

## SuccessFactors User Login Guide

This guide will walk you through how to log in to SuccessFactors.

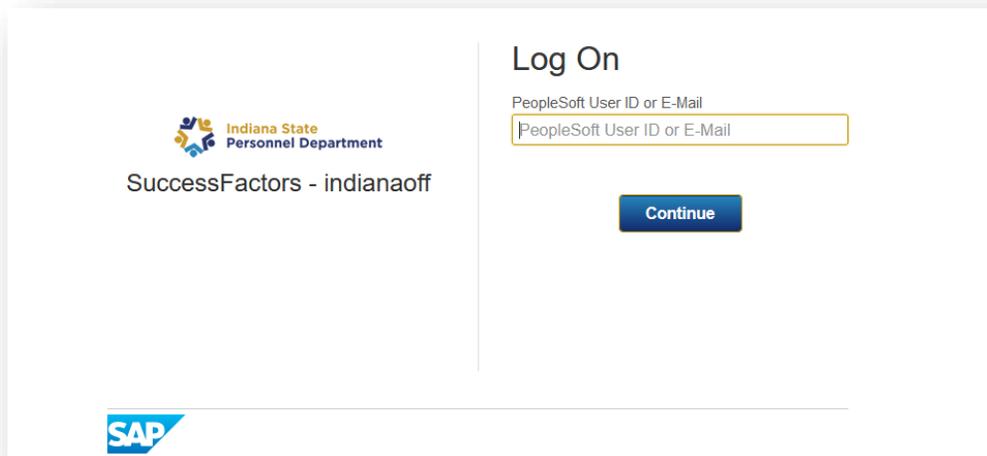
1. All employees will need to log in to SuccessFactors using this link:  
<https://successfactors.in.gov/saml2/idp/sso?sp=https://www.successfactors.com/indianaoff>
2. Follow the prompts on the login screen to log in to your SuccessFactors platform.  
*Please see the following information for additional guidance.*

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Once you have accessed the link to SuccessFactors you will be taken to the screen below and asked to enter either your **(short form) PeopleSoft User ID or E-Mail**.

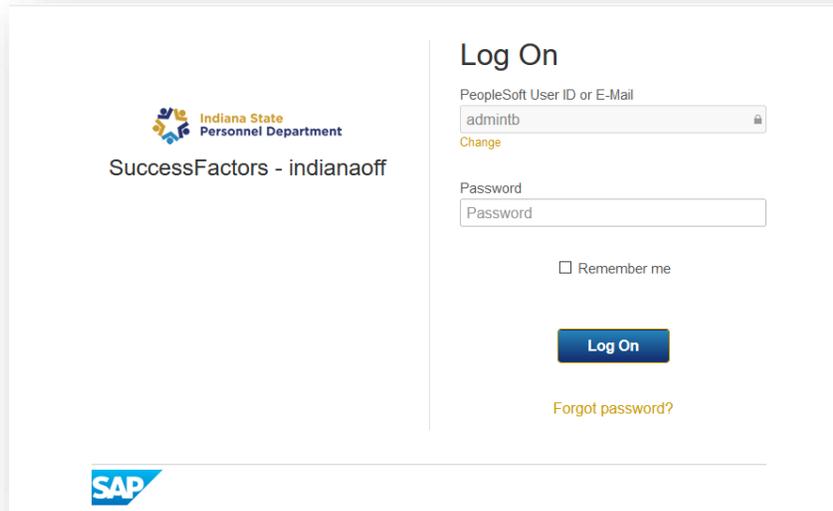
If you are an **SSO user**, please use the **E-Mail account associated with your SuccessFactors Account** and not your short form PS ID#. This should also be the E-Mail for Active Directory if you have one.

**The PeopleSoft User ID** is the short form of your PS ID (e.g., **first initial of your first name and the last 6 of your PS ID number**). The entire 11 digits of your PS ID number will not work here.



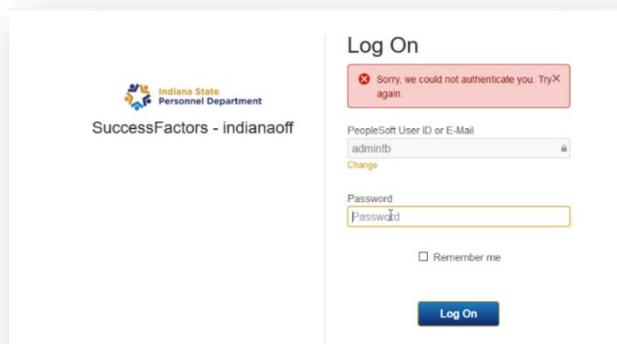
The screenshot shows the login interface for SuccessFactors. On the left, there is the Indiana State Personnel Department logo and the text "SuccessFactors - indianaoff". On the right, under the heading "Log On", there is a text input field labeled "PeopleSoft User ID or E-Mail" containing the placeholder text "PeopleSoft User ID or E-Mail". Below the input field is a blue "Continue" button. At the bottom left of the screen, the SAP logo is visible.

If you are a **Password User**, you will be taken to this screen and asked to enter a password.  
**NOTE:** If you are logging in for the first time, your password is the default password, which is Sf followed by their full PS ID number (e.g., Sf10000123456).



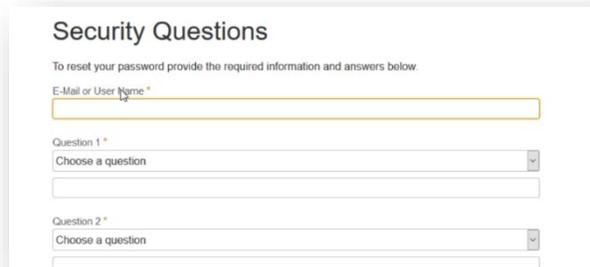
The screenshot shows the login interface for SAP SuccessFactors. On the left, the Indiana State Personnel Department logo is displayed above the text "SuccessFactors - indiaoaoff". The SAP logo is at the bottom left. On the right, the "Log On" section contains a text input field for "PeopleSoft User ID or E-Mail" with the value "admin1b" and a "Change" link below it. Below that is a "Password" input field with the placeholder text "Password". A "Remember me" checkbox is present and unchecked. A blue "Log On" button is centered below the fields. At the bottom right of the login section, there is a "Forgot password?" link. The SAP logo is also visible at the bottom left of the page.

If a user has entered an incorrect password five times, the user will be locked out of the system and must wait one hour for the account to unlock or submit a ticket to the IOT Helpdesk for assistance.



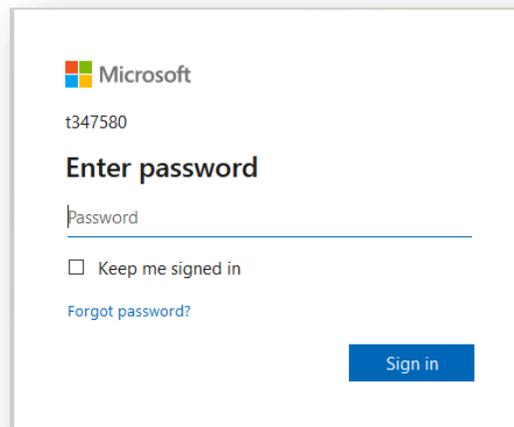
This screenshot shows the same login interface as the previous one, but with an error message. A red box at the top of the "Log On" section contains the text: "Sorry, we could not authenticate you. Try X again." The "PeopleSoft User ID or E-Mail" field still contains "admin1b" and the "Password" field contains "Password". The "Remember me" checkbox is still unchecked. The "Log On" button is still present. The SAP logo is visible at the bottom left of the page.

Once you have successfully logged in to SuccessFactors for the first time, you will be asked to set up three Security Questions for future password resets.



The screenshot shows a 'Security Questions' form. At the top, it says 'Security Questions' and 'To reset your password provide the required information and answers below.' Below this is a text input field labeled 'E-Mail or User Name \*'. Underneath are two sections for questions: 'Question 1 \*' and 'Question 2 \*'. Each section has a dropdown menu labeled 'Choose a question' and a corresponding text input field for the answer.

If users see this error upon login using the **short form PS ID number or personal email**, the user will need to return to the [original login page](#) and enter the **E-Mail** associated with their SuccessFactors account to resolve the issue.



The screenshot shows a Microsoft login page. It features the Microsoft logo at the top left, followed by the text 'Microsoft' and the ID 't347580'. The main heading is 'Enter password'. Below this is a password input field with a blue underline. There is a checkbox labeled 'Keep me signed in' and a link for 'Forgot password?'. A blue 'Sign in' button is located at the bottom right.

*SAP SuccessFactors is compatible with the most recent version of Google Chrome, Internet Explorer, and Firefox. If you experience issues within SAP SuccessFactors, please check your browser for updates. For additional questions regarding browsers, please contact the IOT Helpdesk at 317-234-HELP (4357) or 1-800-382-1095.*