

## User Login

### Multi-Factor Authentication

The latest version of CPro2 includes Multi-Factor Authentication (MFA) as an additional layer of security. As a result, you will receive a PIN Code via email upon login. If you do not receive a PIN Code, please:

- Make sure you have entered your user name correctly
- Check your spam or junk folders for an email from BPAS
- Add the BPAS.com domain or cpro2-noreply@bpas.com address to your safe sender list

Minor login issues may be resolved by:

- Resetting your browser (Control F5)
- Clearing the cache or cookies
- Closing and reopening your browser
- Utilizing a different browser (e.g., Chrome, Firefox)

### Invalid Credentials

- If you receive an “Invalid Credentials” message, it’s possible you entered an incorrect password and/or username. Try re-entering your credentials.
- If you know your User Name, but are not sure of your password, you may reset your password by clicking on the link for **Trouble Logging In?**
- If you are not sure of your User Name, or are not able to login after resetting your password, please contact our CensusPro Team at census@bpas.com.

## Work Order Processing

Work Orders generated prior to the upgrade on 9/4/23 that were not completed will need to be recreated under the new release. If you are missing a Work Order, please:

1. Go to **View Details** in the action item list.
2. Click on the **Activity Status** tab.
3. You will see an option to **Initiate Work Order** with a corresponding **Activity Start Date**. If the date is 9/3/23 or prior, please contact the Census Team at census@bpas.com to have the Work Order deleted.
4. Create a **new work order** to continue processing your payroll.

## Banking Information

When creating a Work Order, if you get a message stating **no banking information** or you see a banking error on the Funding Approval page, please contact the Census Team for help. Banking transactions are handled securely by our Trust Department. Updates to banking information must be coordinated through the Census Team to ensure a secure transmission to the Trust Team.

Please note that clients with multiple divisions may not see all banking account information. The division, along with the applicable bank account information, is maintained separately in our Trust System. The ACH will pull based on the bank account detail maintained in the Trust System and does not look to CensusPRO2 for this data.

## Application Initialization Failed Error

If you receive an “Application Initialization Failed Error,” hold the **Control** key and then press **F5**.

**For assistance with CensusPro2, please contact the Census Department at 315-292-6970 or [census@bpas.com](mailto:census@bpas.com).**