



Instructional Guide:

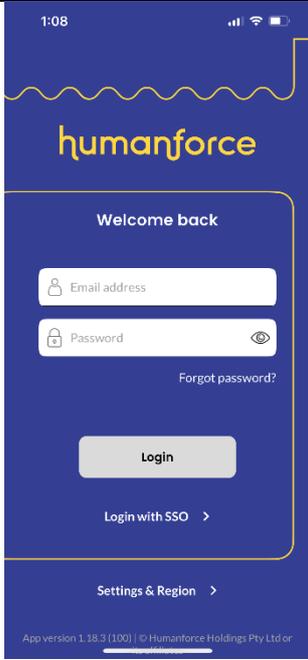
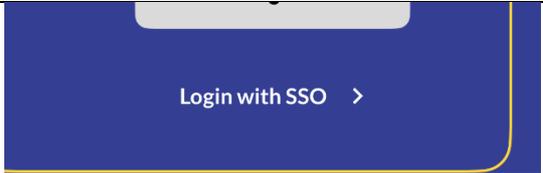
**Logging into
Humanforce using
Single Sign On (SSO)**

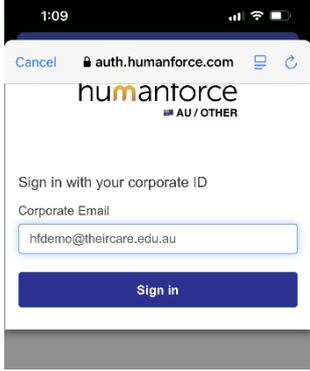
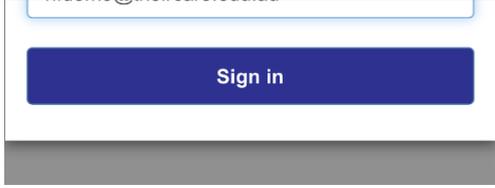
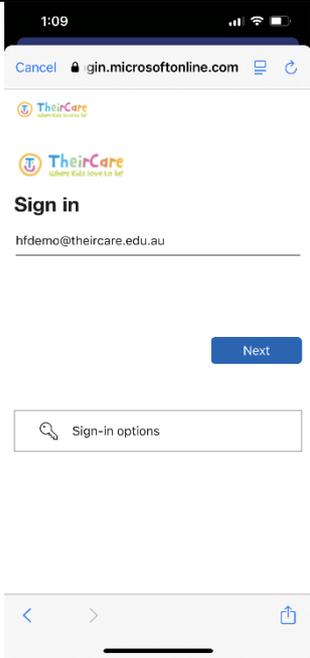


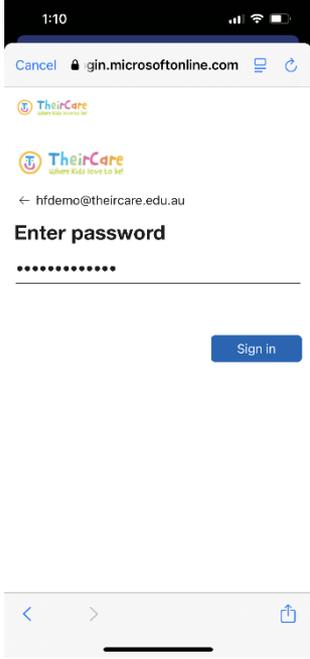
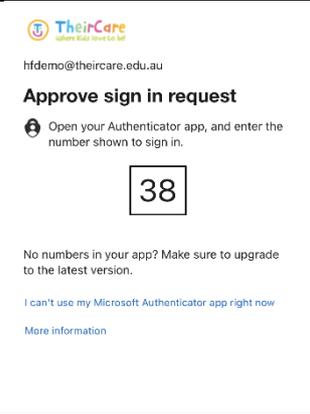
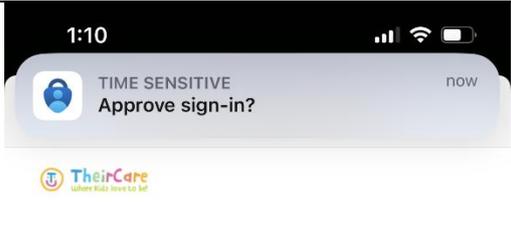
Before you start this process:

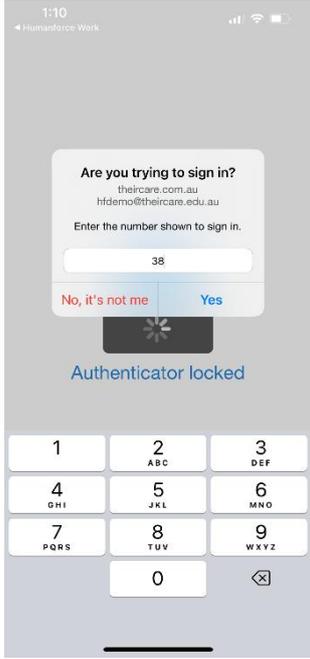
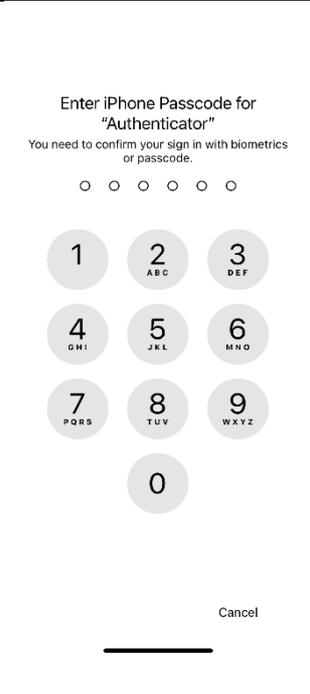
1. Ensure you have been able to log into your work email account in Microsoft
2. Set up the Authenticator application on your phone
3. Download the correct (blue) Humanforce application onto your mobile device.

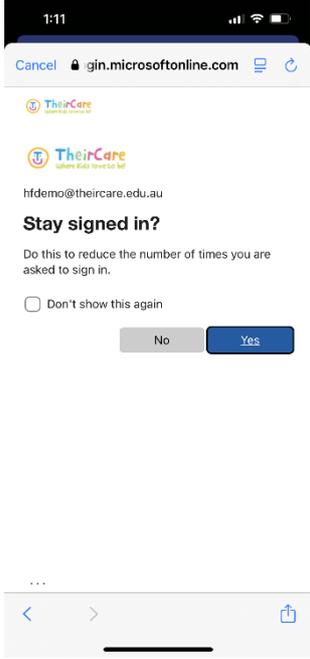
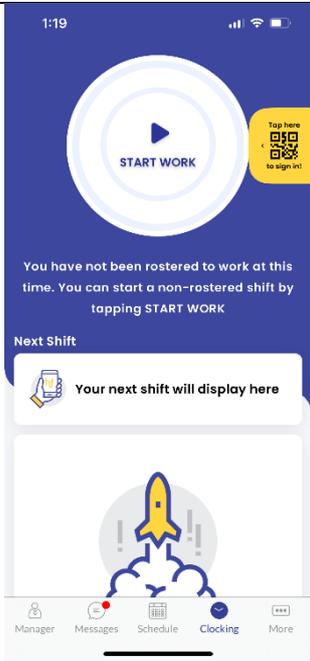
How To:

1	Ensure you have downloaded the BLUE Humanforce application to your mobile.	
2	Open the Humanforce Application	
3	Click Login with SSO	

4	Enter your TheirCare email address	
5	Press the blue Sign In button	
6	<p>The Microsoft log in screen will appear. Enter your TheirCare email address again.</p> <p>Press the blue Next button</p>	

<p>7</p>	<p>Enter the password for your TheirCare email account</p> <p>Click the blue Sign In button</p> <p><i>Tip: This is the one you set when logging into Microsoft for the first time.</i></p>	
<p>8</p>	<p>You will be prompted to confirm your identity using MFA using the Microsoft application.</p> <p>Remember the number that pops up on the screen.</p>	
<p>9</p>	<p>Tap the Approve sign-in notification which comes up</p>	

<p>10</p>	<p>The phone will switch to apps to the Microsoft Authenticator application.</p> <p>Enter the number from the prior screen, then click the Yes button</p>	 <p>The screenshot shows the Microsoft Authenticator app interface. At the top, it says 'Are you trying to sign in?' followed by the email address 'hfdemo@theircare.edu.au'. Below that, it asks to 'Enter the number shown to sign in.' and shows the number '38' in a text field. There are two buttons: 'No, it's not me' and 'Yes'. Below the buttons is a camera icon and the text 'Authenticator locked'. At the bottom, there is a numeric keypad with letters associated with each number (e.g., 2 has ABC, 3 has DEF, etc.).</p>
<p>11</p>	<p>You may be prompted to either enter your phone's PIN code, use FaceID or scan your fingerprint – depending on how you usually unlock your phone.</p>	 <p>The screenshot shows the iPhone Passcode screen for the 'Authenticator' app. The text reads: 'Enter iPhone Passcode for "Authenticator"', 'You need to confirm your sign in with biometrics or passcode.', and 'Cancel' at the bottom. There are five empty circles for a passcode. Below that is a numeric keypad with letters associated with each number (e.g., 2 has ABC, 3 has DEF, etc.).</p>

<p>12</p>	<p>If asked to remain signed in, click the blue Yes button</p>	 <p>A screenshot of a mobile browser interface. At the top, the address bar shows 'gin.microsoftonline.com'. Below it is the 'TheiCare' logo and the email address 'hfdemo@theircare.edu.au'. A sign-in prompt asks 'Stay signed in?' with the text 'Do this to reduce the number of times you are asked to sign in.' There is a checkbox for 'Don't show this again' and two buttons: 'No' and 'Yes'.</p>
<p>13</p>	<p>Important: If the phone does not switch back to the Humanforce application (happens on most iPhones), you will need to switch back into the application.</p>	 <p>A standard warning sign icon consisting of a yellow equilateral triangle with a thick red border and a black exclamation mark in the center.</p>
<p>14</p>	<p>Finished.</p> <p>You can now use the Humanforce application.</p>	 <p>A screenshot of the Humanforce mobile application home screen. At the top, there is a 'START WORK' button with a play icon. Below it, a message states: 'You have not been rostered to work at this time. You can start a non-rostered shift by tapping START WORK'. There is a 'Next Shift' section with a placeholder 'Your next shift will display here'. At the bottom, there is a navigation bar with icons for 'Manager', 'Messages', 'Schedule', 'Clocking', and 'More'.</p>

Tips:

- This will only work if SSO has been enabled for your account
- The username and password is the same as your new TheirCare email address via Microsoft – don't enter your old one.
- At stage 9, a different application will open. Remember to switch back to the Humanforce app once you have completed the authentication.
- On your mobile, you will generally only need to re-authenticate once every 90 days or if you change devices. You should not need to do this everytime.

Troubleshooting

Log in is failing	Ensure you have used the correct username and password
You do not remember your password	Reach out to the Talent Acquisition & Retention Team to have it reset.
The app does not look like the photos	Ensure you have downloaded the correct application (Blue) from the app store or google play store and you have the latest version.