# balancepoint ▶

Welcome to Workspace, your secure payroll cloud. Your Workspace has been pre-loaded with your 2013 tax returns and payroll reports. These reports can be accessed from just about anywhere you can access the internet; on a PC, Mac, most tablets or most handhelds!
https://workspace.balancepointpayroll.com/

Upon your first login, and depending on your browser, you may be required to answer a prompt. More than likely these prompts will allow you to grant permission to remember your response. This will allow your browser to bypass the security warnings in the future.

Your default login will be your client number with us. Your password for your initial login will be that same client number plus the first five digits of your registered zip code. Your registered zip code is the zip code attached to the address used to obtain your Federal Employer Identification Number. It may not be your current zip code. If you have questions, please contact your support representative. After your first successful login, we strongly suggest you update your password. To change your password, navigate to the upper right hand side of the screen, where you will find your login ID, click on the arrow next to it and select change password. ***Your new password must contain at least 8 characters, one capital letter and one special character, (!,@,#,$,etc).***
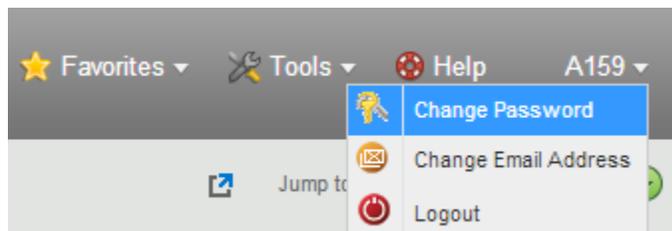
Additionally, you can setup or change your email address. The email associated with your company's account is listed in the upper right hand corner of the page. This is the email address that we will use to notify you of updates or additions to your Workspace. You can manage your email address by hitting the dropdown to the right of your email address.

We have, by default established one login for your account. Should you need another login, please do not hesitate to ask. We can grant access to your CPA or other vendor outside your company if you choose. When granting access to an individual outside of your company, we will need a simple authorization completed detailing the level of access you would like to grant.

Following successful login, you will see your accounts main folder. Inside that main folder will be separate folders for each company account with us. Further down, you will find folders for each quarter containing payroll reports and tax returns.
To download a file you can:

- Right click on the file and select download.
- Select the desired file, then click on download.
- Double click.

You also have the ability to download multiple files at the same time by enabling the Pro view. To do this, select the Tools icon from the ribbon at the top, and select Enable Web Client Pro.

Depending on your browser, you may be presented with a security warning, please answer appropriately by accepting the warning and continuing onto Web Client Pro.   The Web Client Pro view allows you to download multiple files at a time by holding down Ctrl and clicking on the desired files.

When navigating within your Workspace, please remember to use the green navigation forward and back arrows, not your browser's.   If you do, no problem, you will be prompted to login again.

If you have any questions, please do not hesitate to reach out to us!
Login: <Login>
Password:<Password>
https://workspace.balancepointpayroll.com/