

Accessing key work systems from any device

IT Guide

Summary

This guide is to help JRF and JRHT staff log into key systems such as myHR and Touchpoint from any device (e.g. a phone, tablet or PC) and from any location.

You will need to have a working JRF or JRHT staff email before you can access these systems from any device.

For additional support, you can contact the Tech & Change Service Desk team Monday to Friday from 9:00 to 17:00 at **01904 615999** or Service.Desk@jrf.org.uk

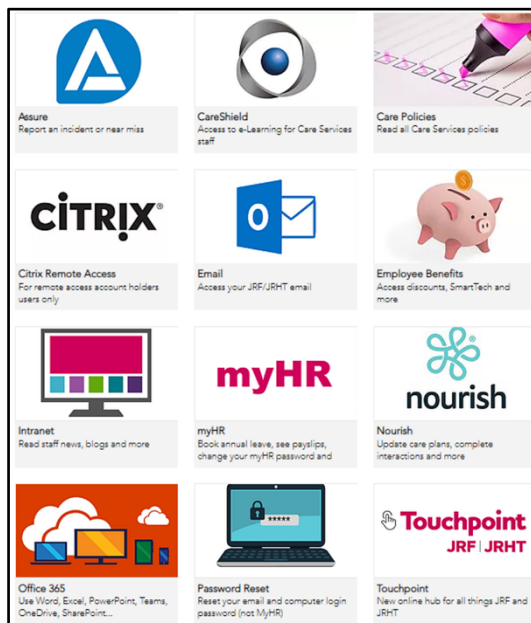
Guidance notes

Step 1:

Open your browser and enter staff.jrf.org.uk

If this does not work, you can type in the whole URL:
<https://www.staff.jrf.org.uk/>.

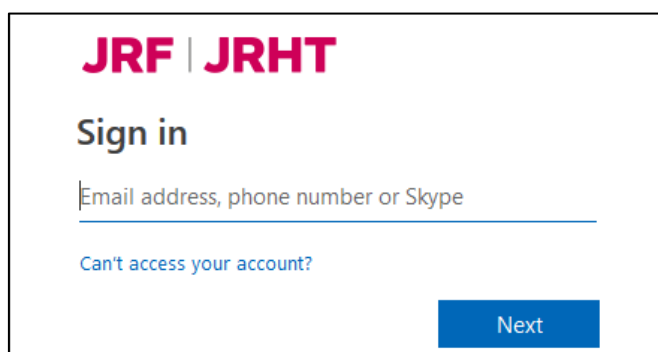
Click on the 'myHR,' 'Email', or 'Touchpoint' option.



Step 2:

Enter your full JRF or JRHT email address and click 'Next'.

Then enter your email password and click 'Sign in'.



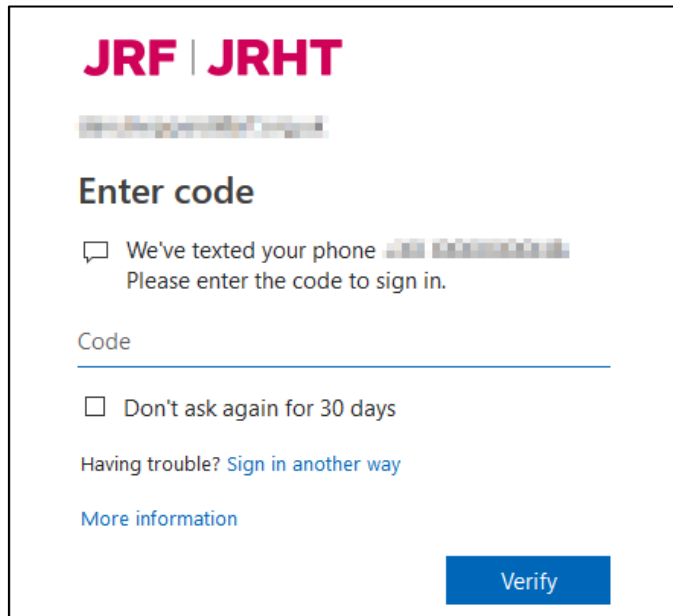
Step 3:

Receiving authentication text

If you have chosen to receive a text message for authentication, you will get the following screen.

Enter the code you receive via text & click 'Verify' to continue.

To prevent you from having to this step every time you can tick 'Don't ask again for 30 days'.

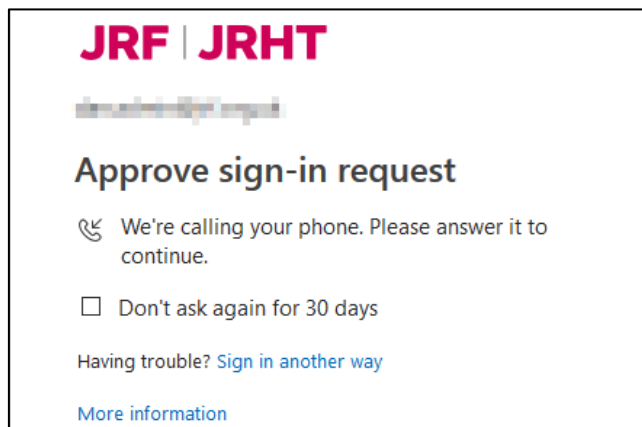


Receiving authentication phone call

If you have chosen to receive a telephone call for authentication, you receive the telephone call to the number you used during the account setup. It will ask you to press the # key to authorise the connection.

When you have done this, it will automatically continue to the next screen.

To prevent you from having to this step every time you can tick 'Don't ask again for 30 days'.



Step 4:

If you are using your own device, you can click 'Yes' if you wish. This will prevent you from doing the previous login steps every time you try to access your work email, intranet or myHR.

If it is a shared or public device, such as a work PC, click 'No'.



Step 5:

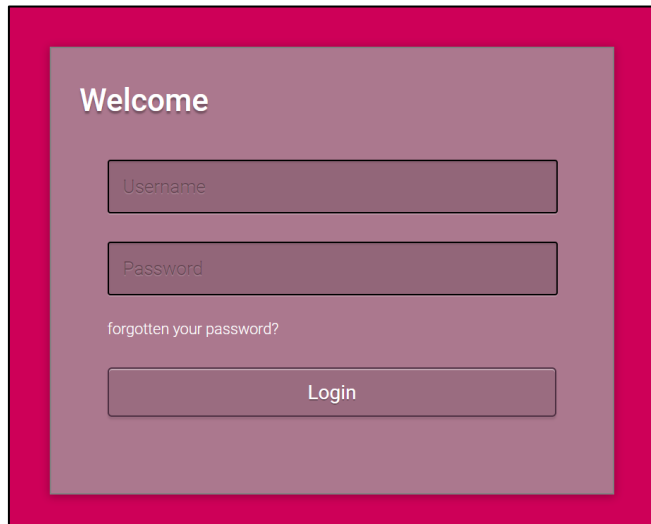
Accessing myHR

If in step 1 you chose myHR, it will then take you to the myHR login screen.

Enter your employee ID number and your unique myHR password as you normally would from a work computer.

If you cannot remember your password, click 'forgotten your password?' and follow the steps on the screen.

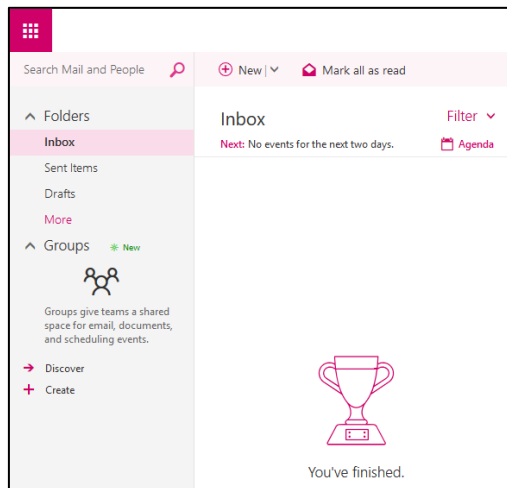
If you have any questions about your access to myHR please contact HR.Support@jrf.org.uk / 01904 752222.



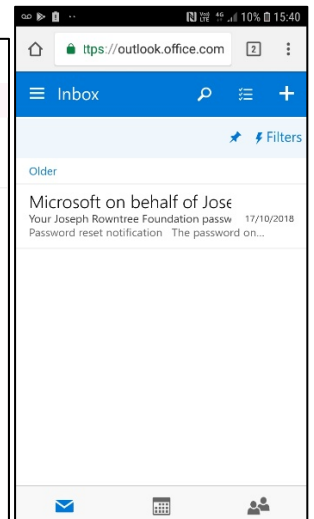
Accessing your work email

If in step 1 you chose email, then you will go straight to your email inbox.

Your email display will look different on different devices.



View on a PC.



View on a mobile.

Accessing Touchpoint

If in step 1 you chose Touchpoint, it will then take you to the homepage.

You can also download the Touchpoint app for a better experience (steps not included in this guide).

