

PRE-LOGIN FAQs

How do I log in as a Registered User (current rapid! PayCard or OnDemand/Disbursements user)?

Enter either the **Email Address** or **Mobile Phone Number** that is associated with your account.

Enter your **Password**.

Click **Remember Me** to retain the Email Address or Phone Number if you want to log in from the same device in the future.

How do I log in for the first time as a new user (no previous access to rapid! Wages portal or the rapid! PAY app)?

- **PayCard Users - Add or Activate your rapid! PayCard**

Click **Add or Activate your rapid! PayCard**.

Type in the **16-digit Card Number**, **Expiration Month and Year** and click **Continue**.

You will then have to provide the **CVV** (3-digit security code on the back of the card), your **Date of Birth**, **full Social Security Number**, and create a **4-digit PIN**.

Once your information is verified, your card will be activated.

- **OnDemand/Disbursement Users – Self Enrollment**

Note: Your employer must be an active rapid! OnDemand or Disbursements client in order for you to participate in either program.

Click **Enroll Now for Payments**.

Enter your **Mobile Phone Number** to receive a One Time Passcode (OTP) verification code. You will receive the code as an SMS message to your mobile phone. *(Although we do not charge for SMS Alerts, message and data charges may apply. Contact your carrier to confirm your plan details.)*

Enter the OTP verification code and click **Send Authorization Code**.

If the code is valid, you will be prompted to enter the name of your Employer. If they are an active rapid! client, their name will appear in the dropdown list. Select them from the list, and follow the remaining prompts to continue the enrollment process.

What is an Authorization Code or One Time Passcode (OTP) and why do I need one?

An Authorization Code or One Time Passcode (OTP) is a security feature that adds an extra layer of protection when you log into your account, especially if you are using a public computer.

An email or SMS message with an Authorization Code will automatically be sent to you based on the email address or phone number that we have on file. *(Although we do not charge for SMS Alerts, message and data charges may apply. Contact your carrier to confirm your plan details..)*

Once you receive your email or text message, enter the authorization code on the screen when prompted.

You will be asked if you want to have your device remembered (computer, mobile device, etc.).

If you are using a private and secure computer or mobile device, you may select "Remember this Browser." The computer or device you are using will be recognized the next time you log in, and you will not need an Authorization Code unless you use a different device.

Click on **Register** to register the device.

What if I didn't receive my Authorization Code or OTP?

Click **Didn't receive the code?** This will open a dialog box where you can request the code to be resent.

If you requested the code to be sent via email, be sure to check your spam or junk mail folder and add **noreply@rapidwages.com** to your address book.

If you requested the code to be sent via SMS, note that authorization codes can only be sent to mobile devices that accept SMS messages.

What if the Authorization Code does not work?

Try re-entering your card number and password. If you lock yourself out of your account, call the number on the back of your card or from the **Contact Us** section of this website.

If you have forgotten your password, click on the **Forgot Password** link and follow the steps to request a temporary Password.

For all other Pre-Login issues, rapid! Customer Care is available 24 hours a day, 7 days a week.

For **PayCard** questions, please call **(888) 727-4314**

For **OnDemand/Disbursement** questions, please call **(844) 846-0285**