Delt Employee Mini Guide

Log into CoreHR Using Multifactor
Authentication

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⚠️ **Note:**

- Your Username is your Employee Reference Number, so **Please have your Employee Reference Number available before attempting to log into CoreHR.** Please refer to previous payslips or iTrent (if you have access) for this information. Alternatively, your line manager or business manager will be able to supply this to you.
- Your URL link to CoreHR and a generic Password will be sent to you by email.

1. Click on the CoreHR URL provided to you in the email.
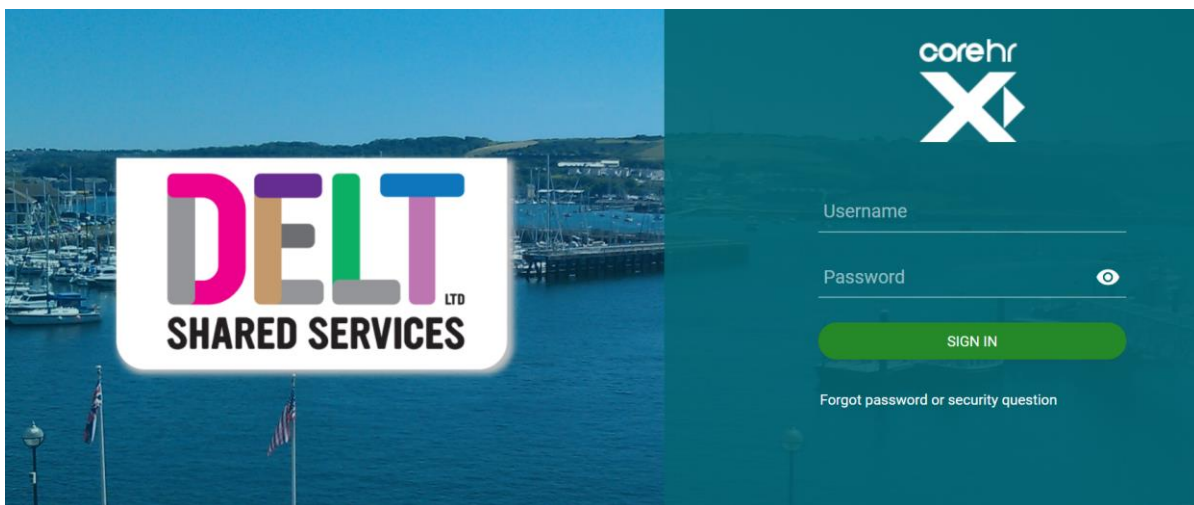
2. Username - Please enter your Username (Your Personnel Number).

3. Password – Please enter the generic password sent to you in the email.

4. Click on the 'Sign In' button.

5. The following box will appear, advising that the account is protected with two-step authentication. Click on the Mobile phone number ending XX – **This should match the mobile phone number you provided to your organisation to access CoreHR.**
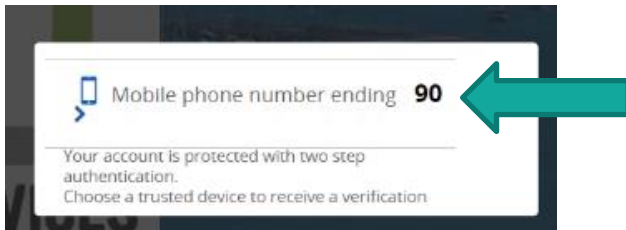

6. Once you have clicked on the number (as per screen shot above), a 4-digit code will be sent via a text message to the mobile number which you provided to your organisation. This text message will come from **'CoreHR Info'**.

7. On the screen below, select the **'Don't ask again on this computer'** checkbox and enter the 4-digit code received by text message.

> ⚠️ **Important:**
> - **You must immediately tick the 'Don't ask again on this computer' checkbox** so that you are not prompted for this again, if you do not do this, the system will prompt you every time you log in.
> - **Please be aware** that if you are using a device that is used by other people who also access CoreHR, then you are likely to be prompted for your MFA PIN code more often so make sure you have your mobile phone close at hand.
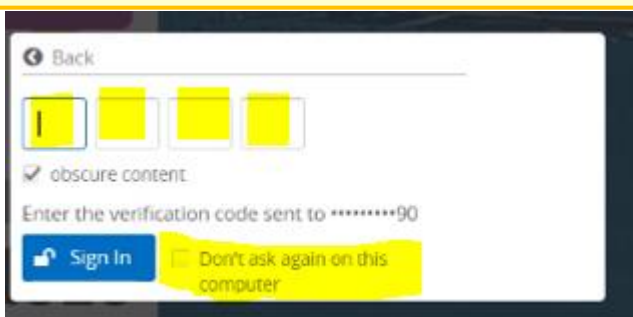
8. Click Sign In.

9. You will be prompted to change your password:

- **Current Password** is the one that was provided in the email that you were sent.

- **New Password** (this will need to be 14 characters long and include at least one numeric and one special character).

    Please note that there are a number of blacklisted words that you will not be able to use in your password e.g. the word 'password' itself cannot be used or a sequence of numbers such as '123'. There are also restrictions on local towns and villages and sporting team names.

- **Confirm Password** by re-typing the new password.

Change Password | Back to Login

Set a password you will recall, you should include numerics and special characters e.g. @, #, ! etc. If you have any questions please contact the IT HelpDesk on (xxx) xx-xxxx-xx or helpdesk@acom.com

Current Password

New Password

Confirm Password

⟳ Change Password

10. Dependent on the type of device you are using to log into CoreHR a blank form may or may not flash quickly on the screen, please ignore this, and wait for the system to refresh.

11. Your new password has been reset and you should use this password each time you log into CoreHR. You should not be prompted for a pin number when you log in for the second time; if you are, you have forgotten to tick the 'Don't ask again…' checkbox (If this is the case, go back and complete step 8 again when prompted).

12. If at any time you wish to change the mobile phone number you have registered to receive multifactor authentication; you can do this by clicking on **Account Settings > Trusted Numbers**. From here you can Add; Update or Delete the trusted numbers.

After following these instructions, if you have any issues logging in then for all Delt and Plymouth City Council employees, please log issues via the normal route of raising System or IT Issues

For all Other Organisations please raise through your normal route for reporting systems or IT Issues.