

If you have two-factor authentication credentials, you are able to access MyHR from outside the corporate network. Two-factor authentication is enabled via RSA SecurID tokens or Duo Mobile Remote Access.

Duo Mobile Remote Access Instructions

1. From your external computer, open a browser (Chrome is preferred) 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.
Passcode	Enter the word push into this field

4. Click Log On.
5. You will receive a notification on your mobile device; you must tap "Approve" to complete the login.
6. 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. If you receive a "Server Timed Out" error, you must close this browser. Open a new browser and start over at step 1. You must complete these steps within 3 minutes.

RSA SecurID Login 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.
Passcode	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. 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 or the Duo Mobile Remote Access software. 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.
2. 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). The application is available on mobile devices, but not all functionality is fully supported.
3. What is the process for requesting two-factor authentication credentials (either Duo Mobile Remote Access or RSA SecurID token)?
Please work with your supervisor or your MAC Coordinator to request two-factor authentication credentials.
4. 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.
5. How do I activate my Duo Mobile Remote Access?
Please see [this document](#) for instructions on activating Duo. If you have questions, please contact the IT Service Desk at 513-397-1313.