (for 30 days)** if needed, then click **Next**.

 TotalRewards Software
Send secure code via:
☒ Email
☒ Remember this device (for 30 days)
Next
Msg&Data Rates May Apply.
 TotalRewards Software POWERED BY

2. Enter the **verification code** sent to your email, then click **Proceed to Login**.
 - The code will expire in **10 minutes**.
3. Once verified, you'll be securely signed in and can view your statement.

 TotalRewards Software
The code was already sent to your **email**. You can also [go back to previous page](#) to resend the code or choose where to send it (email or phone). The code will expire in **10 minutes**.
Enter Code

Proceed to login
 TotalRewards Software POWERED BY

❏ **Note:** If you don't receive a code, check your **spam/junk folder** or request a new code.

❏ **Quick Steps:** Enable "Remember this device" (optional) → Enter verification code → Click Proceed to Login → View statement
