

User Guide Name	Volunteer First Time Access Guide
Area	Volunteer Recruitment & Onboarding
Guide Approver	Melinda Godber
Guide Owner	Volunteer Recruitment Team
Description	Guide to assist Volunteers when accessing PeopleHub for the First Time. Note: The images displayed are examples only and are current at the time of document creation, May 2024 or as noted.

Welcome to PeopleHub

As part of our commitment to Red Cross People, you have been allocated access to our human resource system, PeopleHub. PeopleHub enables us to empower our people with to do what they do best: supporting people and communities going through difficult times.

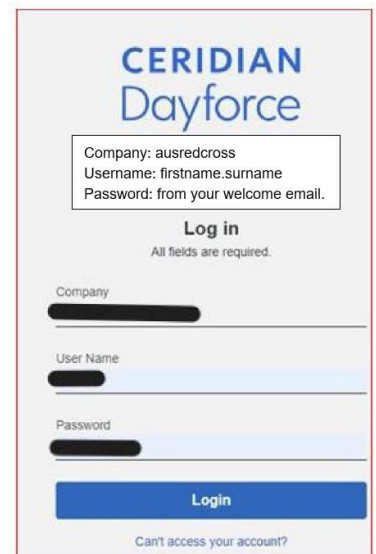
What does this mean for you?

Your Onboarding Tasks & Learning (Training) will be accessed via PeopleHub. You will also use PeopleHub to check and update your contact details.

How to Login to PeopleHub for the first time

1. Go PeopleHub via the “Activate My Account” link on your Welcome email.

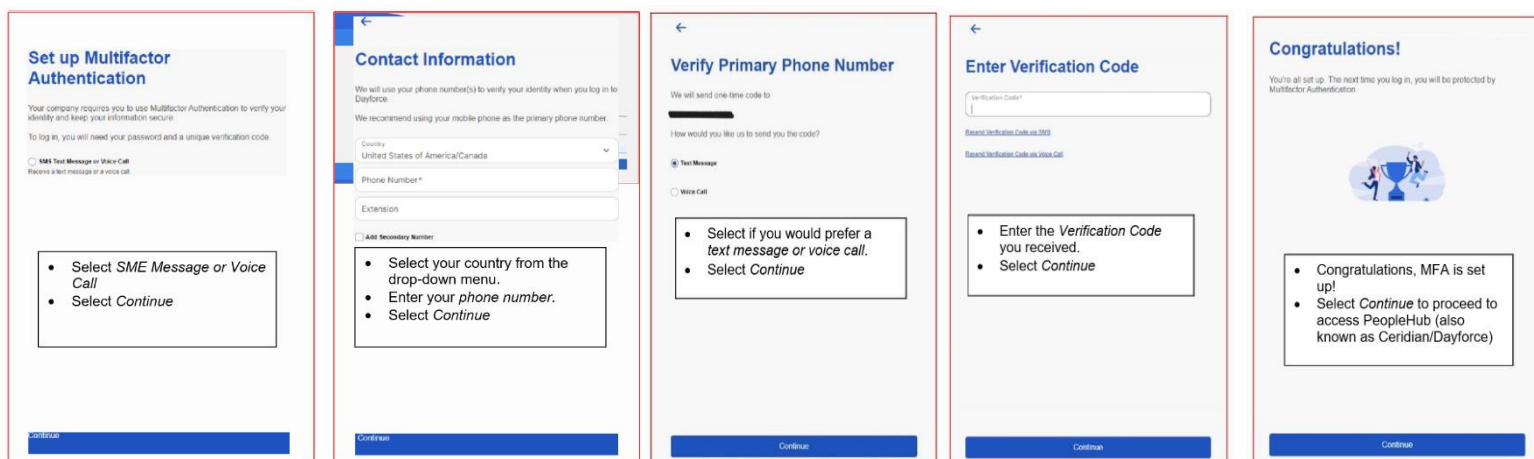
You can also access via Volunteer Page: [Volunteer with Red Cross | Australian Red Cross](#) or direct to: <https://www.dayforcehcm.com/mydayforce/login.aspx>



2. Enter your login details:
 - **Company:** ausredcross
 - **Username:** firstname.surname
 - **Password:** supplied in your welcome email. Please contact your ARC Representative if you have not received your login details.

Set Up Multifactor Authentication

3. Set up Multifactor Authentication as described in the text boxes below.



Set up Multifactor Authentication

Your company requires you to use Multifactor Authentication to verify your identity and keep your information secure.

To log in, you will need your password and a unique verification code.

SMS Text Message or Voice Call
Receive a text message or a voice call

SME Message or Voice Call
Receive a text message or a voice call

- Select *SME Message or Voice Call*
- Select *Continue*

Contact Information

We will use your phone number(s) to verify your identity when you log in to Dayforce.

We recommend using your mobile phone as the primary phone number.

Country
United States of America/Canada

Phone Number*

Extension

Add Secondary Number

- Select your country from the drop-down menu.
- Enter your *phone number*.
- Select *Continue*

Verify Primary Phone Number

We will send one-time code to

How would you like us to send you the code?

Text Message

Voice Call

- Select if you would prefer a *text message or voice call*.
- Select *Continue*

Enter Verification Code

Verification Code*


[Reset/Invalidate Code via SMS](#)

[Reset/Invalidate Code via Voice Call](#)

- Enter the *Verification Code* you received.
- Select *Continue*

Congratulations!

You're all set up. The next time you log in, you will be protected by Multifactor Authentication.



- Congratulations, MFA is set up!
- Select *Continue* to proceed to access PeopleHub (also known as Ceridian/Dayforce)

Account Recovery Assistant

The first time you login to PeopleHub, you will be asked to set up some additional security features. Completing this section will allow you to use the self-service account recovery link if you forget your password in the future.

4. Email Address
 - a. Re-enter your Email Address
 - b. You will receive a validation email after you update and save a new password. Please make sure you use the link to validate your email address.
5. Security Questions
 - a. Add in two Security Questions to help verify your identity. Please note the answers are case sensitive.

Change Your Password

6. Create a new password for your PeopleHub account.

Your password should be between 10-15 characters and contain at least 3 of these 5 categories:

- 1 x Uppercase
- 1 x Lowercase
- 1 x Digit
- 1 x Non-alphabet character (e.g.: !, \$, #)
- 1 x Unicode symbols (e.g.: £)

Please note: You won't be able to use your username or account name within the password.

7. As a final step, don't forget to use the email link to validate your email address.

Frequently Asked Questions

Where can I get help?

Contact your Community Mobilisation Hub (ARC Rep) via 1800 833 489

You can also email:

New South Wales nswvolunteer@redcross.org.au

Tasmania tasvolunteer@redcross.org.au

Northern Territory nt_vol@redcross.org.au

Victoria vicvolunteer@redcross.org.au

Queensland qldvolunteer@redcross.org.au

Western Australia wavolunteer@redcross.org.au

South Australia savolunteer@redcross.org.au

I've forgotten my password. What should I do?

Utilise with "Forgot password" link on the PeopleHub login page.

What is Multifactor Authentication?

Multi-Factor authentication (MFA) is a security mechanism that requires users to provide two or more forms of identification before accessing an account or system. MFA is used to provide an additional layer of security to protect against unauthorised access to sensitive information and systems practices documented in international security standards.

