



## 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: bringing people and communities together in times of need and building on community strengths.

## Logging onto PeopleHub for the first time (just the first time)

There are several steps in setting up your account for the first time. We need to add in verification methods to aid in keeping your data safe and assist you in the event you require a new password. This guide will walk you through the process, and please reach out to your Red Cross contact if you need any additional support.



## 1. Access PeopleHub & Enter your Login Information

□ Access PeopleHub via the "Activate My Account" link on your Welcome email.

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

You'll notice the system on this screen and in the link is called Dayforce. Dayforce is provider of our PeopleHub system.

- □ Enter your login details:
  - **Company**: ausredcross
  - Username: supplied in your welcome email. This is typically firstname.surname
  - **Password**: supplied in your welcome email. Please contact your ARC Representative if you have not received your login details.
  - Select Login

## 2. Select your Multifactor Authentication Option

Multifactor authentication (MFA) is a security mechanism that requires users to provide two or more forms of identification before accessing an account or system.

**Note**: There are a number of options you can utilise as part of MFA. The Microsoft Authenticator App can be accessed from the <u>Apple App Store</u> for iOS (IPhone) users or the <u>Google Play Store</u> if you have an Android device. We have a more detailed reference guide if you wish to utilise and Authenticator App and require support. Please reach out to your Red Cross Contact in need.

# dayforce

A	Il fields are required.	
Company ausredcross		
User Name		
Password		
	Login	



## 3. Set Up your Multifactor (MFA) Authentication

- Set up Multifactor Authentication by **entering** your contact information as highlighted in the images below.
- □ Once complete, you will receive a **Confirmation** Message, Select **Continue** to proceed.

Set up Multifactor         Authentication         Williactor Authentication to verify you         Identity and keep your information secure.         O log in, you will need your password and a         Identity and keep your information secure.         O log in, you will need your password and a         Identity and keep your information secure.         O log in, you will need your password and a         Identity and keep your information secure.         Identity and keep your information secure. <tr< th=""><th>Contact Information We will use your phone number(s) to verify use identity when you log in to Dayforce. We accommend using your mobile phone County Australia Phone Number AtAXXXXX Letension Add Secondary Number</th><th>Verify Primary Phone Number We will send one-time code to +61 XXX XXX How would you lie us to send the code • Text Message • Voice Call</th><th>e? Verification Code Verification Code* Resend Verification Code via SMS Resend Verification Code via</th></tr<>	Contact Information We will use your phone number(s) to verify use identity when you log in to Dayforce. We accommend using your mobile phone County Australia Phone Number AtAXXXXX Letension Add Secondary Number	Verify Primary Phone Number We will send one-time code to +61 XXX XXX How would you lie us to send the code • Text Message • Voice Call	e? Verification Code Verification Code* Resend Verification Code via SMS Resend Verification Code via
Lontinue         4. Set a New Password         Create a new password         Re-enter this new password         Select Change Password         A confirmation message         Your password should be betthese 5 categories:         1 x Uppercase         1 x Lowercase         1 x Digit         1 x Unicode synthese         Note: You won't be all your password	rd for your PeopleHub account. word rd e will next appear. Select OK etween 10-15 characters and o et character (e.g.: !, \$, #) hbols (e.g.: £) ole to use your username or a	contain at least 3 of	Continue     9:26 an I I I I I I I I I I I I I I I I I I
<ul> <li>Completing the next two sections</li> <li>password in the future.</li> <li>Select your Email Address</li> <li>Select Submit and you Please make sure you u</li> </ul>	ons will allow you to use the se ess will shortly receive a validation se the link to validate your em	elf-service account reco n email. Iail address.	Account Recovery Assistant  Email Addresses  Your account is missing required information. Your email address must be verified and configured to receive Alerts from Dayforce. Select an email address to use for account recovery:  Email Address  Extent Skip



## **Volunteer First Time Access Guide**

### 6. Security Questions for Account Recovery

- □ Add in two Security Questions to help verify your identity. Please note the answers are case sensitive.
- □ Select Submit

#### Account recovery assistant

Security questions



Tasmania tasvolunteer@redcross.org.au

Western Australia wavolunteer@redcross.org.au

Victoria vicvolunteer@redcross.org.au

### 7. Validate Email Address

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



QL	iestion 1*
W	hat was the name of your first pet?
An	swer 1*
Qu	uestion 2*
W	hat is the middle name of your oldest child?
Ап	swer 2*
-	

### 8. Congratulations – Your PeopleHub Account has been set-up

□ Save this website as a favourite

### **Frequently Asked Questions**

### Where can I get help?

For additional support, please email our Volunteer Recruitment Team: volunteering@redcross.org.au.

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

You can also email:

New South Wales *nswvolunteer*@redcross.org.au

Northern Territory nt\_vol@redcross.org.au

Queensland qldvolunteer@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.

### Why is MFA Important?

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.