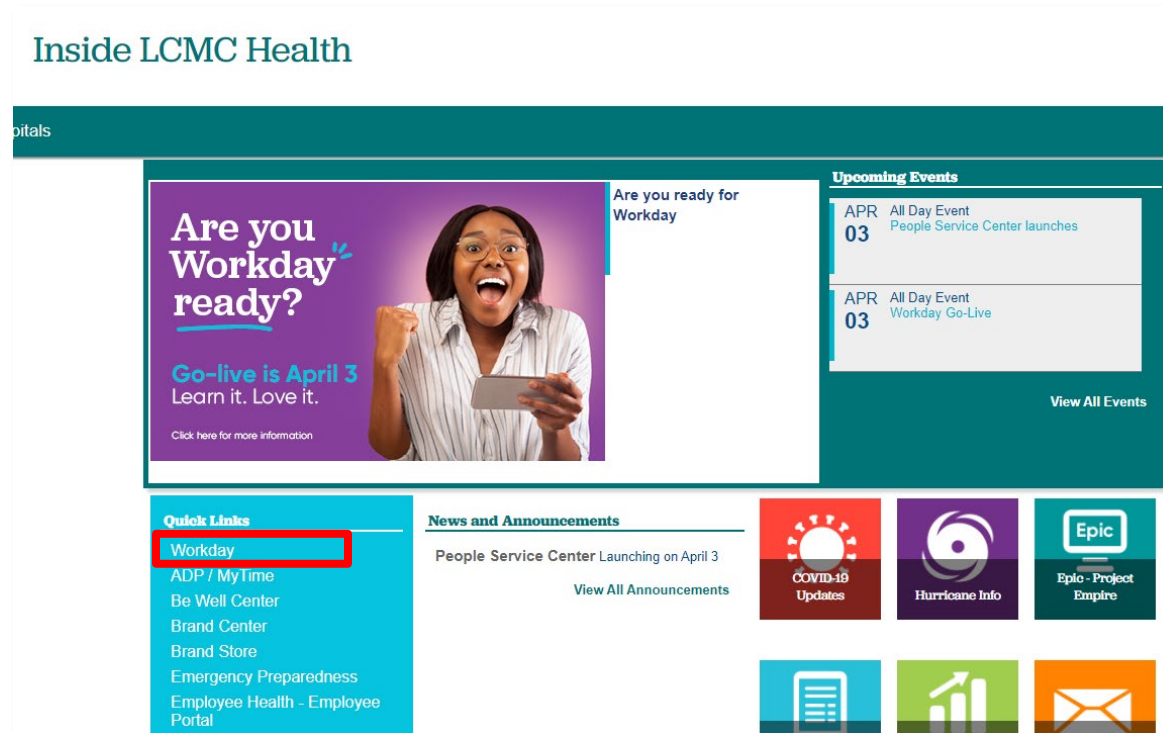


# Workday Login Guide

This job aid will show you how to log into your Workday profile on a desktop web browser. It also explains how to use our Multifactor Authentication (MFA) services to verify your account before accessing Workday.

## LOG-IN STEPS FOR WORKDAY

1. Navigate to the LCMC Health's Workday homepage by clicking on the Workday Link in the Quick Links section of Inside LCMC Health home page (<https://lcmchealth.sharepoint.com/home.aspx>)

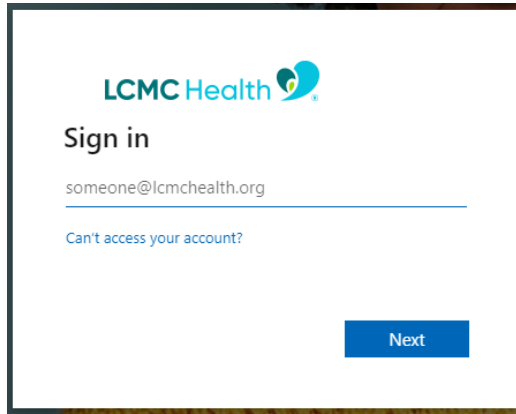


For everything Workday visit [LCMHealth.org/workday](https://lcmchealth.org/workday)

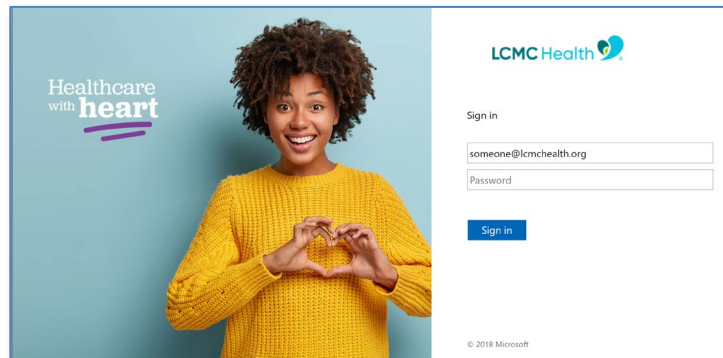


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2. Enter your Network ID in the box and click **Next**

A screenshot of the LCMC Health sign-in page. The page has a white background. At the top left is the LCMC Health logo, which consists of the text "LCMC Health" in blue and a stylized heart icon. Below the logo is the text "Sign in". Underneath that is a text input field containing the email address "someone@lcmchealth.org". Below the input field is a link that says "Can't access your account?". At the bottom right of the page is a blue button with the word "Next" in white text.

3. After clicking **Next**, another login box will appear. Verify your Network ID in the **Username** box and enter your Network Password in the **Password** box then click **Sign In**

A screenshot of the LCMC Health sign-in page, similar to the one above but with a banner on the left. The banner features a woman with curly hair wearing a yellow sweater, making a heart shape with her hands. To her left is the text "Healthcare with heart" with a stylized heart icon. The sign-in form on the right is identical to the previous one, but the button is labeled "Sign in" instead of "Next". At the bottom of the form, there is a small copyright notice: "© 2018 Microsoft".

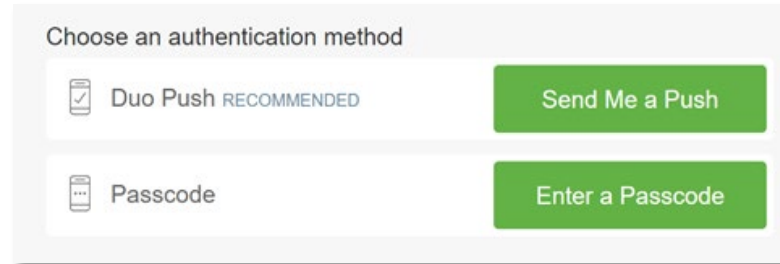
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# Workday Login Guide

4. After clicking **Next**, there are 3 scenarios that may occur (a, b, or c):

a. You see a screen with two Green Buttons that are connected to the Duo Mobile App



- i. **If you have already activated your Duo Mobile App** - you can use either button to authenticate yourself. To use Duo Push, click **Send Me a Push**, open your Duo Mobile App, and click the **Green Check** that pops up. To use Duo Passcode, click **Enter a Passcode**, open your Duo Mobile App, and enter the 6-digit passcode from the App. After completing this step, you will be taken to your Workday profile.
  - ii. **If you HAVE NOT activated your Duo Mobile App** - follow the steps in [this section](#). Then, complete step 4.a.i above.
  - iii. **If you need to REACTIVATE your Duo Mobile App** - follow the steps in [this section](#). Then, complete step 4.a.i above.
- b. **You are taken straight to Workday** (this means you have been assigned a Microsoft Authenticator license and are accessing Workday from an LCMC device behind the LCMC Health firewall - no further action is required)

# Workday Login Guide

- c. You see a screen asking how you would like to be contacted for authentication through your mobile phone number

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Authentication phone ▼

United States (+1) ▼ 504-555-5555

Method

☒ Send me a code by text message

☐ Call me

Next

- i. Ensure that the phone number listed is your current cell phone number (this is very important)
- ii. Choose whether you would prefer to authenticate via text or by phone call
- iii. Follow the instructions for your chosen option. After completing this step, you will be taken to your Workday profile.

For additional technical issues, please contact the Workday Go-Live Help Desk at 504.962.6101

# Workday Login Guide

## ACTIVATING DUO MOBILE FOR MULTI-FACTOR AUTHENTICATION (MFA)

If you have not previously set up Duo Mobile, follow these instructions:

1. From your mobile phone, download Duo Mobile from the App Store, Marketplace, etc.



2. From a PC, open a web browser and navigate to this [link](#)
3. Enter your LCMC Health Network ID and Password and click **Log On**

4. Click **Start Up**
5. Select **Mobile phone** and click **Continue**
6. Enter your mobile phone number, check the box to verify the phone number, and click **Continue**

# Workday Login Guide

7. Select the type of phone you are using and click **Continue**
8. Click **I Have Duo Mobile Installed**
9. Open the Duo Mobile App on your phone and click the **+** to add a new account



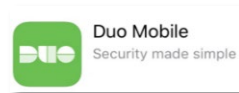
10. Hold your phone camera up to the PC to scan the on-screen bar code. Once scanned, you will see a check across the on-screen bar code. You will also see the LCMC Health Protected Profile on your mobile phone.

For additional technical issues, please contact the Workday Go-Live Help Desk at 504.962.6101

## REACTIVATING DUO MOBILE FOR MULTI-FACTOR AUTHENTICATION (MFA)

If you have already enrolled in Duo but your account has been deactivated or you purchased a new device which requires association with your LCMC Health Duo account:

1. From your mobile phone, download Duo Mobile from the App Store, Marketplace, etc.



2. From a PC, open a web browser and navigate to this [link](#)
3. Enter your LCMC Health Network ID and Password and click **Log On**

A screenshot of the 'DUO Device Management Portal' login page. It has a teal header with the LCMC Health logo on the left. Below the header, there are two input fields: 'User name' and 'Password'. A green 'Log On' button is at the bottom right.

For everything Workday visit [LCMHealth.org/workday](https://LCMHealth.org/workday)



# Workday Login Guide

4. Click **My Settings & Devices** on the left
5. Click **Enter a Passcode**
6. Click **Text Me New Codes**
7. You will receive a text message with 10 passcodes
8. Return to the PC, enter the first code, and click **Log In**
9. The My Settings & Devices screen will appear with your device and phone number listed
10. Click **Device Options**
11. Click **Reactivate Duo Mobile**
12. To verify ownership of the mobile device, select **Text Me**, enter the 6-digit code you receive, click **Verify**, then click **Continue**
13. As you walk through the menu, click your **Phone Type** which identifies which device has DUO installed
14. From inside the Duo Mobile App, tap the + button and scan the barcode with your phone



15. Click **Continue**
16. You can either click **Back to Login** or change your preferred authentication method

For additional technical issues, please contact the Workday Go-Live Help Desk at 504.962.6101