

[Skip to content](#)

## **Manuals+**

User Manuals Simplified.



# Passport Insperity Single Sign-on Tool User Guide

[Home](#) » [Insperity](#) » Passport Insperity Single Sign-on Tool User Guide 

**Contents** [hide](#)

[1 Passport Insperity Single Sign-on Tool](#)

[2 System Requirements](#)

[3 What is Insperity Passport?](#)

[4 Passport Maintenance](#)

[5 Addressing Sign-On Issues](#)

[6 Troubleshooting](#)

[7 Related Posts](#)



## Passport Insperity Single Sign-on Tool

A screenshot of the Insperity Passport Single Sign-on Tool login page. The page has a white background with blue vertical bars on the left and right sides. At the top center is the Insperity logo. Below the logo are two input fields: 'Username:' and 'Password:'. Below the password field is a checkbox labeled 'Remember Me' with a blue information icon to its right. At the bottom center is a green button with the text 'LOG IN' in white capital letters.

- 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.
- Insperity™, a trusted advisor to America's best businesses for more than 26 years, provides an array of human resources and business solutions designed to help improve business performance.
- Insperity and the compass icon, Insperity HCM, and the Inspiring Business Performance tagline are trademarks of Insperity, Inc.
- Microsoft and Internet Explorer are registered trademarks of Microsoft Corporation in the United States and/or other countries.
- Google and Chrome are trademarks of Google Inc.
- Mozilla and Firefox are registered trademarks of the Mozilla Foundation.
- Apple and Safari are registered trademarks of Apple Inc.
- BlackBerry is the trademark or registered trademark of BlackBerry Limited, the exclusive rights to which are expressly reserved. Insperity is not affiliated with, endorsed, sponsored, or otherwise authorized by BlackBerry Limited.
- The information contained in this document is subject to change without notice.  
Nothing in this document should be construed as constituting an additional warranty. Insperity shall not be liable

## 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 Insuperity Passport?

Insuperity 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 Insuperity services. Insuperity 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 Insuperity 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 Insuperity Passport for the First Time

**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.

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

1. Access the Insuperity Portal Login screen to begin the process.

The screenshot shows the Insuperity Portal Login interface. At the top, there is a green and blue header with the Insuperity logo and the text 'Portal Login'. Below the header, the login form is displayed. It includes a 'Username:' label followed by a text input field, with a 'Forgot Username?' link underneath. Similarly, there is a 'Password:' label followed by a text input field, with a 'Forgot Password?' link underneath. A green 'Log In' button is positioned at the bottom left of the form. To the right of the form, there is a section titled 'Get started today.' which contains an orange 'Create Passport' button and a link to 'Advantages of the Insuperity Passport'.

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

The screenshot shows the 'Insuperity Create Passport' interface. At the top, the Insuperity logo and 'Create Passport' text are displayed. Below this, a progress bar shows three steps: '1. Identify' (active), '2. Create', and '3. Finished'. The main heading is 'Please identify yourself by providing the following:'. There are three input fields: 'Last 4 of SSN \*', 'Birth Date \*' (with a note 'format: MM/DD/YYYY'), and 'Last Name \*'. A green 'Next' button is at the bottom left. A note at the bottom states: 'Items marked with a red asterisk (\*) are required.'

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.

The screenshot shows the 'Insuperity Create Passport' interface, Step 2: Create. The progress bar shows '1. Identify', '2. Create' (active), and '3. Finished'. The main heading is 'Welcome, **Lison Jack**. Please use this form to customize your Insuperity Passport.' There are five input fields: 'Username \*' (with a note 'must be an email'), 'Password \*', 'Confirm Password \*', 'Email \*', and 'Phone' (with a note 'format: 555-555-1234'). A green 'Create' button is at the bottom left. A note at the bottom states: '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.



13. Click Go to login.

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 'Insperty Portal Login' interface. At the top, the Insperty logo is on the left, and the title 'Portal Login' is in the center. Below the header, there are three input fields: 'Username' with the value 'lison.jack@cson.com', 'Phone' with the value '881-984-5189', and 'Email' with the value 'lison.jack@cson.com'. Below these fields is a section titled 'Knowledge-Based Questions (required)'. This section contains a checkbox labeled 'Hide Typing Below' which is checked. There are three question-and-answer pairs, each with a question label 'Q:', a drop-down menu, and an answer label 'A:' followed by a text input field. The questions are: 'What city were you born in?', 'What was your favorite childhood', and 'What was your dream job as a ch'. The answer fields are currently empty and labeled 'Required'. At the bottom of the form is a green button labeled 'Update'.

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.



The screenshot shows the Insperity Passport Login interface. At the top, the Insperity logo and 'Passport Login' text are displayed against a green and blue background. Below this, there are three dropdown menus for selection: 'Select a Company' (set to 'DEMO Company'), 'Select a Profile' (set to 'LAKESIDELW/65/W-2'), and 'Select a Role' (set to 'Employee PayView'). A blue 'Continue' button is positioned below these menus. At the bottom, a status message reads: 'Database name = DEMO. Employee number = 65.'

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.

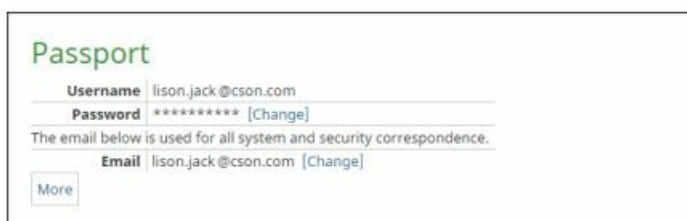
## Passport Maintenance

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.



The screenshot shows the 'Passport' section of the Employee Self-Service Portal. It contains three rows of information: 'Username' (lison.jack@cson.com), 'Password' (masked with asterisks and a '[Change]' link), and 'Email' (lison.jack@cson.com with a '[Change]' link). A note states: 'The email below is used for all system and security correspondence.' A 'More' button is located at the bottom left of the section.

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 LogOut 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.



**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 Email field.  
The Change Email dialog box displays.



**Change Email**

Email Address  
lison.jack@cson.com

SAVE CANCEL

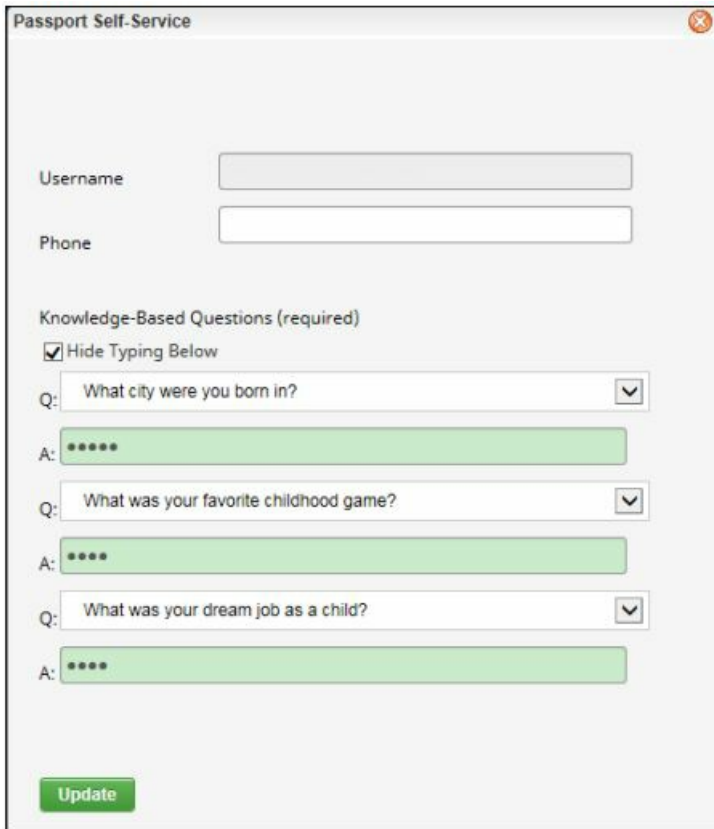
4. Enter your new email in the Email Address field.
5. Click Save.  
A confirmation window displays.
6. Click OK.
7. Close the Change Email dialog box.

8. Click the LogOut 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 two input fields for "Username" and "Phone". Below these is a section titled "Knowledge-Based Questions (required)" with a checkbox labeled "Hide Typing Below" that is checked. There are three question-and-answer pairs. Each question is in a dropdown menu: "What city were you born in?", "What was your favorite childhood game?", and "What was your dream job as a child?". Each answer is in a green text box with five dots representing masked text. At the bottom left of the form is a green "Update" button.

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

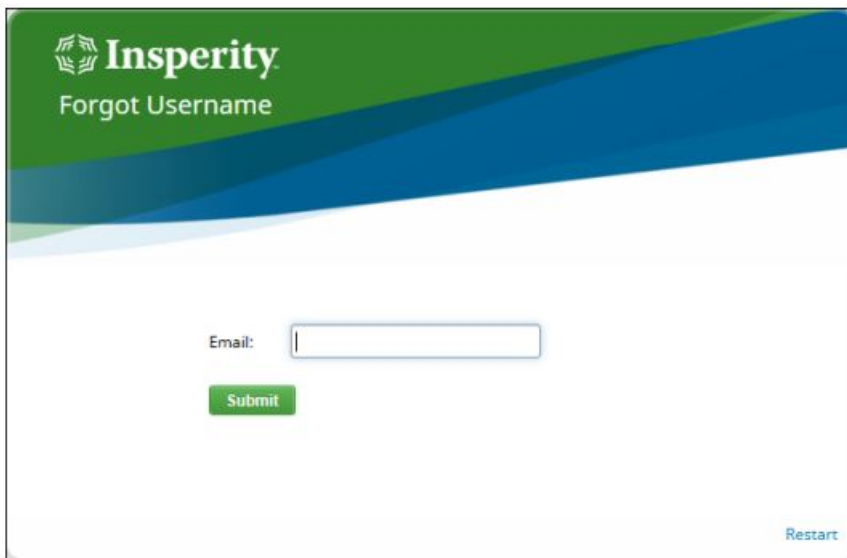
The following sections will help you reset your password or username should you forget them.

#### Retrieving a Forgotten Username

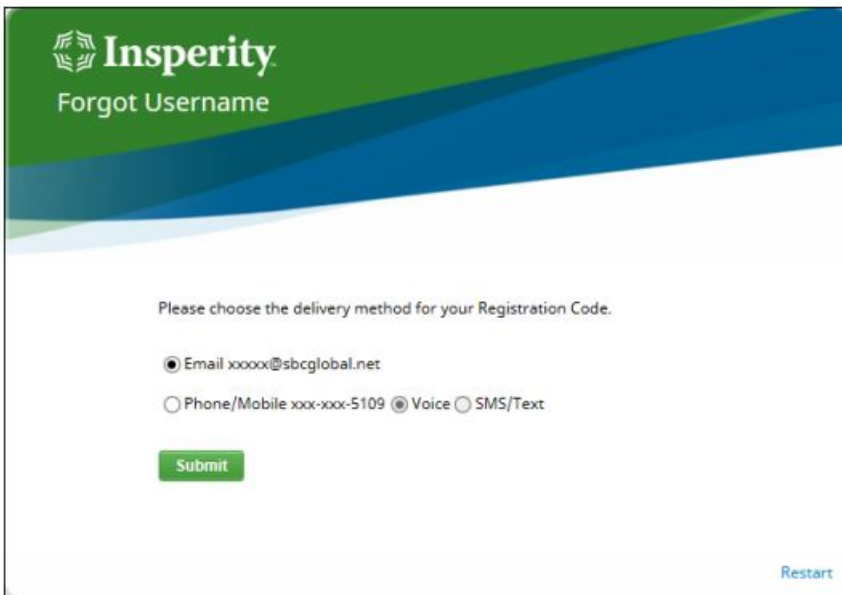
If you have forgotten your username:

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



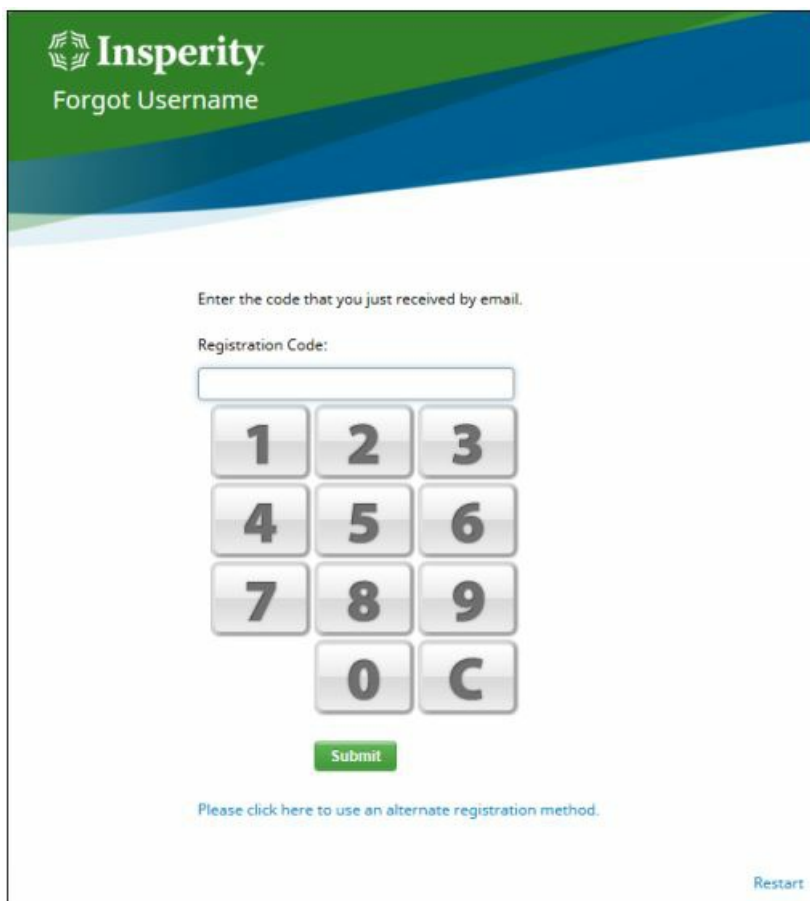
The image shows the 'Insperty Forgot Username' screen. At the top, there is a green header with the 'Insperty' logo and the text 'Forgot Username'. Below the header, there is a white area with a label 'Email:' followed by a text input field. Below the input field is a green 'Submit' button. In the bottom right corner, there is a blue 'Restart' link.

2. Enter your contact email on file.  
NOTE: Do not enter your username email.
3. Click Submit.  
The Insperty Forgot Username screen updates.

The image shows the 'Insperty Forgot Username' screen after clicking 'Submit'. The header is the same. Below the header, there is a white area with the text 'Please choose the delivery method for your Registration Code.' followed by three radio button options: 'Email xxxxx@sbcglobal.net' (selected), 'Phone/Mobile xxx-xxx-5109', and 'Voice SMS/Text'. Below the options is a green 'Submit' button. In the bottom right corner, there is a blue '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.
5. Click Submit.  
The Registration Code entry screen displays.

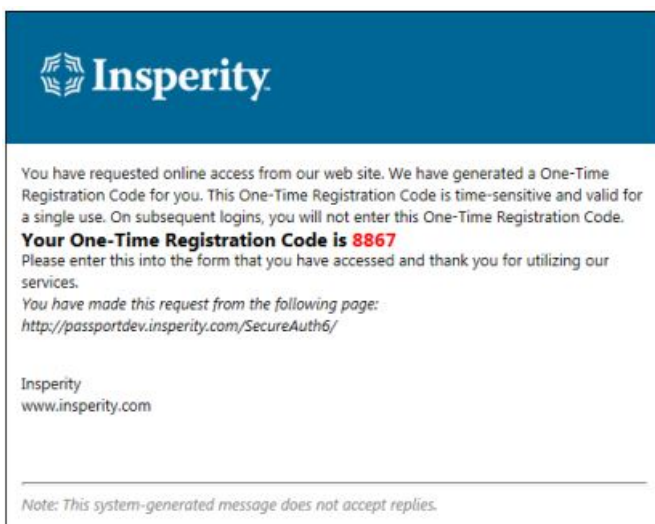


The image shows a web page for 'Insperty' with the title 'Forgot Username'. It features a green and blue header. The main content area has a white background. At the top, it says 'Enter the code that you just received by email.' Below this is a label 'Registration Code:' followed by a text input field. Under the input field is a numeric keypad with buttons for digits 1-9, 0, and a 'C' (clear) button. Below the keypad is a green 'Submit' button. At the bottom, there is a link 'Please click here to use an alternate registration method.' and a 'Restart' link in the bottom right corner.

6. 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:



The image shows an email message from 'Insperty'. The header is blue with the 'Insperty' logo. The body text reads: 'You have requested online access from our web site. We have generated a One-Time Registration Code for you. This One-Time Registration Code is time-sensitive and valid for a single use. On subsequent logins, you will not enter this One-Time Registration Code. **Your One-Time Registration Code is 8867** Please enter this into the form that you have accessed and thank you for utilizing our services. You have made this request from the following page: <http://passportdev.insperity.com/SecureAuth6/> Insperty www.insperity.com'. At the bottom, there is a note: 'Note: This system-generated message does not accept replies.'

If you selected Phone/Mobile, you will get either a phone call or a message on the phone on file.

7. Enter the code using the buttons on the screen or your keyboard.

8. Click Submit.

The screen updates and displays your username.



9. Click the Click here to log in link to sign on.

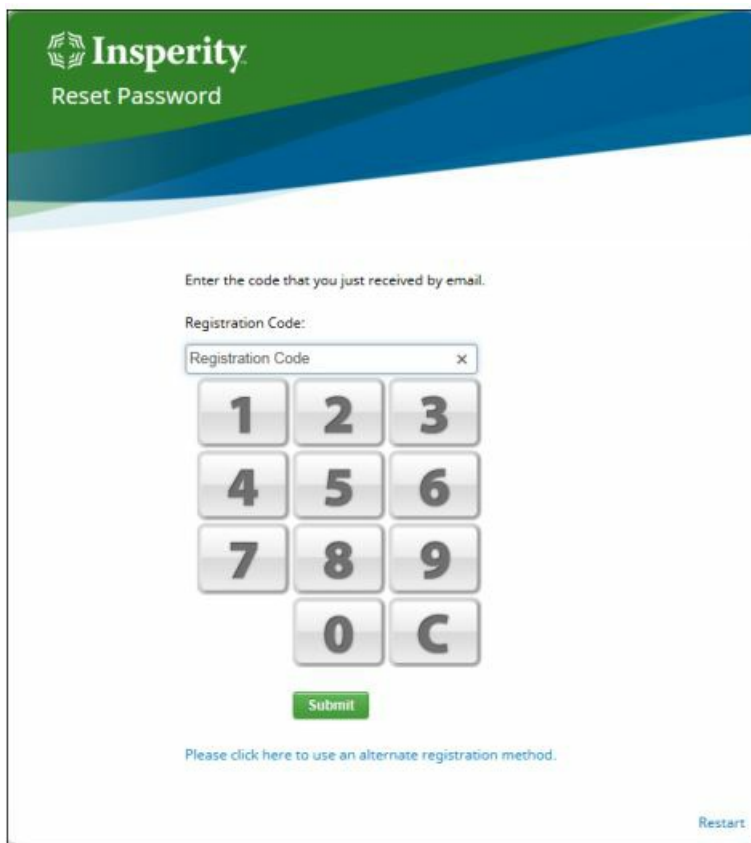
### Resetting a Forgotten Password

To reset your password:

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



2. Enter your Username.
3. Click Submit.  
The Insperity Reset Password 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.
  - 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.

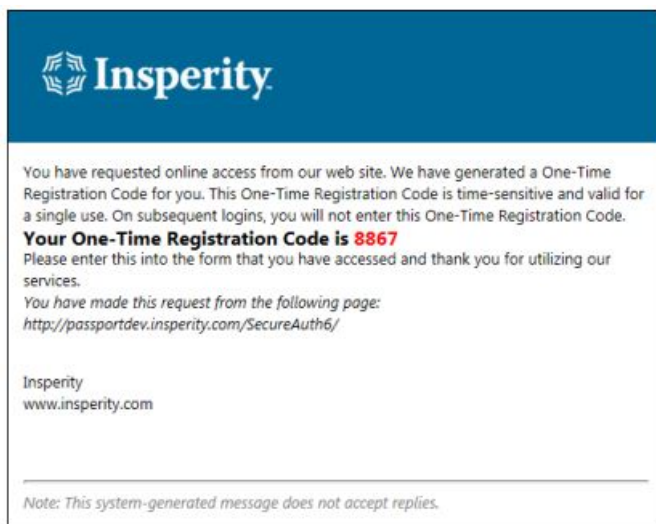


The image shows a web page for 'Insperty' with the title 'Reset Password'. It features a green and blue header. The main content area has a white background. At the top, it says 'Enter the code that you just received by email.' Below this is a label 'Registration Code:' followed by a text input field containing 'Registration Code' and a clear button 'x'. Under the input field is a numeric keypad with buttons for digits 1-9, 0, and a 'C' (clear) button. Below the keypad is a green 'Submit' button. At the bottom, there is a link 'Please click here to use an alternate registration method.' and a 'Restart' link in the bottom right corner.

6. 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:

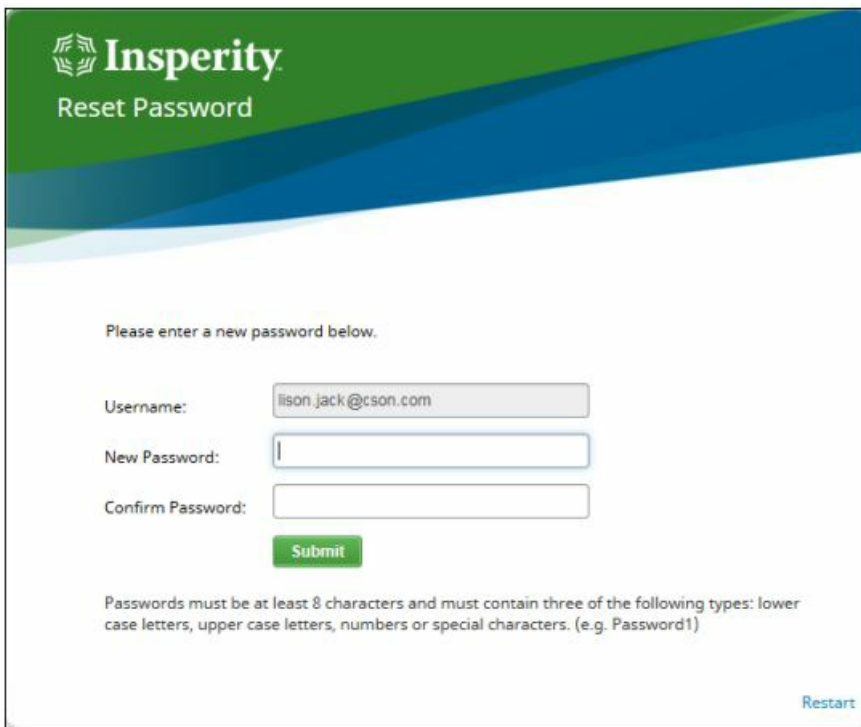


The image shows an email message from 'Insperty'. The header has the 'Insperty' logo. The body text reads: 'You have requested online access from our web site. We have generated a One-Time Registration Code for you. This One-Time Registration Code is time-sensitive and valid for a single use. On subsequent logins, you will not enter this One-Time Registration Code. **Your One-Time Registration Code is 8867** Please enter this into the form that you have accessed and thank you for utilizing our services. You have made this request from the following page: <http://passportdev.insperity.com/SecureAuth6/> Insperty [www.insperity.com](http://www.insperity.com)' At the bottom, there is a note: 'Note: This system-generated message does not accept replies.'

If you selected Phone/Mobile, you will get either a phone call or a message on the phone on file.

7. Enter the code using the buttons on the screen or your keyboard.
8. Click Submit.

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



**Insperty**  
Reset Password

Please enter a new password below.

Username:

New Password:

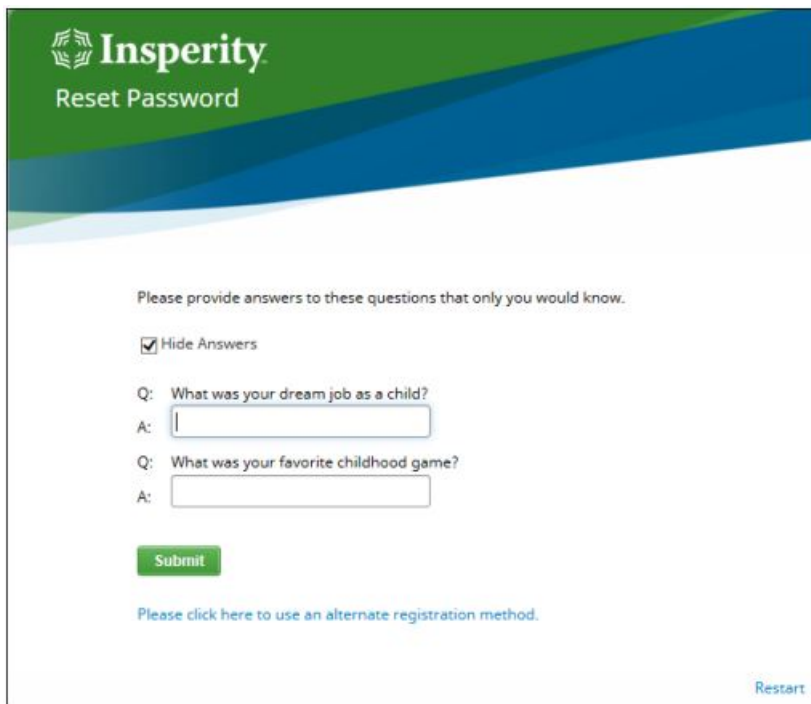
Confirm Password:

[Submit](#)

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)

[Restart](#)

9. 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.



**Insperty**  
Reset Password

Please provide answers to these questions that only you would know.

☒ Hide Answers

Q: What was your dream job as a child?  
A:

Q: What was your favorite childhood game?  
A:

[Submit](#)

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

[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:**

 The information you provided does not match our database. Please re-enter, or contact your Administrator.

**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 Insuperity Passport for another client.

### At Setup: Step 2. Create

**Error:**

 We are unable to create your Passport at this time

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

**Error:**

Username \*   knguyen@demo.com is Not Available

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

### At Sign On

**Error:**

Log In failed. Invalid Username / Password. Please try again.

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.

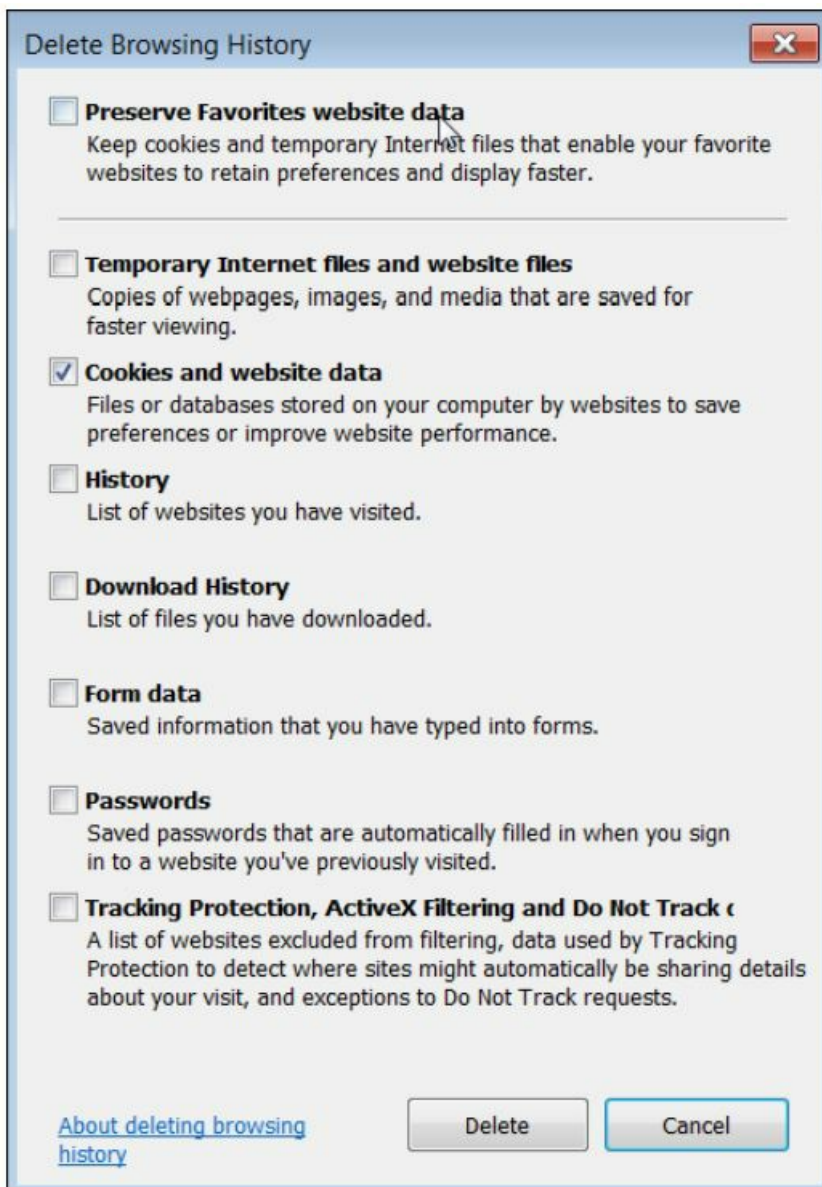
### Clearing the Browser's Cache and Cookies

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.

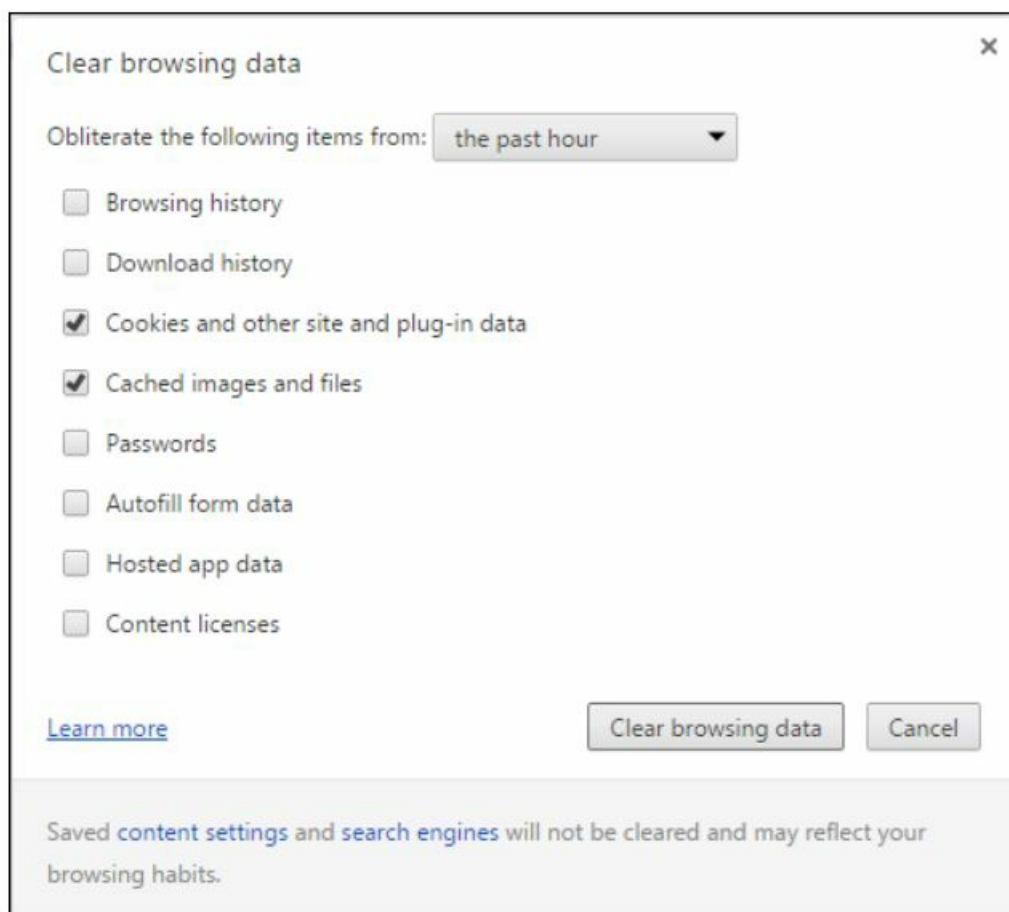




2. Confirm Cookies and website data is checked. All other selections can be left unchecked.
3. Click Delete.

## 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/#/>

**Download PDF:** [Passport Insperity Single Sign-on Tool User Guide](#)

[Manuals+](#),

- [home](#)
- [privacy](#)