

MyHR ACCESS - EMPLOYEE GUIDE

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What Can I Do in MyHR?

MyHR provides secure access to many of your employment and personal information needs in one place.

With MyHR, you can:

- ✅ View and download your pay slips as well as accessing your tax documents (T4, W-2)
- ✅ View benefits information
- ✅ Update personal information
- ✅ Obtain employment verification letters
- ✅ Access company discounts and wellness information
- ✅ Complete HR-related tasks and activities assigned to you (i.e., Onboarding & Trainings)

MyHR is available from your computer or mobile device, making it easy to access information whenever you need it.

Where to Access MyHR

You can access MyHR using any of the following methods:

Computer – Recommended-

Access MyHR through your internet browser. It is recommended to use Google Chrome to access MyHR.

Mobile Browser

Access MyHR directly from your phone or tablet using your internet browser.

MyHR Mobile App

Access MyHR using the Oracle Fusion Applications iPhone or Android mobile app.

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MyHR Website

MyHR App (iPhone)

MyHR App (Android)

Tip: Detailed instructions for downloading and setting up the mobile app can be found in the **MyHR Mobile App Setup Guide** at the end of this document.

Important: Employees with HR-level system access may have restrictions when accessing the mobile app outside a JDI location and should use a browser when required.

Username Guidance

Your MyHR username is your company email format: **lastname.firstname@companyname.com**

Example: **john.smith@companyname.com**

New Employees

Your username is provided in your Welcome Email during the onboarding process.

Existing Employees

Use your work email address when signing in to MyHR.

Don't Know Your work email or Username?

Contact HR Shared Services at HRSS@jdirving.com or 1-855-534-4777 for assistance.

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Accessing MyHR – Existing Users

Use this section if you have previously accessed MyHR and already have a username and password.

Note: You must log in once every 30 days to MyHR to ensure your password remains active. If your account becomes inactive you must reach out to the **IT Service Desk at 506-632-6411**

Sign In to MyHR

1. Open MyHR using a web browser or the MyHR mobile app.
2. Enter your username.
3. Enter your password.
4. Complete Multi-Factor Authentication (MFA) if prompted.
5. You will be directed to the MyHR home page.

Before Contacting Support

If you are unable to sign in:

- ✅ Confirm you are using the correct username
- ✅ Ensure your password is entered correctly
- ✅ Complete the MFA verification process
- ✅ Try resetting your password at **reset.jdirving.com**
- ✅ Try using Google Chrome or another supported browser

Still Unable to Access MyHR? Contact HRSS@JDIrving.com



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Accessing MyHR – New Users

New employees receive a Welcome Email containing instructions to access MyHR and complete onboarding tasks. If you recently accepted a job offer, search your inbox for the Welcome Email before proceeding.

Step 1 – Open the Welcome Email

Locate the Welcome Email you received after accepting your offer.

The email contains:

- A link to begin the setup process.
- Your username
- Instructions for completing onboarding activities.

Step 2 – Create Your Password

1. Select **Start Network Sign On**.
2. Select **Forgot Password**.
3. Follow the instructions to verify your identity.
4. Create your new password.

Step 3 – Verify Your Identity – Multi Factor Authentication (MFA)

To protect your account, MyHR uses Multi-Factor Authentication (MFA).

Setting Up MFA for the First Time

During your first login:

1. Enter your username and password.
2. Select a verification method when prompted.
3. Receive a verification code by text message or phone call.



4. Enter the verification code.
5. Complete the sign-in process.

***Note**: For first time users, phone numbers are the only MFA allowed. Once you have set up your MFA for the first time, you will be able to use email or an authenticator app.*

Step 4 – Wait for Password Activation

It may take up to 30 minutes for your new password to become active.

Once your password is active, return to the Welcome Email.

Step 5 – Access MyHR

1. Select **Start Onboarding** from the Welcome Email.
2. Enter your username.
3. Enter your newly created password.
4. Complete any onboarding tasks assigned to you.

Password Reset

Please note that it is recommended to log in once every 30 days to MyHR to ensure your password remains active.

If your account becomes inactive you must reach out to the **IT Service Desk at 506-632-6411**

Forgot your password or unable to sign in? You can reset your password at: **reset.jdirving.com**

Reset Your Password

1. Enter your username.
2. Select **I forgot my password**.
3. Choose how you would like to receive your verification code.
4. Enter the verification code.

5. Create your new password.
6. Sign in to MyHR using your new password.

Password Requirements

- Must be at least 15 characters long.
- Cannot be one of your last three passwords.
- Passwords can only be changed once every 24 hours.

I am having problems with my Multi-Factor Authentication

Multi-Factor Authentication (MFA) helps protect your MyHR account by requiring an additional verification step when signing in.

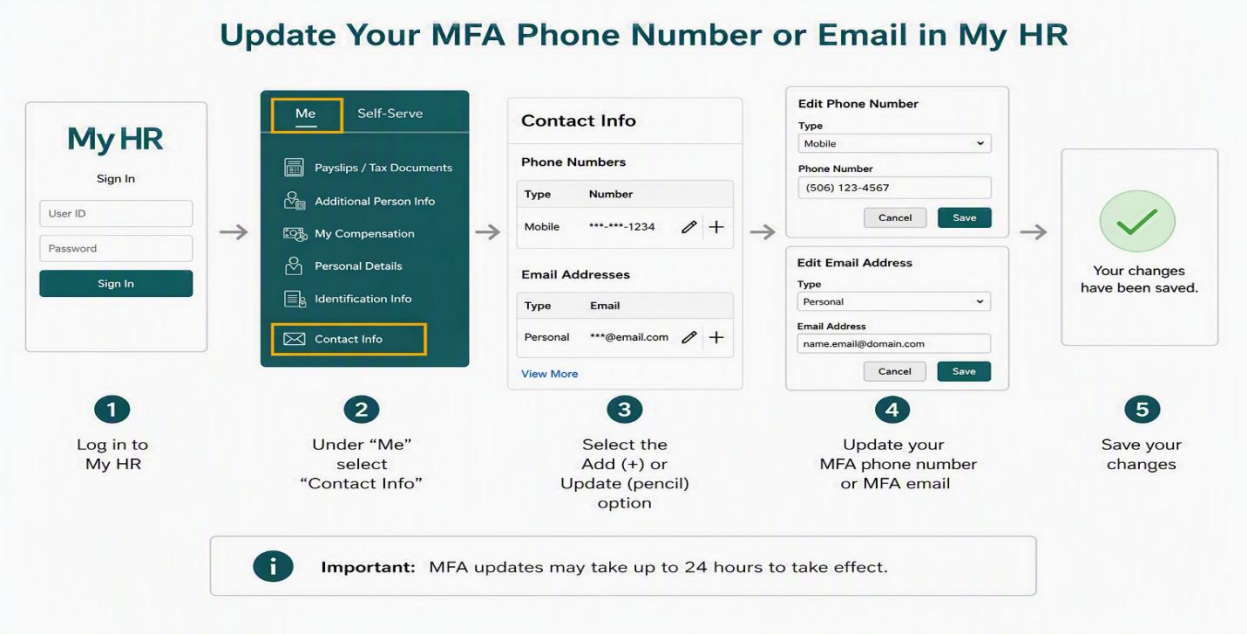
First-time MFA setup is covered in the "Accessing MyHR – New Users" section of this guide.

Manage Your Verification Methods

If you lose access to one verification method but still have access to another (for example, you changed your phone number but still have access to your email) you can update or add another verification method yourself by signing in to MyHR

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I Changed My Phone Number or Email Address

If you no longer have access to the phone number or email address currently associated with your account, contact your Site HR representative to have your information updated.

Important: Changes to MFA information may take up to **24 hours** to take effect.

I Lost Access to All Verification Methods

If you lose access to all your verification methods, please contact your **Site HR representative** for assistance.

I Am Not Receiving a Verification Code

- If the phone number or email displayed is correct, contact the IT Service Desk **at 506-632-6411**
- If the phone number or email displayed is incorrect, contact your Site HR representative.

Need additional help?

If the sections below did not cover your enquiry, use the table below to determine who to contact:

If...	Contact
I forgot my password	Reset your password at **reset.jdirving.com**

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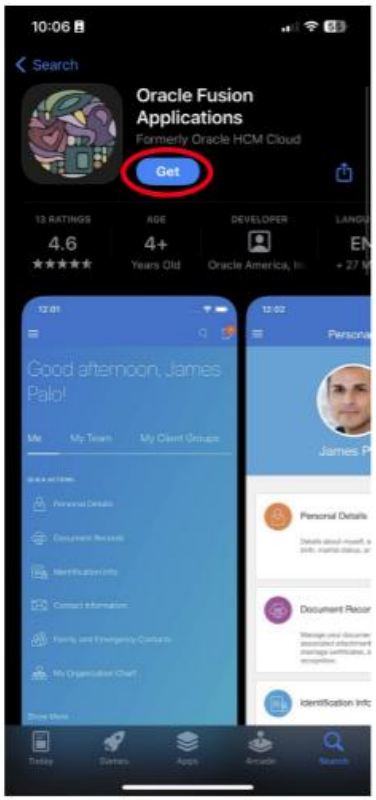
My details displayed are correct, but I cannot complete the password reset process	**IT Service Desk at 506-632-6411**
I changed my phone number used for MFA	If you have access to your old Phone / Email, check **"Manage Your Verification Methods"** If you do not have access, contact your **Site HR**
I changed my email address used for MFA	
The phone number displayed during MFA is incorrect	**Site HR**
The email address displayed during MFA is incorrect	**Site HR**
I recently updated my MFA information	Wait up to **24 hours** for the update to take effect
I do not have a phone number for my first MFA setup	**A phone number is mandatory for first-time registrations**
I am not receiving a verification code and the phone number/email displayed is correct	**IT Service Desk at 506-632-6411**
I received a Welcome Email but cannot complete the setup process	**HR Shared Services**
I never received my Welcome Email	**HR Shared Services**
I do not know my MyHR username	**HR Shared Services**
I can sign in but cannot find my pay slip	**HR Shared Services**
I can sign in but cannot find my tax documents	**HR Shared Services**
My personal information is incorrect in MyHR	**Site HR**
My employment information is incorrect in MyHR	**Site HR**
My manager's information is incorrect in MyHR	**Site HR**
I cannot access my benefits information	**HR Shared Services**
I cannot access an employment verification letter	**HR Shared Services**
I can log in but some pages are missing or not loading properly	**HR Shared Services**
I can log in but assigned onboarding tasks are missing or incomplete	**Site HR**
I am unsure who to contact	**HR Shared Services**

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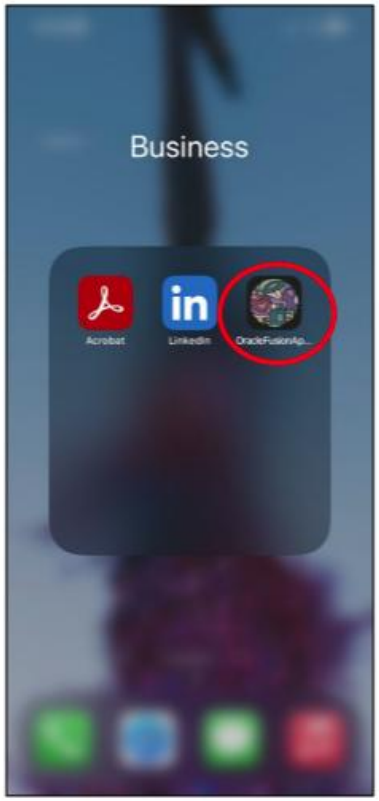
MyHR Mobile App Setup Guide

If this is your first time login in, it is recommended that you use a computer to complete your registration.

1. Search "Oracle Fusion Applications" app in Google Play Store or Apple App Store and click Install



2. Once installed, click the app icon to open.



3. Review the Legal Terms and click on Agree

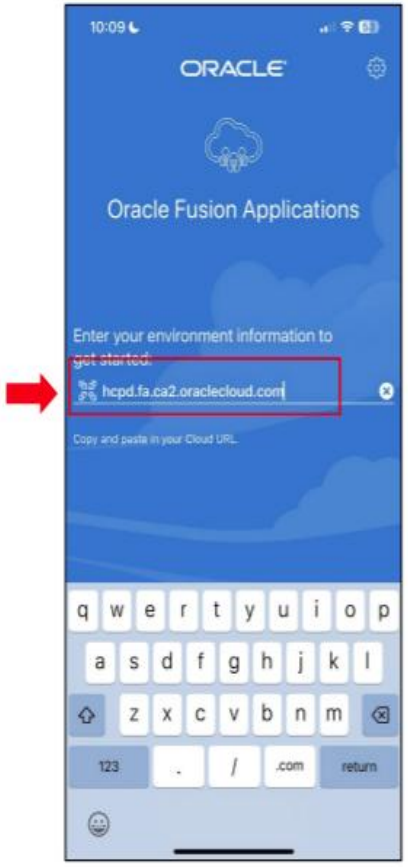


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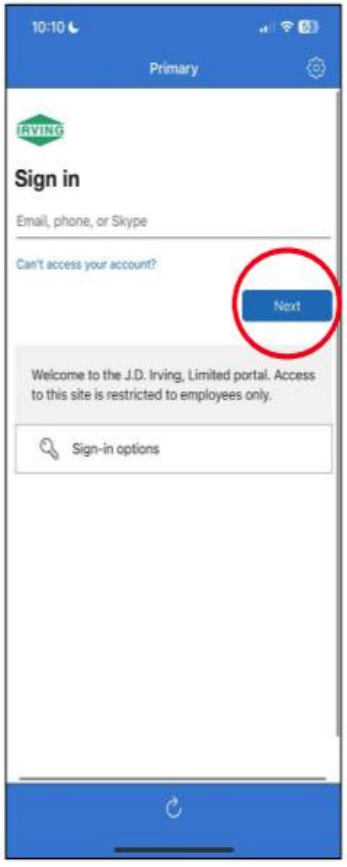
4. You will be asked to enter your environment information.

Type in this url:
hcpd.fa.ca2.oraclecloud.com



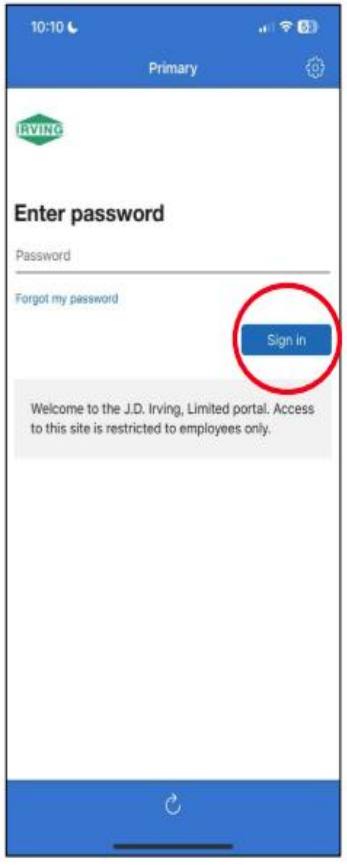


5. You will then be asked to enter your MyHR login (lastname.firstname@companyname.com)



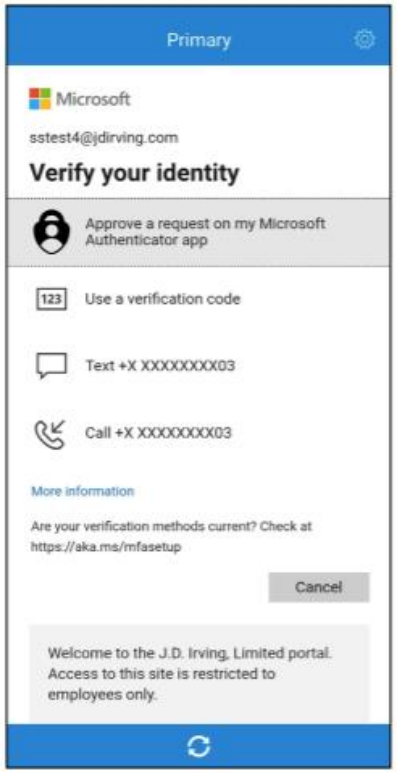
If you do not know your username, refer to **Username Guidance**

6. Enter your MyHR password



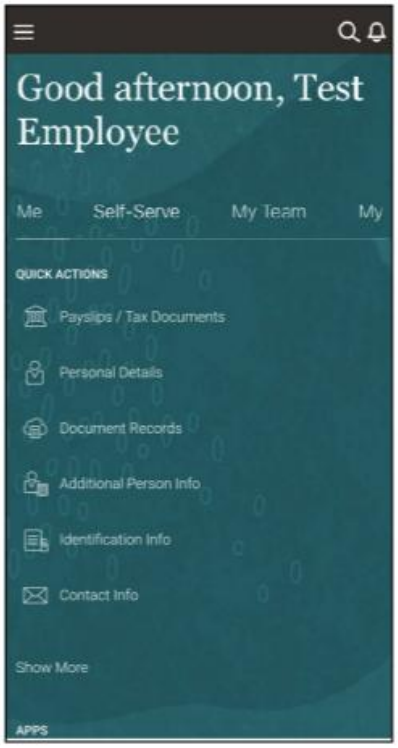
If you do not know your MyHR password, go to **reset.jdirving.com**

7. To verify your identity, you will choose between receiving a code texted to your phone, or a phone call. Choose the best option for you.



Note: if you do not think the communication methods listed for you are accurate, call contact your Site HR, and they will be able to update it for you.

8. Follow the instructions provided based on the identity verification method you selected in step 6. This will successfully log you in to the MyHR mobile app!



Note: Steps 1-4 are only required the first time you open