



# INSPERITY PASSPORT

This guide provides an overview of the Insperity Passport single sign-on tool.  
Use this guide to understand, create, maintain, and troubleshoot your  
Insperity Passport account.

*User Guide*

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### System Requirements

**IMPORTANT:** Before starting this process, it is a good practice to clear your browser's cache and cookies. For instructions on this, see the **Clearing the Browser's Cache and Cookies** on page 20.

Single sign-on is supported in the following OS and browser environments.

**IMPORTANT:** Although SSO is supported in the following OS and browser environments, refer to the documentation for your particular application as it may not necessarily support the same environments. For example, SSO may be supported in one of the environments, but the HCM or TimeStar applications may not be.

### Supported Operating Systems

The following table displays the supported operating systems.

Operating System	Version
<b>Mac</b>	
Mac OS X 10.6	10.6.8
Mac OS X 10.7	10.7.5
Mac OS X 10.8	10.8.5
Mac OS X 10.9	10.9.0 or later
<b>Windows</b>	
Windows XP	SP3
Windows Vista	SP2
Windows 7	All
Windows 8	All
Windows 8.1	All
<b>Mobile</b>	
iOS5	5.1.1
iOS6	6.1.6
iOS7	7.0 or later
Android	4.0 or later
BlackBerry	10 and later
Windows Phone 8	8 and later
<b>Others</b>	
Ubuntu	12.04.4 LTS
Chrome OS (Chromebook and Chromebox)	Chrome OS 29 and later

## Supported Internet Browsers

The following tables display the supported browsers for desktops and mobile devices.

Browser	Version
<b>Desktop</b>	
Microsoft® Internet Explorer®	7-11
Mozilla® FireFox®	10 or later
Apple® Safari®	5 or later
Google Chrome™	17 or later

Mobile Device OS	OS Version	Browser
iOS	5.1.1 or later	Safari
Android	4.0 or later	Android Browser, Google Chrome
Windows Phone	Windows Phone 8 or later	Internet Explorer Mobile
BlackBerry®	BlackBerry 10 or later	BlackBerry Browser

## Display Settings

For the optimal viewing, a minimum screen resolution of 1024 x 768 is recommended.

## What is Insperty Passport?

Insperty Passport is a two-factor authentication, single sign-on process that provides simplicity, security, and time-savings by allowing you to sign on once to seamlessly access multiple Insperty services.

Insperty Passport provides the following benefits:

- Reduces password fatigue by reducing the number of username and password combinations you need to remember.
- Provides additional security by requiring two-factor authentication to confirm you are who you say you are.
- Reduces the likelihood of falling victim to phishing scams.
- Saves you time by not requiring you to sign on multiple times while using Insperty services or having to troubleshoot sign-on issues for multiple usernames.

## Password Tips

When creating your password, note the following guidelines:

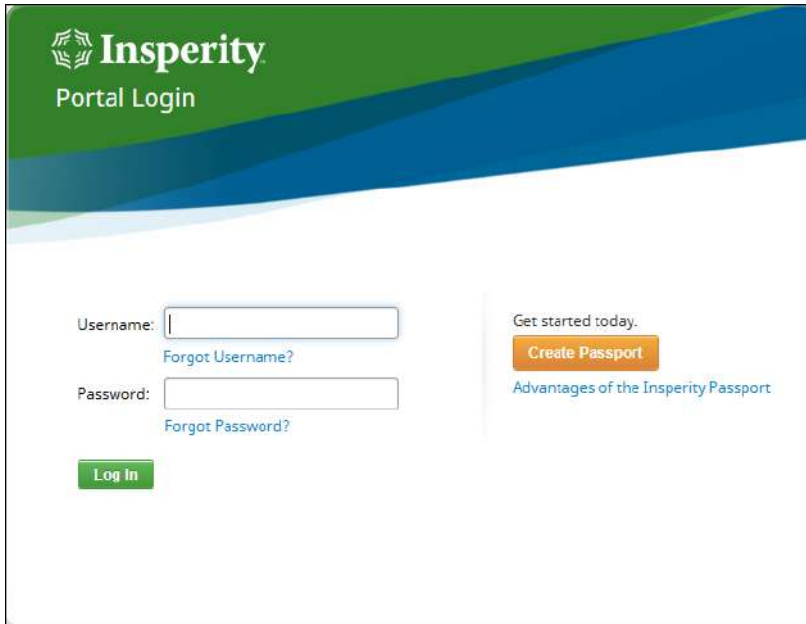
- Passwords must be 8 characters long.
- Passwords must include 3 of the following: upper case, lower case, numbers, and special characters. The following special characters are allowed:  
! @ # \$ % & \* ( ) - \_ [ ] { } \ | < > / ?

## Using Insperity Passport for the First Time

**IMPORTANT:** Before starting this process, it is a good practice to clear your browsers cache and cookies. For instructions on this, see the **Clearing the Browser's Cache and Cookies** on page 20.

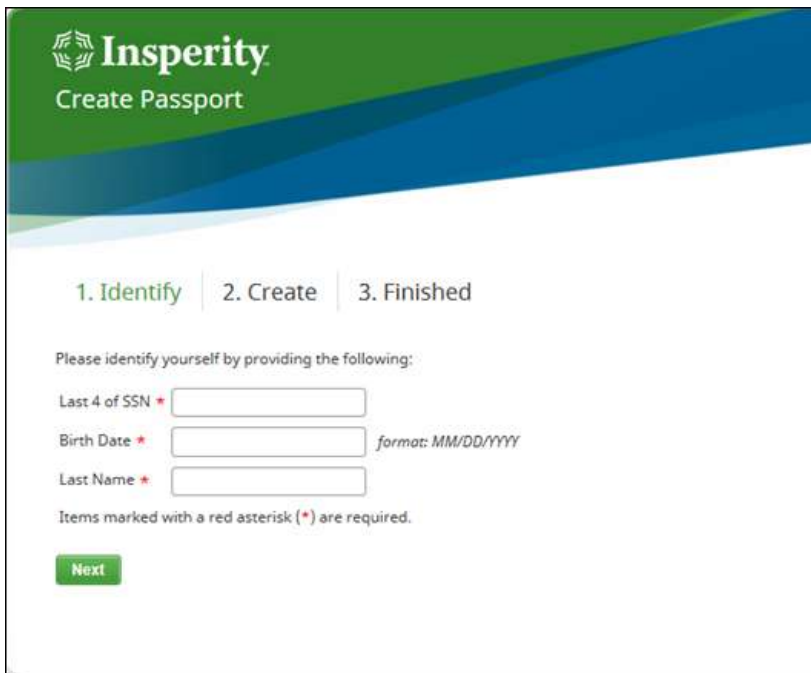
To start using Insperity Passport you must first create your passport.

1. Access the **Insperity Portal Login** screen to begin the process.



The screenshot shows the 'Insperity Portal Login' screen. At the top left is the Insperity logo and the text 'Portal Login'. Below this are two input fields: 'Username:' and 'Password:'. Each field has a 'Forgot' link below it ('Forgot Username?' and 'Forgot Password?'). To the right of the input fields is a section titled 'Get started today.' containing an orange 'Create Passport' button and a link for 'Advantages of the Insperity Passport'. At the bottom left is a green 'Log In' button.

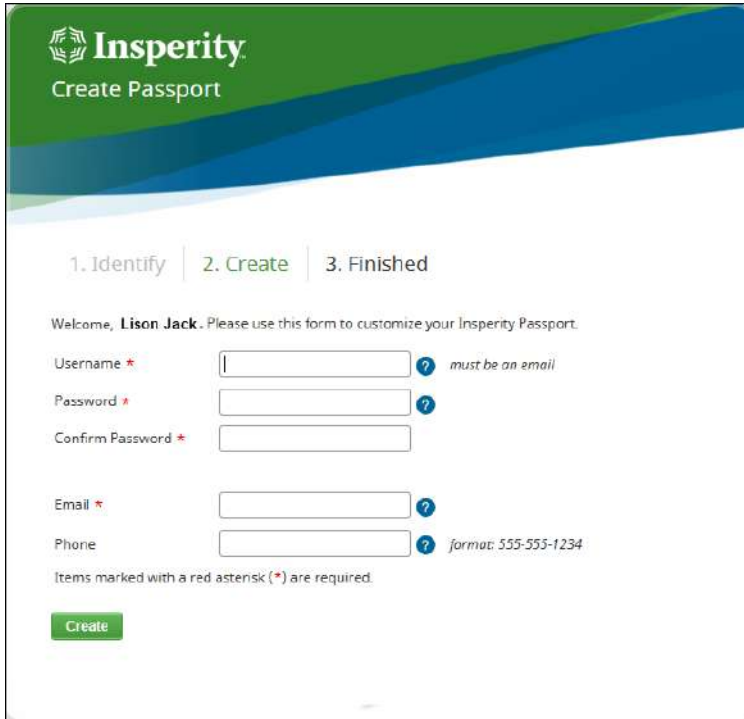
2. From the **Insperity Portal Login** screen, click **Create Passport**. The **Identify** portion of the **Create Passport** screen displays.



The screenshot shows the 'Insperity Create Passport' screen. At the top left is the Insperity logo and the text 'Create Passport'. Below this is a progress indicator with three steps: '1. Identify' (highlighted), '2. Create', and '3. Finished'. The main content area is titled 'Please identify yourself by providing the following:' and contains three input fields: 'Last 4 of SSN \*', 'Birth Date \*' (with a note 'format: MM/DD/YYYY'), and 'Last Name \*'. Below these fields is a note: 'Items marked with a red asterisk (\*) are required.' At the bottom left is a green 'Next' button.

3. Enter the last four digits of your social security in the **Last 4 of SSN** field.
4. Enter your **Birth Date**.  
**NOTE:** You can click in the **Birth Date** field to use the calendar pop-up to enter your birth date.
5. Enter your **Last Name**.
6. Click **Next**.

The **Create** portion of the **Create Passport** screen displays.



1. Identify | 2. Create | 3. Finished

Welcome, **Lison Jack**. Please use this form to customize your Insperty Passport.

Username \*  ? *must be an email*

Password \*  ?

Confirm Password \*

Email \*  ?

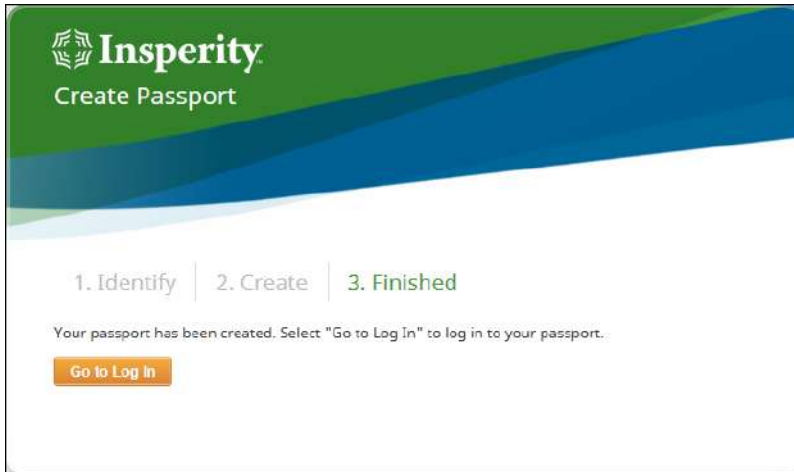
Phone  ? *format: 555-555-1234*

Items marked with a red asterisk (\*) are required.

7. Enter a **Username**.  
**NOTE:** The user name must be in email format. This email will not be used for communications.
8. Enter a **Password**.  
**NOTE:** See the **Password Tips** section for tips on password creation.
9. Confirm the password you entered in the **Confirm Password** field.
10. Enter the **Email** that you want to use to receive messages when changes to your account occur or when your account is being authenticated.
11. Optionally, enter a **Phone** number. This is used to verify your identity in case of a forgotten username or password.

**12. Click Create.**

The **Finished** portion of the **Create Passport** screen displays.



The screenshot shows the 'Create Passport' screen with the Insperty logo at the top. Below the logo, the text 'Create Passport' is displayed. A progress indicator shows three steps: '1. Identify', '2. Create', and '3. Finished', with '3. Finished' highlighted in green. Below the progress indicator, a message states: 'Your passport has been created. Select "Go to Log In" to log in to your passport.' An orange button labeled 'Go to Log In' is positioned below the message.

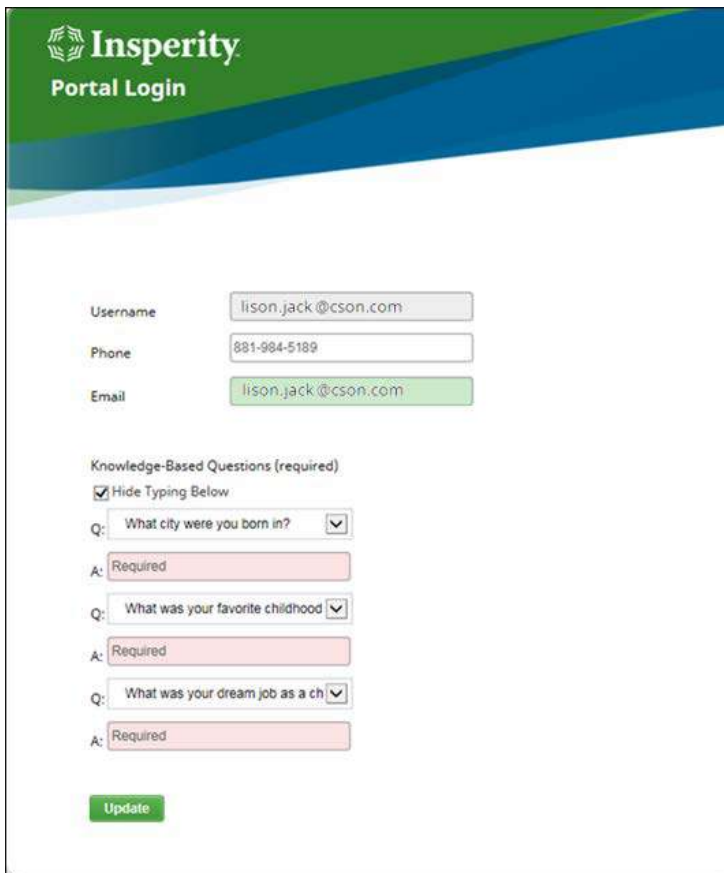
**13. Click Go to Log In.**

The **Insperty Portal Login** screen displays.

**14. Enter your Username and Password.**

**15. Click Log In.**

**16. The Insperty Portal Login updates prompting you to enter your knowledge-based questions.**



The screenshot shows the 'Portal Login' screen with the Insperty logo at the top. Below the logo, the text 'Portal Login' is displayed. The form contains the following fields:

- Username: lison.jack@cson.com
- Phone: 881-984-5189
- Email: lison.jack@cson.com

Below the form fields, there is a section titled 'Knowledge-Based Questions (required)'. A checkbox labeled 'Hide Typing Below' is checked. The questions are:

- Q: What city were you born in? (dropdown menu)
- A: Required (text input field)
- Q: What was your favorite childhood (dropdown menu)
- A: Required (text input field)
- Q: What was your dream job as a ch (dropdown menu)
- A: Required (text input field)

An orange button labeled 'Update' is located at the bottom of the form.



17. For all three questions, use the drop-down menu to select a question, and then enter the most appropriate response as it relates to your situation.
18. Click **Update**.

The **Integrity Passport Login** screen displays.

19. Use the drop-down menu to select a company, a profile, and the role you want to sign in as.  
**NOTE:** If you have multiple companies, profiles, and/or roles, you will have drop-down menus to select from. If you do not have multiple entities, a default selection is made.  
**IMPORTANT:** If you do have multiple entities associated with your username, there may be a slight delay before the next drop-down menu is presented on the screen. Wait for the subsequent options to display before clicking **Continue**.
20. Click **Continue**.  
The **Home** page displays.

## Passport Maintenance

The following sections guide you through the process of maintaining your Passport credentials including your password, your contact email, and security questions.

### Changing Your Password

To change your password:

1. Log into the Employee Self-Service Portal.
2. From the home page left navigation bar, click **My Profile > Personal Information** and scroll down to the **Passport** section.

Passport

Username | lison.jack@cson.com

Password | \*\*\*\*\* [change]

The email below is used for all system and security correspondence.

Email | lison.jack@cson.com [Change]

More

3. In the **Passport** section, click the **Change** link next to the **Password** field. The **Change Password** dialog box displays.

Change Password

Username

lison.jack@cson.com

New Password

Strength

Retype New Password

SET PASSWORD CANCEL

4. Enter your email in the **Username** field.
5. Enter your **New Password**.  
**NOTE:** Passwords must be 8 characters long and must include 3 of the following: upper case, lower case, numbers, and special characters. The following special characters are allowed:  
**! @ # \$ % & \* ( ) - \_ [ ] { } \ | < > / ?**
6. Enter it again in the **Retype New Password** field.
7. Click **Set Password**.  
A confirmation window displays.
8. Click **OK**.
9. Close the **Change Password** dialog box.
10. Click the **Log Out** link in the upper right-hand corner and log back in using your new password.

## Changing Your Contact Email

To change your contact email address:

1. Log into the Employee Self-Service Portal.
2. From the home page left navigation bar, click **My Profile > Personal Information** and scroll down to the **Passport** section.



3. In the **Passport** section, click the **Change** link next to the **Email** field. The **Change Email** dialog box displays.



4. Enter your new email in the **Email Address** field.
5. Click **Save**.  
A confirmation window displays.
6. Click **OK**.
7. Close the **Change Email** dialog box.
8. Click the **Log Out** link in the upper right-hand corner and log back in using your new password.

## Updating Your Security Questions and Contact Phone

To update your security questions and you contact phone number,

1. Log into the Employee Self-Service Portal.
2. From the home page left navigation bar, click **My Profile > Personal Information** and scroll down to the **Passport** section.
3. Click the **More** link.

The **Passport Self-Service** screen displays.

The screenshot shows a web form titled "Passport Self-Service" with a close button in the top right corner. The form contains the following elements:

- A "Username" text input field.
- A "Phone" text input field.
- A section titled "Knowledge-Based Questions (required)" containing a checked checkbox labeled "Hide Typing Below".
- Three question-and-answer pairs, each consisting of a question dropdown menu and a corresponding answer text input field with a green background. The questions are: "What city were you born in?", "What was your favorite childhood game?", and "What was your dream job as a child?".
- A green "Update" button at the bottom left of the form.

4. Update your **Phone** info if needed.
5. If necessary, click the **Hide Typing Below** checkbox to hide and show the answers to your security questions.
6. Use the question drop-down menus to select your new questions and enter your answers, or simply update your answers to your existing questions.
7. Click **Update**.  
A confirmation message displays confirming your updates.
8. Close the screen.

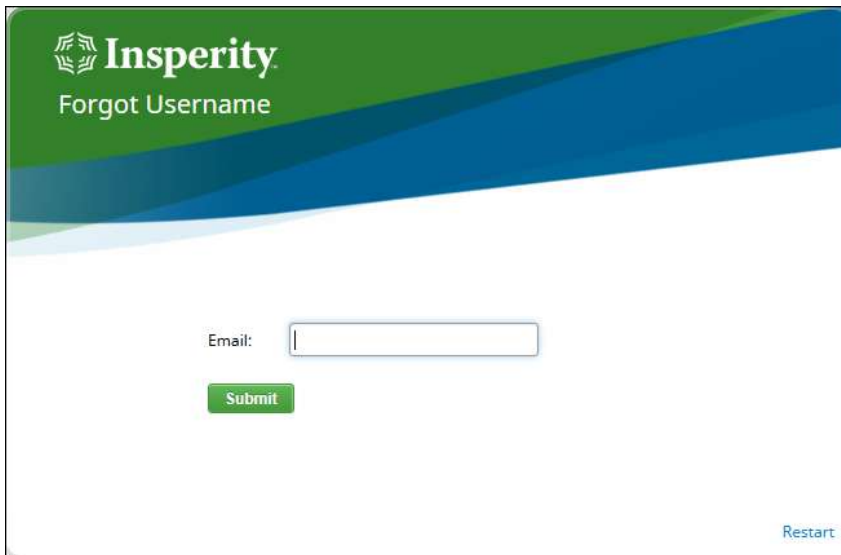
## Addressing Sign-On Issues

The following sections will help you reset your password or username should you forget them.

### Retrieving a Forgotten Username

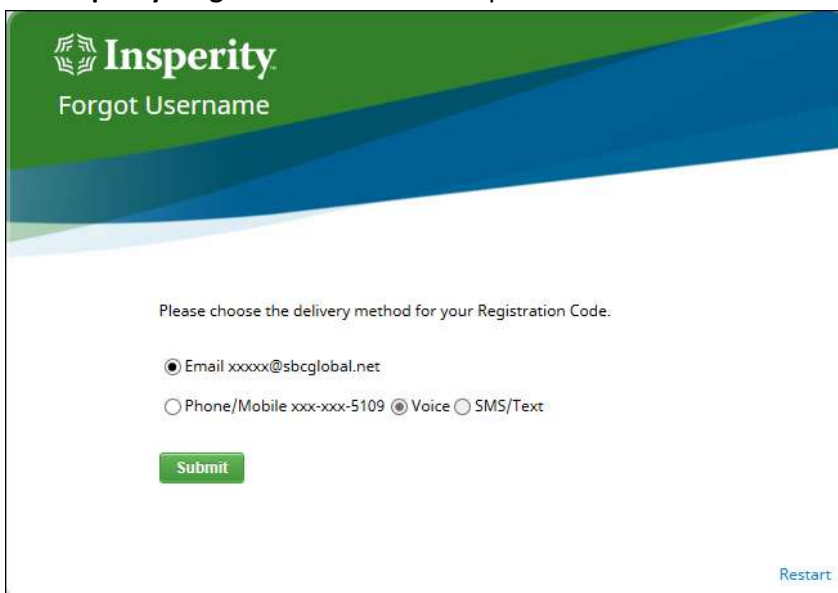
If you have forgotten your username:

1. From the Insperty Portal Login screen, click the **Forgot Username?** link. The **Insperty Forgot Username** screen displays.



2. Enter your contact email on file.  
**NOTE:** Do not enter your username email.
3. Click **Submit**.

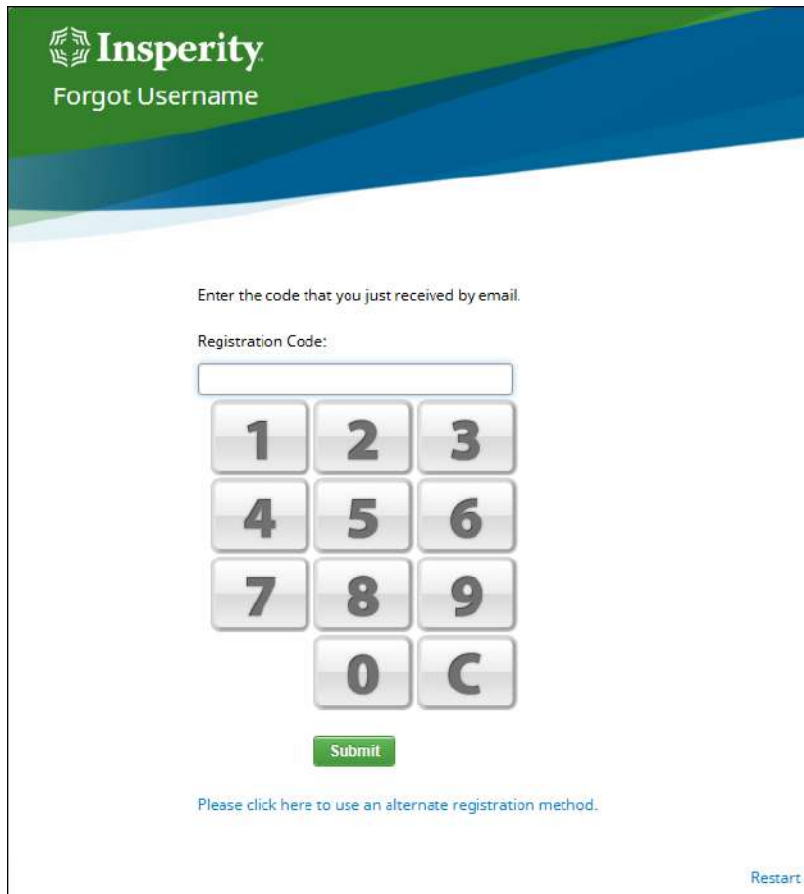
The **Insperty Forgot Username** screen updates.



**NOTE:** If you did not enter a phone number in your initial setup, you will not be given a **Phone/Mobile** option.

4. Select which method you want to reset your password:
  - **Email** – a code is sent to your Passport email on file.
  - **Phone/Mobile with the voice option** – you will receive a recorded call with the code on your phone that is on file.
  - **Phone/Mobile with the SMS/Text option** – you will receive a written message with the code on your phone that is on file.
5. Click **Submit**.

The **Registration Code** entry screen displays.

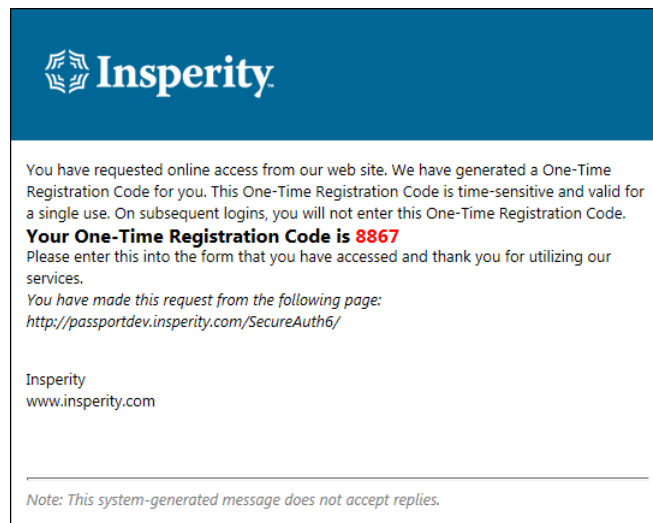


The screenshot shows the 'Forgot Username' page for Insperity. At the top left is the Insperity logo and the text 'Forgot Username'. Below this is a heading 'Enter the code that you just received by email.' followed by the label 'Registration Code:' and an empty text input field. Below the input field is a numeric keypad with buttons for digits 1-9, 0, and a 'C' button. Below the keypad is a green 'Submit' button. At the bottom of the page, there is a link that says 'Please click here to use an alternate registration method.' and a 'Restart' link in the bottom right corner.

- Retrieve the code from your email or phone.

**NOTE:** Use the “C” key to clear your entry if needed.

- If you selected **Email**, you will get a message like the following:



- If you selected **Phone/Mobile**, you will get either a phone call or a message on the phone on file.
- Enter the code using the buttons on the screen or your keyboard.
  - Click **Submit**.

The screen updates and displays your username.



- Click the **Click here to log in** link to sign on.

## Resetting a Forgotten Password

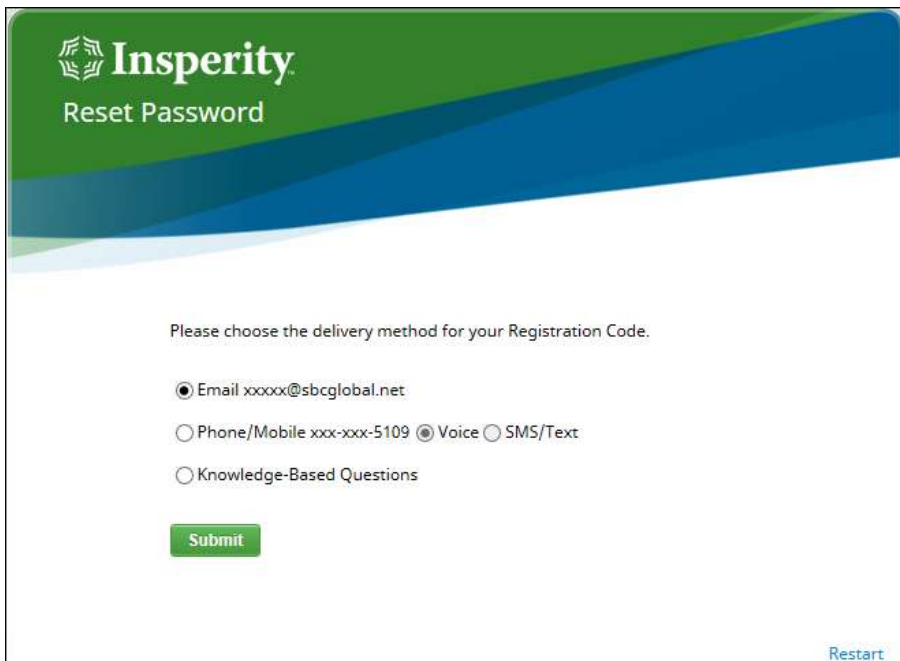
To reset your password:

1. From the login page, click the **Forgot Password?** link under the **Password** field. The **Insperty Reset Password** screen displays.



The screenshot shows the 'Insperty Reset Password' screen. At the top left is the Insperty logo and the text 'Reset Password'. Below this, the instruction 'Please enter your Username below.' is displayed. There is a text input field labeled 'Username:' and a green 'Submit' button below it. In the bottom right corner, there is a 'Restart' link.

2. Enter your **Username**.
  3. Click **Submit**.
- The **Insperty Reset Password** screen updates.



The screenshot shows the 'Insperty Reset Password' screen after the username has been submitted. The instruction 'Please choose the delivery method for your Registration Code.' is displayed. There are three radio button options: 'Email xxxxx@sbcglobal.net' (selected), 'Phone/Mobile xxx-xxx-5109', and 'Voice SMS/Text'. There is also an option for 'Knowledge-Based Questions'. A green 'Submit' button is located below the options. In the bottom right corner, there is a 'Restart' link.



**NOTE:** If you did not enter a phone number in your initial setup, you will not be given a **Phone/Mobile** option.

4. Select which method you want to reset your password:
  - **Email** – a code is sent to your Passport email on file.
  - **Phone/Mobile with the voice option** – you will receive a recorded call with the code on your phone that is on file.
  - **Phone/Mobile with the SMS/Text option** – you will receive a written message with the code on your phone that is on file.
  - **Knowledge-Based Questions** – you are required to answer your security questions.
5. Click **Submit**.

If you selected:

- **Email** or **Phone/Mobile**, the **Registration Code** entry screen displays.
- If you selected **Knowledge-Based Questions** skip to step 11.

Enter the code that you just received by email.

Registration Code:

Registration Code

1 2 3

4 5 6

7 8 9

0 C

Submit

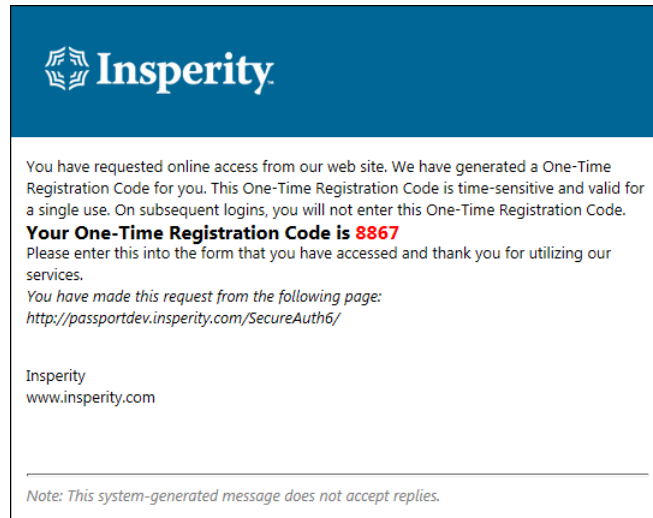
[Please click here to use an alternate registration method.](#)

Restart

- Retrieve the code from your email or phone.

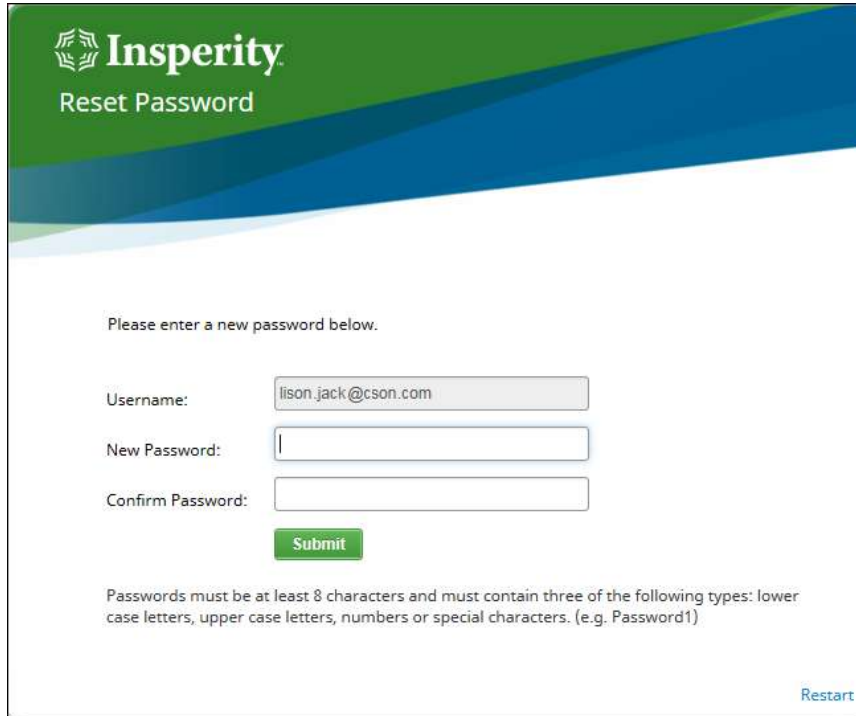
**NOTE:** Use the “C” key to clear your entry if needed.

- If you selected **Email**, you will get a message like the following:



- If you selected **Phone/Mobile**, you will get either a phone call or a message on the phone on file.
- Enter the code using the buttons on the screen or your keyboard.
  - Click **Submit**.

The screen updates to allow you to enter your new password.



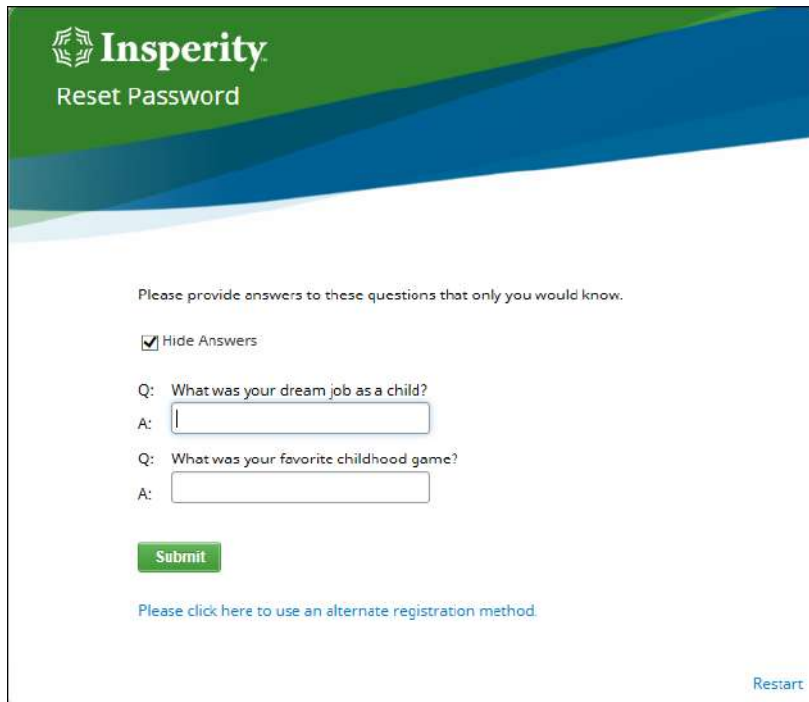
The screenshot shows the "Reset Password" page. At the top, it says "Please enter a new password below." There are three input fields: "Username:" with the value "lison.jack@cson.com", "New Password:" (empty), and "Confirm Password:" (empty). Below the fields is a green "Submit" button. At the bottom, there is a password requirement note: "Passwords must be at least 8 characters and must contain three of the following types: lower case letters, upper case letters, numbers or special characters. (e.g. Password1)" and a "Restart" link in the bottom right corner.

- Enter and confirm your new password.

**10. Click Submit.**

A message displays indicating your password was changed successfully.

**NOTE:** An email is sent to your contact email on file indicating that your password has been changed.

**11. If you elected to answer the security questions, the **Insperty Reset Password** screen updates.**

The screenshot shows the 'Insperty Reset Password' screen. At the top left is the Insperty logo and the text 'Reset Password'. Below this is a green and blue header. The main content area has a white background with the text 'Please provide answers to these questions that only you would know.' followed by a checked checkbox labeled 'Hide Answers'. There are two security questions, each with a question label 'Q:' and an answer input field 'A:'. The first question is 'What was your dream job as a child?' and the second is 'What was your favorite childhood game?'. Below the questions is a green 'Submit' button. At the bottom left is a blue link: 'Please click here to use an alternate registration method.' and at the bottom right is a blue link: 'Restart'.

**12. Answer your security questions.****13. Optionally, you can check the **Hide Answers** checkbox to view or hide the answer text.****14. Click Submit.**

If your answers are correct, the screen updates to allow you to enter your new password.

**15. Enter your new password.****16. Click Submit.**

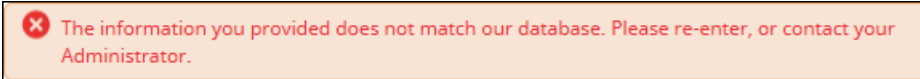
**NOTE:** An email is sent to your contact email on file indicating that your password has been changed.

### Troubleshooting

**IMPORTANT:** If you experience issues, it is a good practice to clear your browser's cache and cookies. For instructions on this, see the **Clearing the Browser's Cache and Cookies** on page 20.

If you are unable to successfully create/sign on with your new Passport account, review the following.


#### At Setup: Step 1. Identify

**Error:** 

If you receive this error, check the following:

- Confirm with your administrator that the last 4 digits of your social security number, your Date of Birth, and your Last Name match exactly how they appear in your employee master record.
- If your last name includes special characters, such as hyphenated last name, confirm the same type of hyphenation you entered is the same as the one used in the employee master record.
- Confirm you have not had a name change since you were first hired on.
- Confirm you have not created another Insperty Passport for another client.

#### At Setup: Step 2. Create

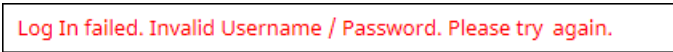
**Error:** 

This error may indicate the Passport system is offline. Have your onsite administrator contact your Insperty support representative.

**Error:** 

This error indicates that the email you are attempting to use is already in use. Emails must be unique.

#### At Sign On

**Error:** 

This error indicates you have entered the wrong username, password, or both. Recheck your entries and try again. You can also use the **Forgot Username?** and/or **Forgot Password?** links.

**Error:** You have exceeded the maximum number of login attempts. Please close your browser and try again.

**Error:** This account has been locked. Please use the **Forgot Password** link above or contact your Administrator to reset your password and unlock your account.

If you attempt more than five invalid logins, your account gets locked. You can use the **Forgot Password?** link or contact your company administrator to reset it.

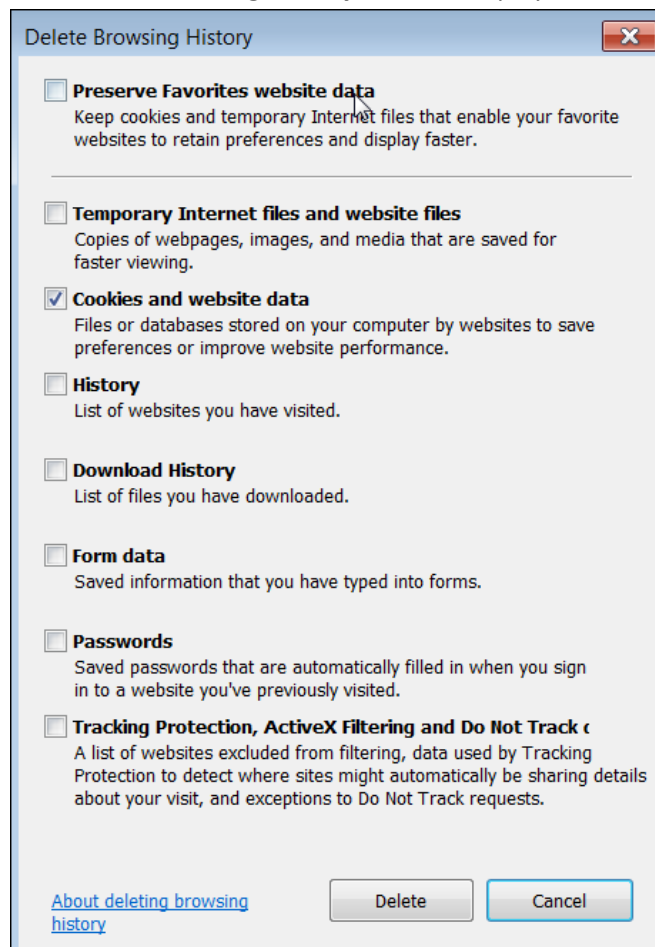
## Clearing the Browser's Cache and Cookies

When first working with, setting up, and troubleshooting single sign-on, it is a good idea to clear your browser's cache and remove any cookies. Use the steps below for your particular browser.

### Microsoft Internet Explorer


1. From the main menu bar, click **Tools > Delete browsing history...**

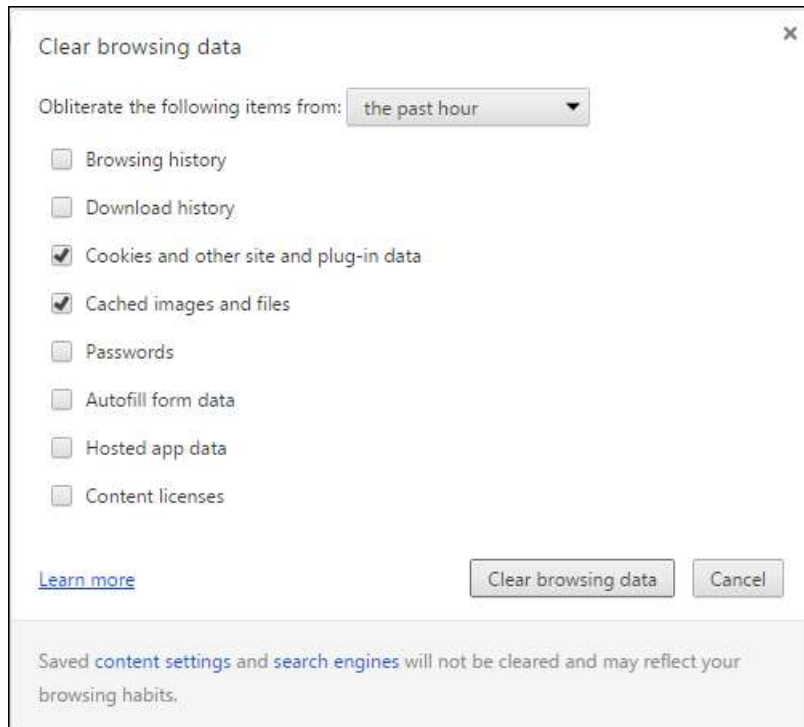
The **Delete Browsing History** window displays.



2. Confirm **Cookies and website data** is checked. All other selections can be left unchecked.
3. Click **Delete**.

### Google Chrome

1. Click the Chrome menu  icon in the upper right hand corner of the browser.  
This displays the menu.
2. Click **More tools > Clear browsing data...**  
This displays the **Clear browsing data** window.



3. Select **Cookies and other site and plug-in data** and **Cached images and files**.  
All other selections can be left unchecked.
4. Click **Clear browsing data**.

### Mozilla FireFox and Apple Safari

For instructions on clearing the cache and cookies on these two browsers, visit their respective support websites.

**Mozilla FireFox:** <https://support.mozilla.org/en-US/>

**Apple Safari:** <http://help.apple.com/safari/mac/8.0/#/>