Self Service Time and Attendance (SSTA): Setup and Maintenance:
- ## Password Hint Questions
- ## Forgot your SSTA Password
- ## Changing your SSTA Password
- ## Creating or Updating Your SSTA Email Address
- ## Turning SSTA Accessibility Features On

Important Reminders:
- Employees of agencies that utilize the MassHR Employee Service Center (ESC) should contact the ESC with password questions by calling 1-855-4HR-SPPT(1-855-447-7778) or for TTY users: (617) 248-0546.
- Employees of agencies that <u>do not</u> use ESC should contact their agency human resources or payroll department with password related questions.

SSTA Password Security Enhancements:

- You will be required to change your SSTA password every 60 calendar days.
- You will not be able to reuse your last 5 SSTA passwords.
- After 5 unsuccessful login attempts, you will be locked out of SSTA.
- Employees of ESC user agencies will be required to contact the ESC to restore SSTA access
- Employees of agencies that <u>do not</u> use the ESC will be required to contact their agency human resources or payroll department to restore SSTA access.

Setting Up a Password Hint Question:

Step	Action
1.	On the SSTA login page, enter your User ID and Password in corresponding text boxes.

2.	Click on the **SIGN IN** button.
3.	You will be prompted with a **YOUR PASSWORD HAS EXPIRED** message.
4.	Select the **CLICK HERE TO CHANGE YOUR PASSWORD** link.
5.	You will arrive at the **CHANGE PASSWORD** page.
6.	Enter your **CURRENT PASSWORD**.
7.	Enter your **NEW PASSWORD**.
8.	**CONFIRM** your password by re-entering your new password. As a reminder, you will not be able to re-use your last 5 passwords.
9.	Click on the **CHANGE PASSWORD** button.
10.	A **PASSWORD SAVED** confirmation page will display.
11.	Click **OK** button.
12.	You will arrive at the **CHANGE OR SET UP FORGOTTEN PASSWORD HELP** page.
13.	Select one of the questions below from the dropdown box next to **QUESTION** that you feel confident you will be able to remember. The security questions listed in SSTA are: *In what city do you want to retire?* *What is the country of your ultimate vacation?* *What is your favorite food?* *What was your dream job as a child?* *What was your favorite place as a child to visit?* *Who was your favorite high school teacher?*
14.	Enter the answer to the question from above in the **RESPONSE** field.
15.	Click **OK** button.
16.	You will arrive at the SSTA home page from where you will be able to access your timesheet.

Forgot Your SSTA Password:

Step	Action
1.	On the SSTA login page, click on the **FORGOT YOUR PASSWORD** link.
2.	On the **FORGOT YOUR PASSWORD PAGE**, enter your user id (employee id) to find your SSTA profile.
3.	Click on the **CONTINUE** button.
4.	You will be asked to enter the response to the SSTA password hint question.
5.	Answer the SSTA password hint question by typing the answer in the response text box.
6.	Click on the **EMAIL NEW PASSWORD** button to have your temporary password emailed to your SSTA email address
7.	Use your temporary password to log into SSTA. You will then be directed to choose another password.

Changing Your SSTA Password:

Step	Action
1.	Log into SSTA using your user ID (employee ID) and password.
2.	From the SSTA homepage, click on the **CHANGE MY PASSWORD** link located in the menu box.
3.	You will arrive at the **CHANGE PASSWORD** page.
4.	Enter your **CURRENT PASSWORD.**
5.	Enter your **NEW PASSWORD.** Reminder, You will not be able to reuse your last 5 SSTA passwords.

Step	Action
6.	**CONFIRM** your password by re-entering your new password.
7.	Click on the **CHANGE PASSWORD** button.
8.	A **PASSWORD SAVED** confirmation page will display
9.	Click **OK button**
10.	Remember to use your new password the next time you log into SSTA.
11.	Click on the **SIGN OUT** link to log out of SSTA.

Creating or Updating Your SSTA Email Address:

Important Reminders:
- As a new employee, you will need to enter your email address into SSTA. The email type defaults to business, but you can update the email type as necessary.
- If you choose to update your email address, you will need to check your email account frequently as you do not want to miss important time reporting messages that are generated by SSTA or by the MassHR Employee Service Center.
- Email will be sent to the primary email account.
- If you have multiple email addresses, you may only have one email type (i.e. one personal email address or one business email address).

Step	Action
1.	Log into SSTA using your user ID (employee ID) and password.
2.	From the SSTA homepage, click on the **MY SYSTEM PROFILE** link located in the menu box.
3.	You will arrive at the **GENERAL PROFILE INFORMATION** page.

Step	Action
4.	**TO CREATE A NEW EMAIL ADDRESS:** Select the **PRIMARY EMAIL ACCOUNT** check box. Select your **EMAIL TYPE** from the drop down menu. You can choose from the following email types: *Blackberry, Business, Home, Other, Work* Enter your email address in the **EMAIL ADDRESS** text box. After you enter your email address, click **SAVE**. **TO UPDATE YOUR EXISTING EMAIL ADDRESS:** Verify the **PRIMARY EMAIL ACCOUNT** checkbox is selected. Update your **EMAIL TYPE** from the drop down menu (if necessary). Update your email address by deleting your current email address in the **EMAIL ADDRESS** text box. After the current email address has been removed, type in your new email address in the **EMAIL ADDRESS** text box. Click **SAVE**. **TO ADD AN EMAIL ADDRESS:** Click on the **ADD A ROW (+)** button. Determine if you want to designate the email address you wish to add as a primary email account by selecting in the **PRIMARY EMAIL ACCOUNT** checkbox in the new row. Select your **EMAIL TYPE** from the drop down menu. You can choose from the following email types: *Blackberry, Business, Home, Other, Work* Enter your email address in the **EMAIL ADDRESS** text box. Click **SAVE**

Turning SSTA Accessibility Features On:

Important Reminders:
- This job aid is only appropriate for users of assistive technology devices (i.e. JAWS, Dragon, etc).

Step	Action
1.	Log into SSTA using your user ID (employee ID) and password.
2.	From the SSTA homepage, click on the **MY PERSONALIZATIONS** link located in the menu box.
3.	Click on the **PERSONALIZE GENERAL OPTIONS** link.
4.	You will arrive at the **OPTION CATEGORY: GENERAL OPTIONS** page.
5.	In the **OVERRIDE VALUE** column, click on the drop down menu.
6.	Choose **USE ACCESSIBLE LAYOUT MODE**.
7.	Click on the **OK** button.
9.	A **SAVE CONFIRMATION** page will display information you that your personalization has been saved.
10.	Click the **RETURN** button to return to the **PERSONALIZATIONS** page.
11.	Accessibility features will be activated the next time you log into SSTA.
12.	Click on the **SIGN OUT** link to log out of SSTA.