

If you have an RSA SecurID token, you will now be able to access MyHR from outside the corporate network, using your RSA SecurID. Please see below for login instructions and for answers to frequently asked questions.

Log In Instructions:

1. From your external computer, open a browser and type **portal.cinbell.com** in the address bar.
2. Click on the link to access MyHR.
3. The authentication page will be displayed. Once you provide the necessary information on the authentication page, you'll be redirected to the MyHR login page. Enter the following information on the authentication page:

User Name	Enter your User Name (i.e., jsmi123 or john.smith. Do not include "corpnet").
Network Password	Enter your Network Password – this is the one that you use to log on to your computer.
RSA SecurID	If you have a soft token (app on your phone), then enter the 8-digit number that's generated after you enter your PIN on your phone. If you have a hard token, then you would enter the 4-digit PIN plus the number on the token.

4. Click Log On.
If you get an error message when attempting to authenticate, wait for your RSA SecurID to generate a new number, and then try again. If you continue to have issues, please contact the IT Service Desk at 513-397-1313 and explain that you are having issues with your RSA SecurID token.
5. The MyHR Login page will be displayed. Log on to MyHR in the same way that you would if you were connected to the corporate network.

Frequently Asked Questions:

1. How do I activate my RSA SecurID Soft Token?
RSA SecurID tokens only need to be activated one time. Please see [this document](#) for instructions on activating the Soft Token. If you have questions about activating a hard / physical token, please contact the IT Service Desk at 513-397-1313.
2. Is this a secure way for me to access MyHR externally?
External access to MyHR is protected by a Web Application Firewall that identifies and prevents malicious connections. It also requires Two Factor Authentication, which requires a Corporate User Name and Password along with something that only you have – the RSA Token. This process makes it difficult for potential intruders to gain access to private information, and provides a level of security similar to Citrix access to MyHR.
3. Can I access MyHR from my mobile device?
Access to MyHR is supported on desktops and laptops, using current versions of standard browsers (Internet Explorer, Chrome, Safari and Firefox).
4. What is the process for requesting an RSA SecurID token?
Please work with your supervisor or your MAC Coordinator to request an RSA SecurID token.