

**All Users: L360 Login Process FAQs**

With the recent upgrades to L360, we have created this FAQ Guide to assist with troubleshooting. Please note that this document will be constantly evolving and is only as good as the data we receive.

If an issue is unable to be resolved with the help of this document, please contact your Sterling Lexicon contact and they will initiate the ticketing process via our internal channels.

Thank you.

**Q:** I have a Payroll account and a Client account; why am I not being prompted to select my account?

**A:** **Please contact your Sterling Lexicon contact, who will initiate our internal process to review and link your accounts.**

It is likely that your e-mail address needs to be updated in our system, which will link both accounts and activate the prompt.

**Q:** Can I switch between portals?

**A:** **You cannot toggle between the Payroll Portal and Client Portal - while in the same browser.**

This is intentional to optimize portal security. Simply close your browser and open a new window, initiate the login process, and select the respective portal that you need.

**Q:** Why isn’t my temporary password working?

**A:** **Type out the password.**

Please do not copy & paste your temporary password. A space is often copied before or after it, which invalidates it.

If the password still does not work, ensure that your temporary password is the most recent that has been sent to you. If it still does not work, please contact your Sterling Lexicon contact.

**Q:** My phone number changed and I did not save my personal MFA Key that was generated on my first login. How do I update my number?

**A: Contact your Sterling Lexicon contact.**

 Your Sterling Lexicon contact will initiate our MFA Key reset process via internal channels.

**Q:** I am locked out of my account because I entered my password incorrectly; what do I do?

**A: Wait 1 hour for your account to be automatically unlocked.**

Your account is now locked as a security measure to prevent intrusions. If needed sooner, please contact your Sterling Lexicon contact to initiate our unlock process via internal channels.

**Q:** I was logged out of my account after 20 minutes of inactivity, what do I do?

This is a security control for the protection of your data – not an error.

**A: Log back in.**

**Q:** I am not authorized to log into my L360 account, what do I do?

**A: Contact your Sterling Lexicon contact for activation and / or updated permissions.**

Our system is periodically audited for account usage, as well as directed revocation of active users by our clients. If your account is inactive due to inactivity or expiration, your Sterling Lexicon contact will be able to provide more information and take the necessary steps moving forward.

(v.23.5.24)