

INTRODUCTION

This guide details how to log into myHR without an HHS Citrix account. If you have any difficulty throughout this process please contact myHR at 1-905-521-2100 ext. 46947 or myhr@hpsc.ca. After 20 minutes of inactivity, the system will automatically log you out. **Once you have finished using myHR, please log out of the system.**

This guide is divided into the following sections:

1. [myHR Sign In Page](#) (Page 1)
2. [Resetting Your Password](#) (Pages 1 – 2)
3. [Setting a New Password](#) (Page 3)
4. [Using your New Password](#) (Page 4)

1. myHR Sign In Page

Step 1.1

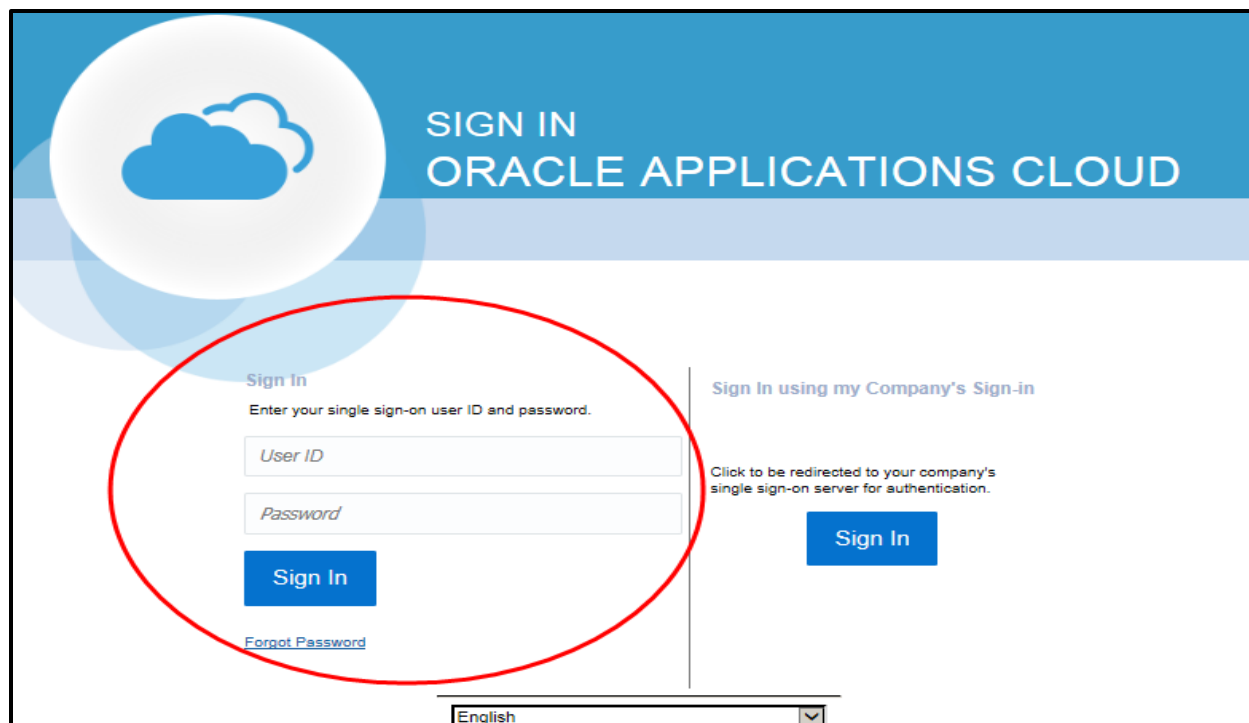
Click the following link to access your myHR page: [myHR Sign In Page](#)

2. Resetting your Password

Step 2.1

Use the left side of the screen under **Sign In** to access your account.

NOTE: You will not be able to use the **Company's Sign-in** option.



Step 2.2

Click on **Forgot Password**.

The screenshot shows a 'Sign In' form with the following elements:

- Header: **Sign In**
- Instruction: Enter your single sign-on user ID and password.
- Input fields: *User ID* and *Password*
- Buttons: **Sign In** and [Forgot Password](#)
- Callouts: Two red boxes highlight the [Forgot Password](#) link in the bottom left and the [Forgot Password](#) link in the bottom right.

Step 2.3

The system will prompt you to enter your **User Name** or **Medportal Email**. Enter your **User Name (Hospital Employee Number)** or your Medportal e-mail and click **Forgot Password**. Hit **Submit** to have your password sent to you via e-mail.

NOTE: Your **Hospital Employee Number** is your **User Name**.

The screenshot shows the 'SIGN IN ORACLE APPLICATIONS CLOUD' header and the 'Forgot Password' section with the following elements:

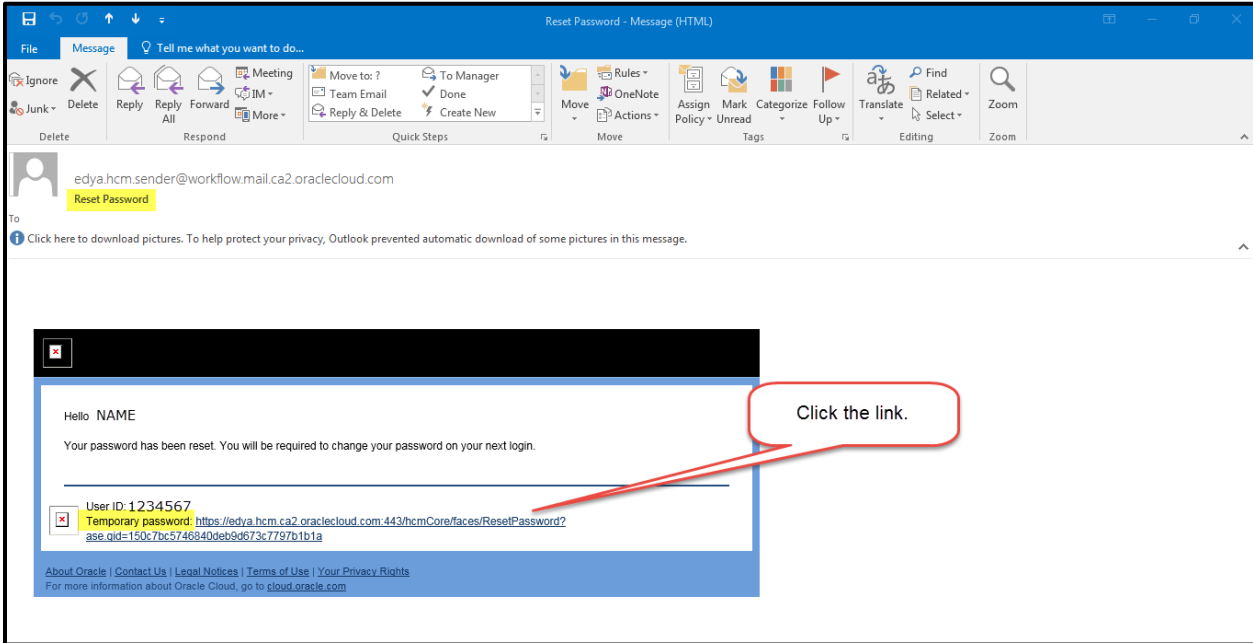
- Header: **SIGN IN ORACLE APPLICATIONS CLOUD**
- Section: **Forgot Password**
- Input field: *User Name or E-Mail*
- Radio buttons: *Forgot user name* and *Forgot password*
- Buttons: **Submit** and **Cancel**
- Callouts: A red callout box points to the 'User Name or E-Mail' field with the text 'Enter your Hospital Employee Number'. Another red callout box points to the 'Submit' button with the text 'Submit'.

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3. Setting a New Password

Step 3.1

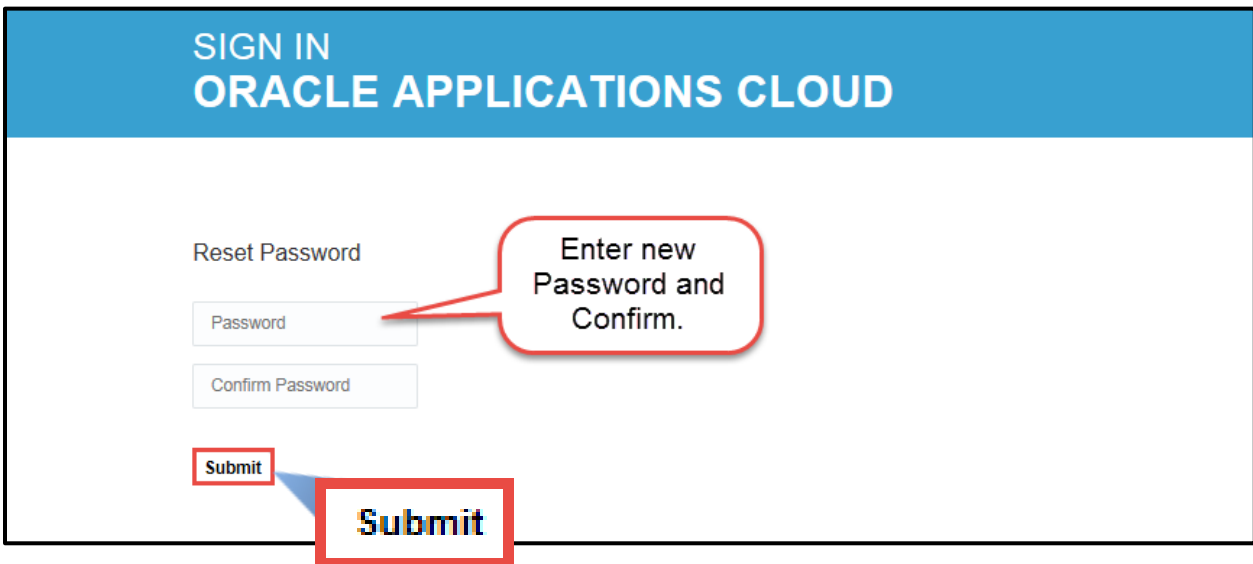
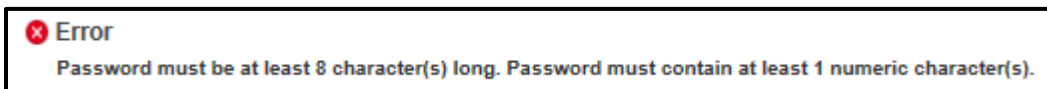
Check your email for the automatically generated email from myHR (Check spam/junk inboxes if you do not see as it may have filtered into one of those). Open the email and click on the **Temporary Password** link.



Step 3.2

You will be asked to enter your **Password** and **Confirm Password**. Then hit **Submit**.

NOTE: There are parameters surrounding the elements of your new Password.

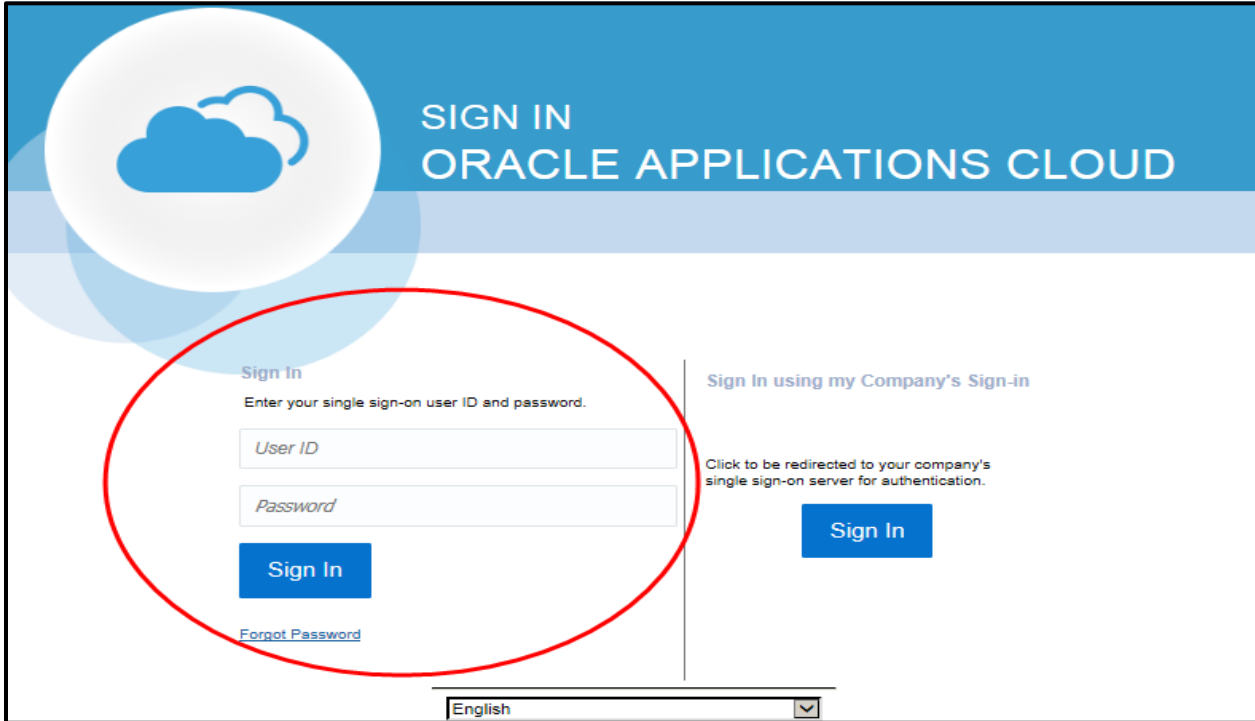


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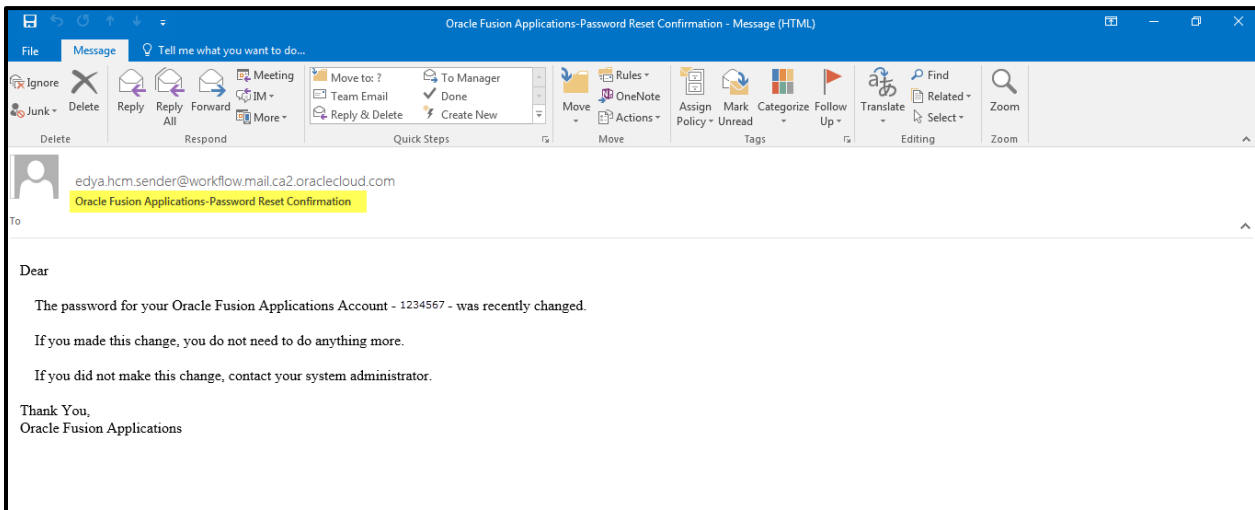
4. Using your New Password

Step 4.1

You will be automatically redirected to the log in page, use the left side with your **User ID** and new **Password**.



NOTE: You will receive a confirmation email regarding the change in your password.



For any additional questions, you can contact myHR:
Phone: 1-905-521-2100 ext. 4myHR (46947)
Email: myhr@hhsc.ca