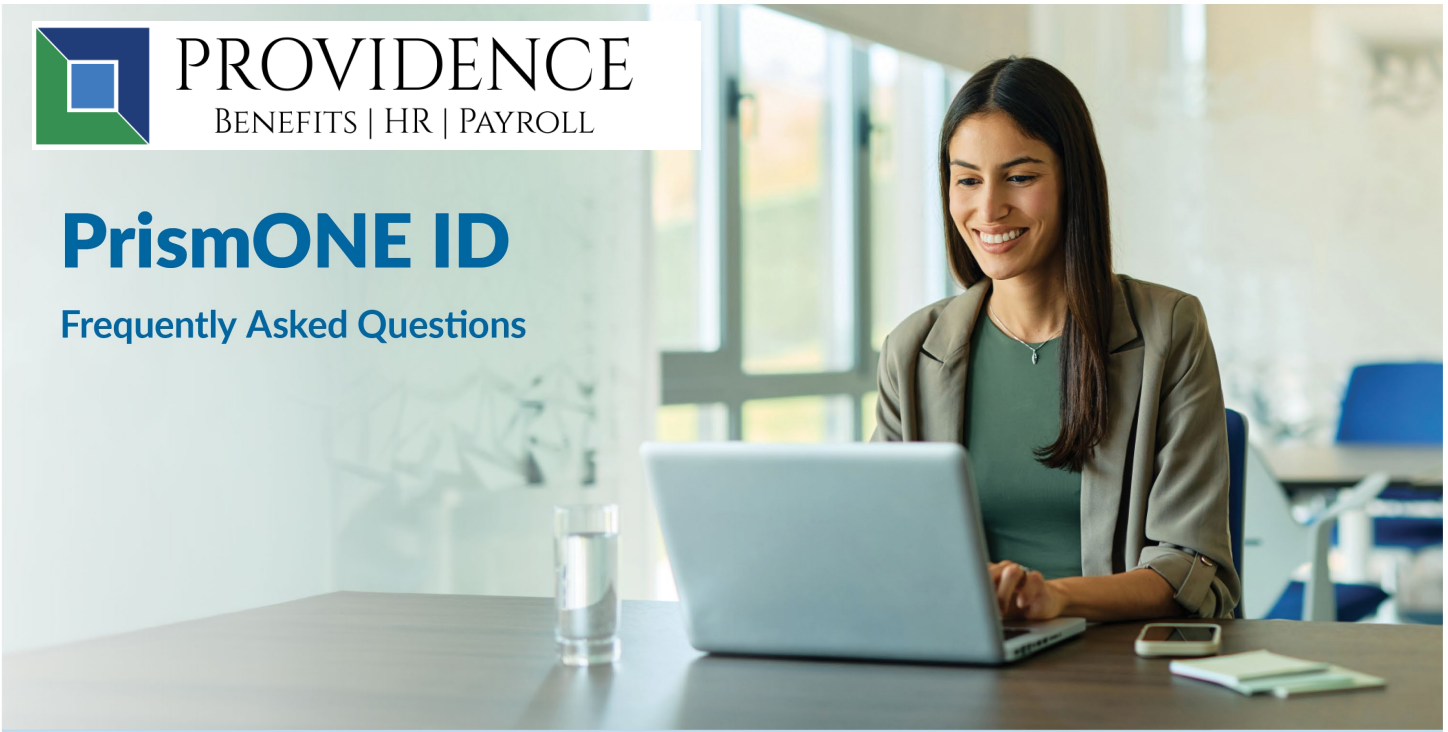




PROVIDENCE
BENEFITS | HR | PAYROLL

PrismONE ID

Frequently Asked Questions



We're committed to keeping your business secure—while making things simpler for you and your team.

This month, our technology partner, PrismHR, will introduce PrismONE ID: a secure, single sign-on solution that lets your employees access all PrismHR applications with just one login.

This upgrade reinforces our dedication to the highest standards of data protection while also reducing administrative burden and improving day-to-day efficiency.

As part of this transition, each user will complete a quick one-time update to their username, password, and multi-factor authentication (MFA) settings—ensuring stronger security and a smoother login experience going forward.

PrismONE ID is built to support a more secure, streamlined workplace—so you can stay focused on what matters most.

What Is PrismONE ID?

PrismONE ID is a secure way for you and your team to sign in to your HR tools **using just one set of login credentials**. Instead of remembering separate usernames and passwords for different apps, you log in once to access everything [Providence Payroll Solutions](#) offers—like payroll, timekeeping, and benefits.

Why Is This Helpful for My Business?



Security

First and foremost, PrismONE ID represents the continued investment made by [Providence Payroll Solutions](#) and its vendor, PrismHR, in protecting the security and privacy of you and your employees. As cyber threats targeting financial and personally identifiable information (PII) continue to rise, PrismHR has partnered with an industry leading provider to strengthen its defenses. This partnership brings a large team of highly trained security experts who continuously monitor and respond to emerging threats aimed at stealing sensitive data.

PrismONE ID enhances protection by offering flexible multi-factor authentication (MFA) options including text message, authenticator apps or both. PrismHR is also actively phasing out less secure methods like email-based MFA, while continuing to research and adopt more secure, user-friendly authentication options.



Interoperability

By leveraging an industry standard identity platform, PrismHR can more easily integrate with third-party products. This means faster innovation and fewer barriers for you to stay competitive and connected.



Simplicity

For clients who require multiple forms of access to by [Providence Payroll Solutions'](#) services, PrismONE ID simplifies the experience by allowing access to all resources through a single username and password.

Do We Have to Use PrismONE ID?

Yes, but it's being rolled out in phases, and we will guide you and your employees through the setup process:

October 10, 2025: All new employee self-registrations

November 1, 2025: All remaining users & new users created from the PrismHR admin screen

Does It Support Multi-Factor Authentication (MFA)?

Yes—and it's a significant upgrade from what many users rely on today. PrismONE ID offers a more modern and secure approach to MFA by moving beyond legacy methods like email-based verification, which have become increasingly vulnerable.

With PrismONE ID, users can choose from:

- Authenticator app (like Microsoft or Google Authenticator)
- Text message
- Or both, for enhanced security



How to Manage User Access

Who Controls Access and Permissions?

PrismONE ID will not change the way permissions work today. The employees and menus that worksite managers can see will remain the same.

End users will have the ability to reset their passwords, mobile phone number and authentication apps via the “My Login Settings” menu under the profile link.

What Happens When an Employee Leaves?

Web user accounts can still be deactivated from the Users screen in PrismHR.

- This must be done separately in each PrismHR instance (e.g., CORP, PRODUCTION).

Employee profiles will function the same as before.

- For example, if your system allows termed employees or employees of termed clients to access the Employee Portal, that access will still be available.

Downgrading a worksite employee to “Employee” will continue to restrict their access to the Employee Portal, as it does today.

If the employee used a corporate email address as their PrismONE ID username, the [Providence Payroll Solutions](#) can update it to a personal email address if needed.

Can Employees Access More Than One Company with One Login?

Yes! If your employees work across multiple company entities, they can use one login for all of them—no need to remember multiple passwords.

Getting Started & Setup

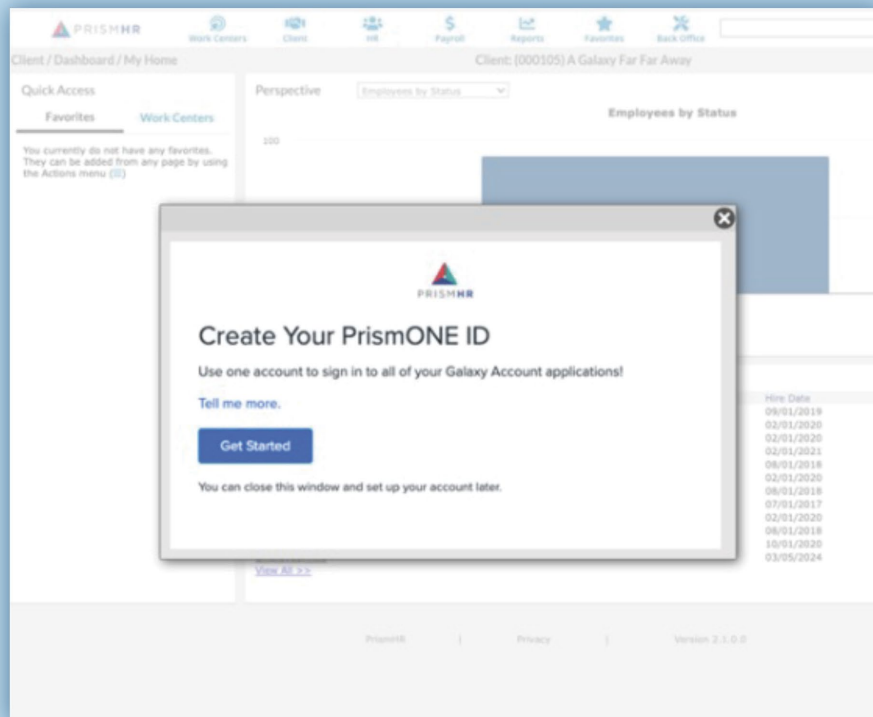
How Do We Start Using PrismONE ID?

Once Providence Payroll Solutions enables PrismONE ID on November 1, 2025, for your user type (Worksite Manager, Worksite Employee), users of that type will be prompted to sign up for their PrismONE ID account.

From there, follow the screens to:

- Create a new username (email format)
- Verify the entered email address
- Create a password
- Set up your MFA
 - All the tools needed to install an authenticator app are provided
 - Text messaging through your phone is also an option
- Verify your MFA and you're done

This process takes 2 to 5 minutes.



*Branding and Text may vary by Service Provider

Is There a Cost?

There's no extra cost for the standard setup.

How Long Does Setup Take?

Between 2 to 5 minutes.

Troubleshooting & Support

What If Someone Can't Log In?

Here are some things to check:

- Is the user active in your HR system?
- Is the correct email address on file?
- Did they recently change their password or MFA settings?
- Still stuck? Reach out to our support team.

Can We Reset Passwords Ourselves?

Yes! Users can reset their passwords from the login screen, and admins can send a reset from the Admin Console.

Which Devices & Browsers Work?

PrismONE ID works on all major browsers (Chrome, Safari, Firefox, Edge) and on both desktop and mobile devices.

Support

Who Should We Contact for Help?

If you have questions or need support, contact us or submit a case.

Contact Us

Providence Payroll Solutions
724- 384-5123
payroll@phb-pps.com
www.phb-pps.com