

This Quick Guide will help you with the Login Assistance tool in MyHR.

**\*\*\* Changing your email address does NOT change your Username\*\*\***



### Verify Your E-mail Address with your Manager

1. Your Manager logs into their MyHR and selects HR Actions for TM, then views your email address.
2. Verify you have access to that email address. If you do not, have the manager change to your current email.



### Retrieve Username/Reset Password

1. Go to MyHR home page
2. Click **Login Assistance** link below Login button
3. Enter your verified e-mail address into **Forgot Username** field, not Forgot Password
4. You will receive an email with your correct (remember, permanent!) username
5. The email also includes a link to reset your password

#### Helpful Tips:

- If you do not receive the Login Assistance email, check your junk/spam folder
- If you still don't see it, try again and be sure to verify your email is correct, without misspellings or punctuation errors in MyHR.
- If, after these steps, you are still unable to login or you receive an error message, please see your manager for assistance.