This document outlines the steps for logging into any PeopleSoft environment with Access Indiana for employees who are non- Indiana Office of Technology (IOT) customers.

Non IOT Customers belong to the agencies listed below or may be fall in the category of employees on leave:

- 911 Board
- Bond Bank
- Court of Appeals
- House of Representatives
- Indiana State Park Inns (select employees)
- Legislative Services
- Ports
- Public Defender
- School for the Blind & VI
- School for the Deaf
- Senate
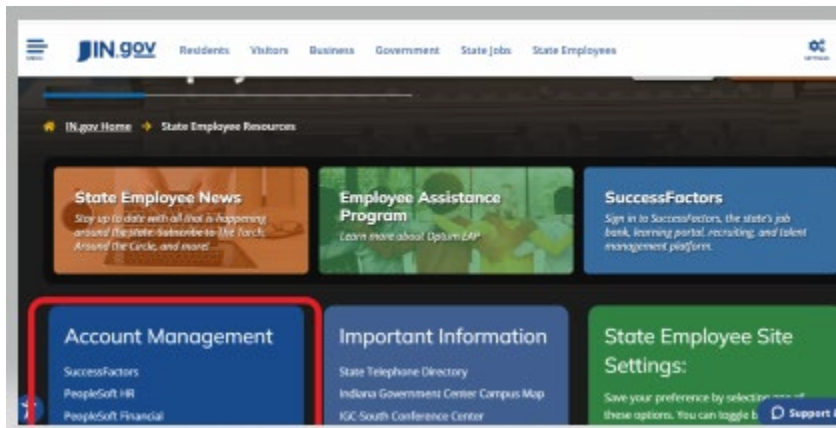- State Fair Commission
- Supreme Court Admin

Step 1:

Navigate to a PeopleSoft Environment, all PeopleSoft applications can be found [here](). You can also find this going to [www.in.gov](), click the State Employees link on the State Employee Resources page. PeopleSoft will redirect the user to Access Indiana for verification.

For Open Enrollment select PeopleSoft HR:

Please create an account with Access Indiana, using your business email/ personal email address. The email address that you create your Access Indiana account with must match the email in PeopleSoft.

How do I know what email is in PeopleSoft?

Please call the IOT Help Desk to verify what email address is in PeopleSoft, they can be reached at 317 234-4357.

What happens if my email address needs to be updated?

If you need your email information to be updated in PeopleSoft, please submit a help desk ticket with IOT Helpdesk (317 -234-4357).

 IMPORTANT <u>**Please ask that the description in the ticket contain this text**</u> <u>**– Urgent Email Update needed for Open Enrollment.**</u>
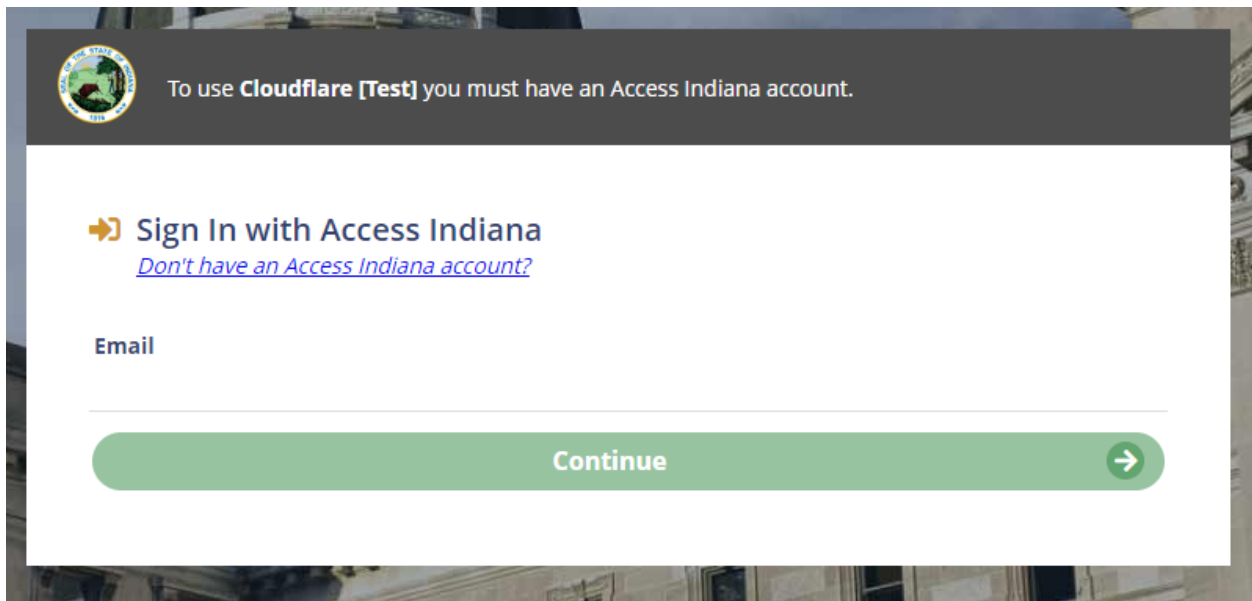
Step 2:

If this is your first-time logging into Access Indiana, Click the PeopleSoft HR link, once you are redirected to Access Indiana, click the hyperlink for *Don't have an Access Indiana account?* Sign up using the email address that is associated with your PeopleSoft account. Complete the sign-up process for Access Indiana. For guidance, click the Getting Started link at the top of the page, or browse to https://www.in.gov/access/getting-started.html in a separate browser or browser tab.

If you need help creating your account, please call (866) 960-3023 to reach customer support for Access Indiana.

Once you have created your Access Indiana Account you can begin the sign in process
- Enter email address that is registered with Access Indiana
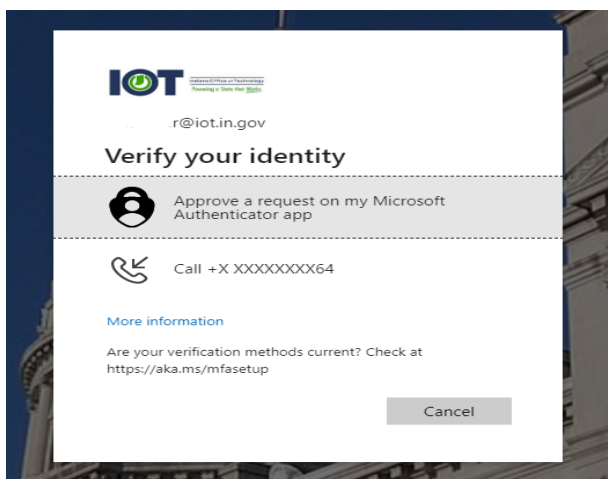- Select 'Continue'

Step 3: You will be asked to enter your password, this is the password you set up on Access Indiana. If you need to reset this password, click the Forgot my password link or call (866) 960-3023 to reach customer support for Access Indiana.

Step 4: You will be asked to authenticate your account, these are the selections made when registering with Access Indiana. Select 'Call' or 'Authenticator App'

- If you choose the Authenticator App, a push notification will be sent to your mobile device.
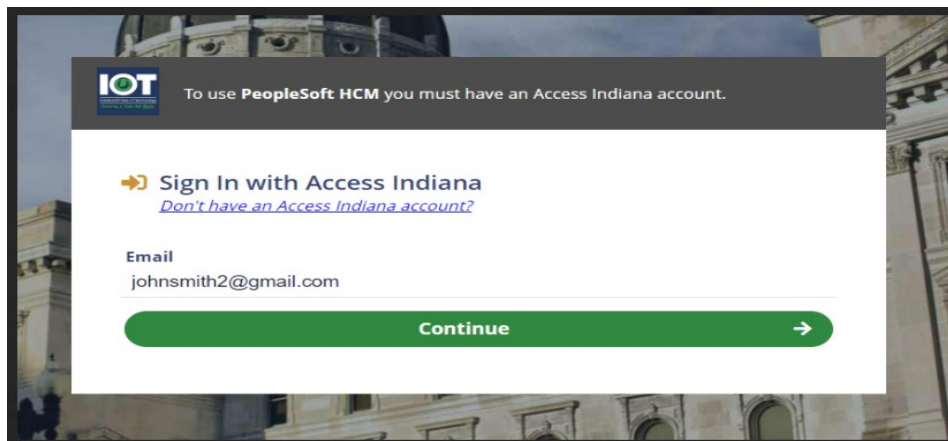- If you select call, you will be required to answer the call to complete the verification process.
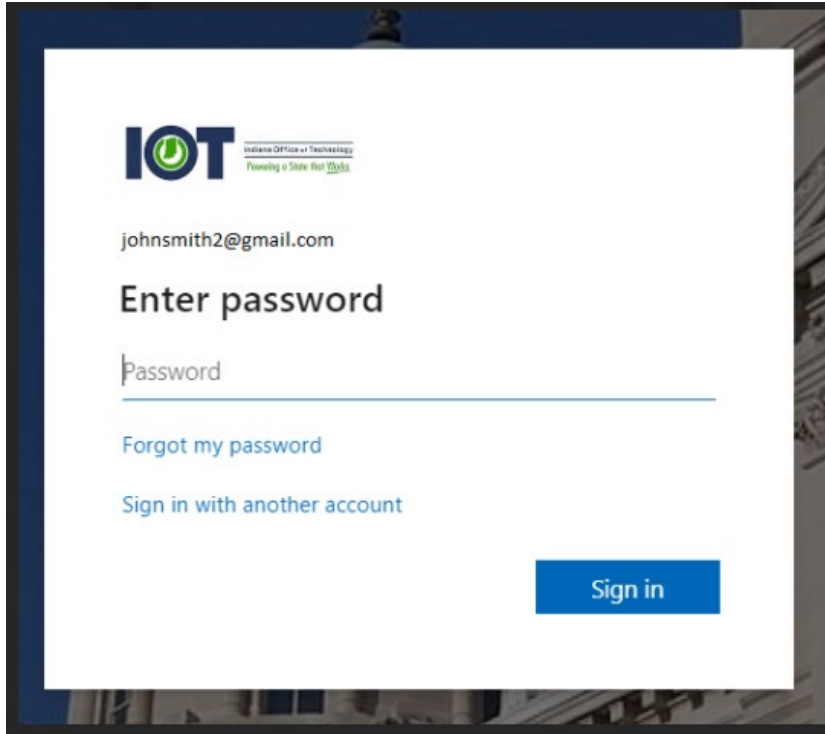-

This will be followed by a pop-up message:

Step 5: Repeat the Authentication Process, **please do not bypass this step,** it is necessary to gain access to the system.
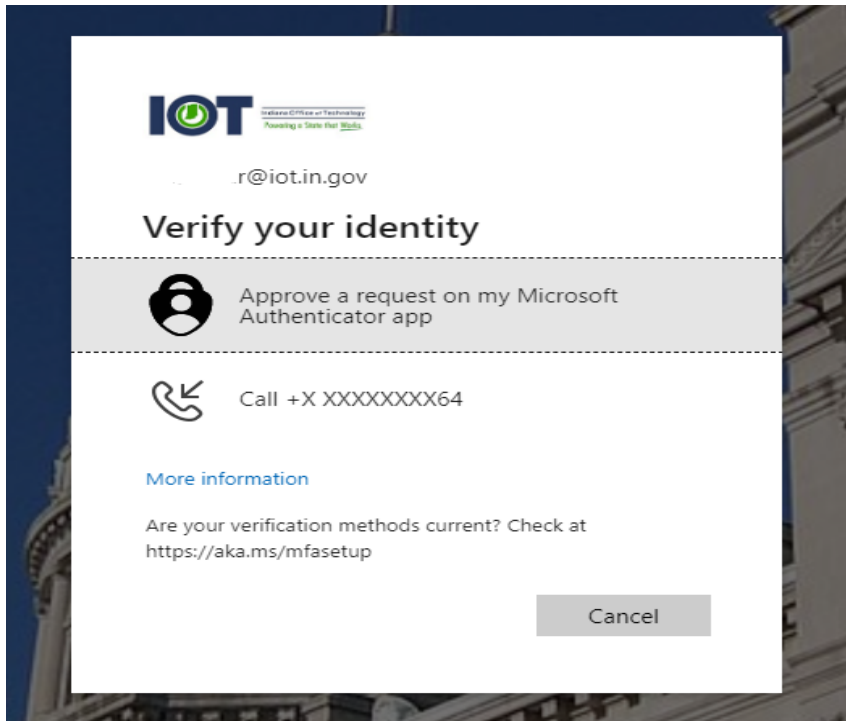
- Enter email address that is registered with Access Indiana
- Select 'Continue'

Step 6: You will be asked to authenticate your account
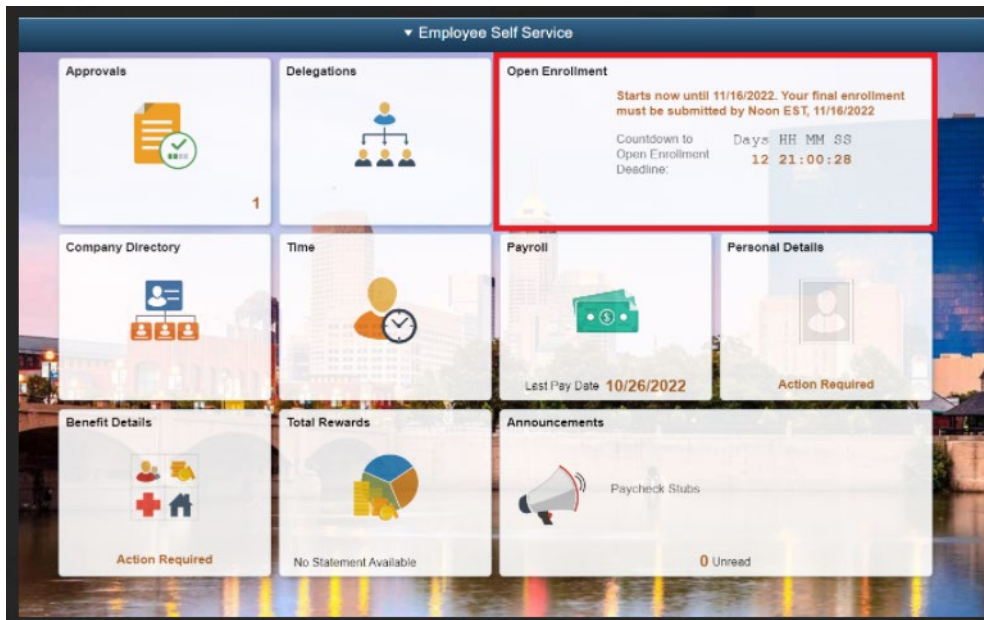
- Select 'Call' or 'Authenticator App'

Followed by a pop-up message:

Step 7: You should then be directed to the PeopleSoft environment you selected:

Step 8: If you have followed the steps above and receive the pink Login Failed error message shown below, please try logging in using another browser or using an incognito or private browsing window. If the issue persists, please submit a Helpdesk ticket, a member of the GMIS Security team will assist with the issue resolution.

Login Failed! If you are receiving this message, please follow these steps:

1) Clear your browser cache, then open a new browser tab and retry logging in using the PeopleSoft URL found on the State Employee Resource page at IN.gov.

2) If that fails, submit a helpdesk ticket or call 317-234-4357 for GMIS HCM Security.

Please provide the following information in your ticket:

1. The email address you are using for authentication
2. The browser you are using
3. Whether or not you are connected to VPN