

A grey box appears when I try to access UP3 and it is asking for User Name and Password. My personal account information is not accepted. What should I enter in the User Name and Password field?

The grey box titled “Connect to online.treasurer.state.ks.us” that appears requires a User Name and Password. This is a User Name and Password that all authorized users must enter to increase the security of our site (this information is the same for all users). When you sign up for an account our staff sends an e-mail with the subject “UP3 Site User Welcome.” Print the e-mail for your records. The e-mail contains steps to validate your account. During the validation steps a page appears that states “Please Read Carefully or Print this Page.” The User Name and Password information are available from this page and is only available to view during your validation process. If you did not print the page or make note of the User Name and Password please reset your password from our homepage and start the validation process over. You can find the link “Reset my Password to UP3” from www.kansascash.com/holders. A password will be displayed on your screen that you must write down exactly as it appears. An email will be sent to the address we have on file and you must follow a link in the email to finish the password process. Once completed, you may log into UP3 using the password supplied to you and then change your password to something easy for you to remember from the “Change your Profile” section on the bottom right-hand side.

You will be required to enter the User Name and Password (to access our secure site) as well as your Personal Operator ID and Personal Password (to access your personal account) each time you visit UP3.

I forgot my Personal Operator ID to UP3. Should I request another account?

When you initially sign up to be a UP3 user, your Personal Operator ID is defaulted to the e-mail address associated with the account. If you altered your Personal Operator ID from the *Change Your User Profile* page and you do not remember it, please contact our office.

I forgot my Personal Password to UP3. Can I call your office to get my password?

No, our office does not have access to your personal password. You can find the link “Reset my Password to UP3” from www.kansascash.com/holders. A password will be displayed on your screen that you must write down exactly as it appears. An email will be sent to the address we have on file and you must follow a link in the email to finish the password process. Once completed, you may log into UP3 using the password supplied to you and then change your password to something easy for you to remember from the “Change your Profile” section on the bottom right-hand side.

If you have tried to reset your password and are still not successful logging in please contact out office at 785-291-3173.