Logging in to *myHR*

*myHR* allows you to edit your own personal contact and banking details, complete various HR forms electronically, view the progress and status of submitted forms, access payslips and annual payment summaries.

To access *myHR*:

1. Double click on the *myHR* desktop icon
2. Double click on the *myHR* icon

**Note:** You will need to set your password the first time you log in. If you need assistance contact WMSS (see Support Options section).

Locked out of *myHR*

If you are locked out of *myHR* due to three failed log-in attempts you will need to contact WMSS.

Resetting passwords

Your *myHR* password can be reset via the sign-in window:

a. Click Forgot password

   ![Sign in form]

   By logging in you agree to the following Terms of Service.

   Log in

b. Enter your Person ID number (payroll number) excluding first two zeros '00'

   Click either Send Email or Send SMS

c. Click OK on the Confirmation sent window

Submitting forms

The Submit Form tile enables you to submit all non-electronic HR forms through *myHR* to be processed by payroll. A user can track the form, and easily view the status of their request through the Search Requests tile.

Remember:
- When submitting an AVAC send one form at a time
- If there is more than one employee on a paper form select the Org unit the employees sit in
- Ensure all signatures are on the paper forms

Knowledge Bank

The *myHR* Knowledge Bank is your online reference guide for using *myHR*.

Knowledge Bank is located under the Training segment on the IWFM Customer Portal wheel (See below).

1. Go to the Metro North QHEPS page
2. Search for IWFM
3. Click on the first IWFM Customer Portal link
4. Click on the Training wheel segment
5. Click on the Knowledge Bank tile

Support options

1. Speak to your Line Manager or Super User
   - A Super User list can be found on the IWFM Customer Portal
2. Business System Administrators BSA (*myHR*)
   - **Phone:** 07 3646 4044
   - **Email:** MNmyHRSupport@health.qld.gov.au
3. Workforce Management Systems Support WMSS (for user access support)
   - **Phone:** 1800 239 074 (Select option 1)
   - **Email:** WMSS@health.qld.gov.au

**Tip:** If you have forgotten your password on the first attempt, click the Forgot Password button on the *myHR* sign-in page to initiate a self-service password reset.