

User Login Troubles

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Error Message “Supplied username/password credentials are invalid.”

1. Make sure the employee is accessing the correct site. The red indicates an insertion of your unique company code.
 - a. Example: <https://timestar.insperity.com/XXX>
 - b. Example: <https://cptimeonline.com/XXX>
2. Verify the Username under **Security Setup** -> **User Security**.
3. If the user is accessing the correct site and using the correct username, reset the password under **Security Setup** -> **User Security** and have the user attempt to log in again.
 - a. If you do not use Single Sign On, remember to change the field “Force user to change password at next login:” to Yes
 - b. Remember to select the **Save** button at the bottom of the page when changing anything in User Security; Even resetting passwords.
4. When in doubt, change the password and send the employee an email with a template as follows:

Hi Employee,

I understand you were having some trouble logging into TimeStar. Please try the following steps:

Navigate to <https://timestar.insperity.com/XXX>

*Enter your username: **‘Insert employee’s username here’***

*Enter your temporary password: **‘Insert employee’s reset password here’***

*Change your password when prompted. ***Note*** Old password will be **‘Insert employee’s reset password here’***

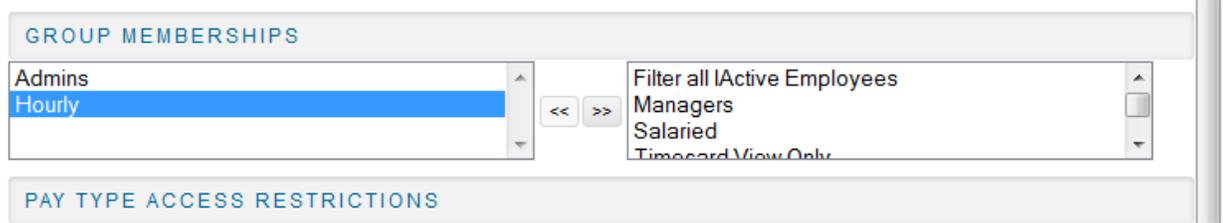
Log into TimeStar with your new password.

Error Message “502 Gateway Error”

The 502 Gateway Error message will appear when there is a permission conflict for the user’s security profile. The conflict typically occurs when more than one security group membership has been assigned to an employee.

1. Navigate to **Security Setup -> User Security**
2. Select the employee who is receiving the error in the drop down list
3. Check the employee’s Group Membership. If they have more than one membership, remove the extra group and save the settings.

(example of incorrect setup)



4. If the employee only has one group membership, take note of the group to which they’re assigned, and navigate to **Security Setup -> Group Security**
5. Choose the group to which the employee is assigned from the drop down menu at the top. If there is a group membership assignment, remove it and hit **Save** at the bottom of the screen.
6. To verify your change resolved the issue, from the employee’s User Security screen, select the **Impersonate** button in the lower right-hand corner of the page. If you can log in, the issue is resolved.

Error Message “Period Start Date must be specified.”

The “period start date must be specified” error will appear when an employee attempts to login and their effective date is after the TimeStar system’s current pay period date range.

For example: If your system’s current pay period is set to 10/14/2013 – 10/27/2013, and the employee’s effective date is 10/28/2013, the employee will receive this error upon login. Even if today’s date is 10/29/2013, if the previous pay period hasn’t been closed, the system still recognizes 10/14/2013 – 10/27/2013 as the current date range.

There are two solutions:

1. Move the pay period forward with **End of Period** processing
2. Backdate the employee’s effective date one pay period. (This should only be done if the employee needs to be paid for the pay period before their effective date, otherwise you should wait for end of period processing. You may need help from support to backdate the effective dates.)

Note An employee can still punch with the above scenario, but will not be able to log in until the pay period is moved forward.

Error Message “Insufficient permission to change password”

Your employee is receiving this message due to a lack of a group assigned to their username.

To assign your employee to a group:

1. First, log into TimeStar as yourself, or as another administrator.
2. Next, navigate to **Security Setup > User Security**, then select the employee/username receiving the error message from the dropdown at the top of the TimeStar screen.
3. Then, once the page refreshes, scroll down until you find the Group Memberships portion of the page.
4. Here you can assign your employee a security group, as a reminder, please only have one group assigned to an employee at a time, as multiple concurrent group assignments may cause additional problems during login.
 - a. These groups control many items in TimeStar, from password changes to what employees can see and access after they login.
5. When ready to commit your changes, click the **Save** button at the bottom of the page.
6. Your employee should be able to login and now change their password when prompted.