Single Sign-on Guide

myHR Shield Multi-factor Authentication (MFA) provides increased protection to your account from being compromised by a malicious act.

This log in process is only to be used by employees who <u>do not</u> have an ELC email address. If you are unsure if you have a ELC email or not, then please speak to your Line Manager.

Once you have registered your details when logging in to your account all you will need will be your email address, your password and a 6-digit number code.

The registration process

You will NO longer <u>use</u> your 7-digit employee number to access your myHR account.

1. Click on the myHR web link: https://ce0372li.webitrent.com/ce0372li_lss

Please note: when you click on the link **if** you see this screen **click** on '**Single Sign-on account'**. A new screen will appear so you can start the registration process.
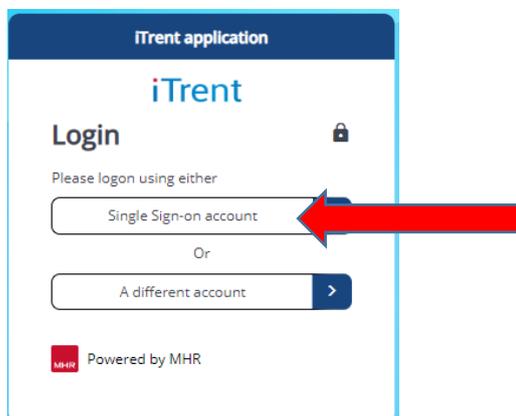
Click on the word '**Register' (**which you will find below the 'Login' button).
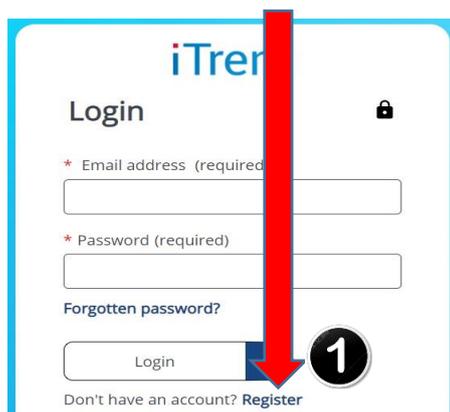
② Enter your personal email address**.**

③ Click 'send verification code'.

④ You will receive an email containing a 6-digit Time-based One Time Passcode. Enter this code in the **'Verification code'** field then **click** '**Verify code'**.

5. Once the code is accepted, you now must register your personal details and create a password.

⑤ All fields in the '**Register'** form **must** be completed.

- ✓ Email address already recorded.
- ✓ New Password
- ✓ Confirm Password
- ✓ First Name
- ✓ Surname

⭐ If you enter the wrong email address, you can go back to the previous stage by **clicking** '**Change email'**.

- Otherwise**, click 'Continue'.**

Authentication Process using Short Message Service (SMS)
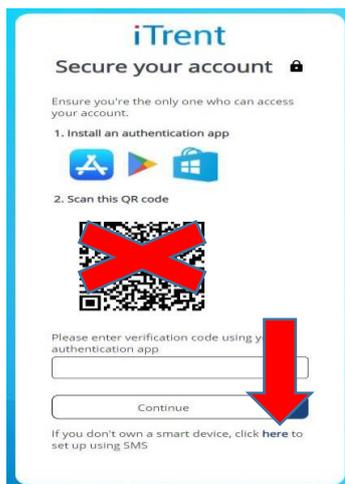
- You will authenticate your account via your mobile phone. Go to the bottom of the screen and click on the word '**HERE**'.

- Enter the mobile number you want to register with.

- Next, **click 'Send code'.**

- When you receive the SMS enter the 6-digit passcode into the verification field.

- Next, **click 'Verify Code'.**

- Once registered **click** '**continue'** to log in.

You have now completed the registration process.

Logging into myHR

1. Enter your personal email address, your password and **click** 'Log-in'.

2. **Click** the '**Send code**' button to receive the 6-digit number.

3. Enter your 6-digit number, then **click 'Verify. code'.**

⚠ If you need a new code, **click** the '**send a new code**' link again.

Once the code has been verified you will be logged in to your myHR account.

Resetting your Password

If you forget your password, you can reset it using the '**Forgotten password?** 'link.

1) On the login screen **click** the **'Forgotten password'** link.

2) Next, enter your email address for the verification code, this must be the email address you used to register with.

3) When you receive the email enter the code and **click verify**
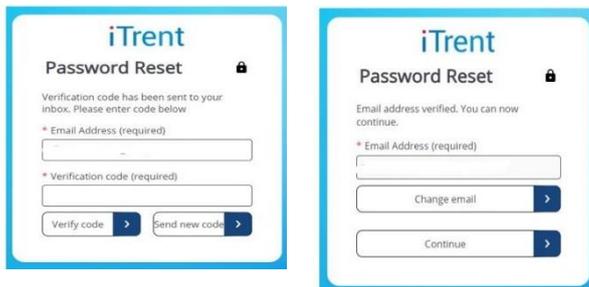
⚠ If you need another code, **click** '**Send new code'** which will generate another email with a new 6-digit verification code.

4) When verifying you'll be asked to enter a new password and then enter it again to confirm it.
5) Next, **click 'Continue'**. You will see a message confirming your password has been reset.
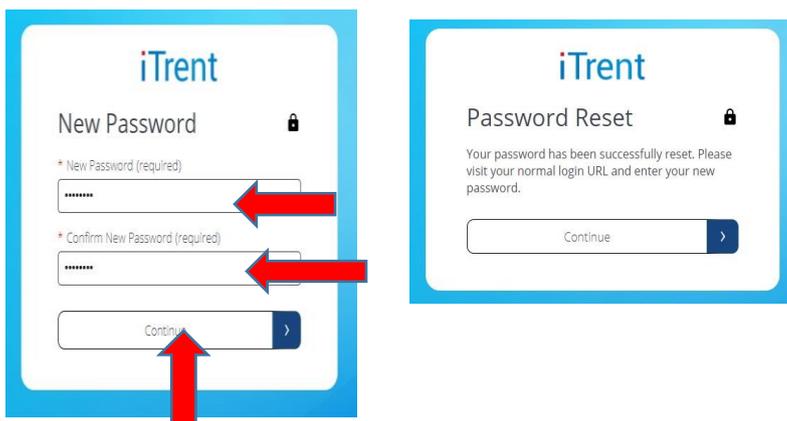
Resetting your device

There may be a time when you need to reset your device. For example, if you lose your phone or, if you change your mobile number.

1) Enter your email address and password and **click** '**Login'**.

2) When prompted to verify your details **click** on the '**Reset device'** button will appear.
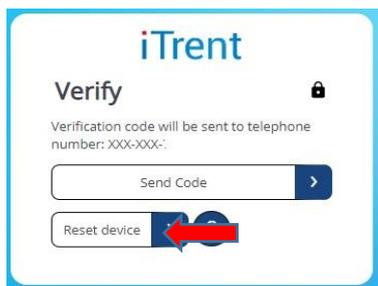
   Useful Tip: when the '**question mark'** symbol appears, when clicked a brief message to assist you in understanding the purpose of the reset device function.
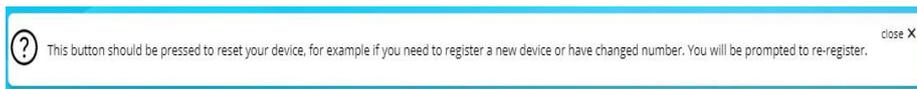
3) Once **'Reset device'** has been pressed, you will be asked to verify your identity by recording your email address and clicking '**Send verification code'**.
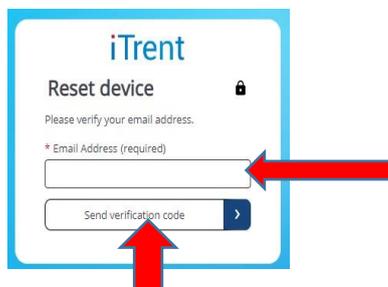
   Please note: You must use the same email address used when you registered and when logging in. Using any other email address will **not reset** your device against your account.

4) You will receive an email which will contain a 6-digit number. Enter the number in the '**Verification code'** field and **click 'Verify code'**. Once verified you will be able to '**Continue'** in the process.

5) You can now reset your device.

   For information: the device reset does not take place until you have entered the new verification code and continued to the reset completion screen as detailed below. If you close the browser or leave the process before it has been completed, you will still be registered against your **original device.**

6) Next, enter your mobile phone number for authentication.

7) **Click** '**Send code'**, this will send you a 6-digit number.

- Enter the passcode and **click** '**Verify code'** to complete the device reset process.

Troubleshooting

I didn't receive a verification email.

- Check you've entered the correct email address during the registration or forgotten password process.
- Please check all email folders such as spam.

Code is invalid.

- A code is regenerated regularly so it's possible that you may have copied it down just as it was changed. Once a code has changed, any prior codes will be invalid.

- Authenticator apps are case sensitive so for example APerson@gmail.com and AperSON@gmail.com will both have entries in the app. You could have copied the code from the wrong entry.

- The time on the server and on the users device need to be the same, so check your phone is set to update its date and time automatically.

- Make sure that you have not got '**Do Not Disturb'** enabled on your phone.

Verification code is invalid.

6) You might get the following error message when trying to login.

- Check the code hasn't expired in the authenticator app before you have a chance to enter it.
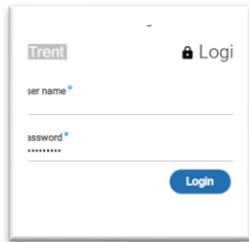
- Check you're using the correct email that has been used for registration.
- Select a 'new incognito window' in Chrome and then try to login, paste in the email and password and press login.

General REST API message on the 'Secure Your account' panel.
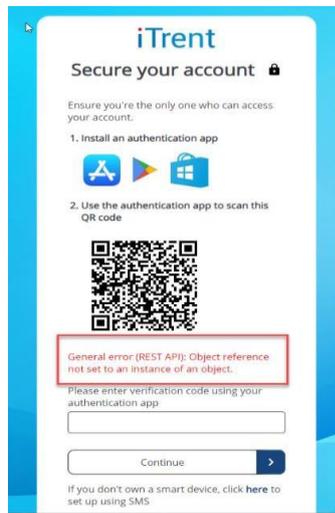
7) You will see this message if the continue button is pressed when the verification code is empty.

Bookmarking with MFA

8) Part of the multi-factor identification process involves verifying you via an identity provider (IDP). When first accessing myHR, you will be presented with the same login screen but may notice that the original URL entered has been amended. This is because you were automatically redirected to the IDP.

The URL will look something like this:

The identity redirection is only a **temporary** URL so is **<u>do not bookmark it.</u>**

If this link is bookmarked and accessed later, you will see this error message '**500 Internal server error**':
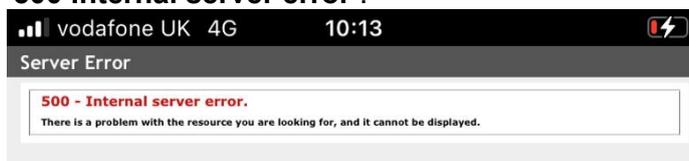
Bookmarks need to be created with the original myHR URL (e.g., ending in '_ess').