

ArchHR Log-In Procedure for Employees including MFA (Multi-factor authentication) procedures

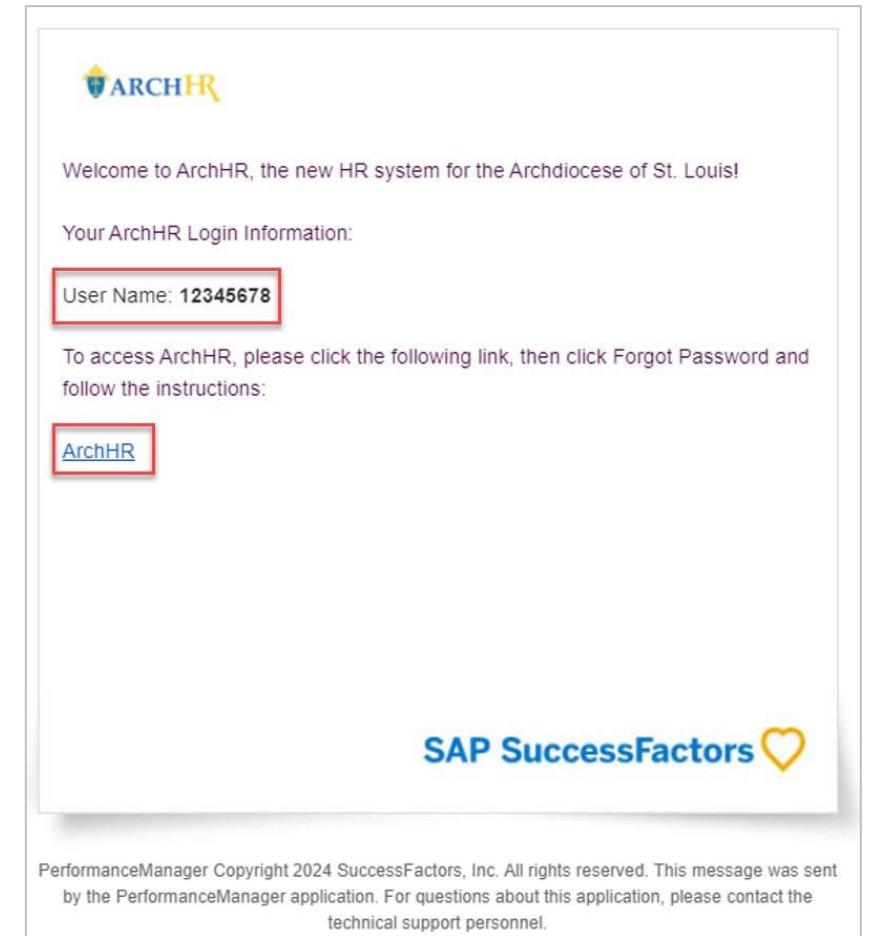
March 2026

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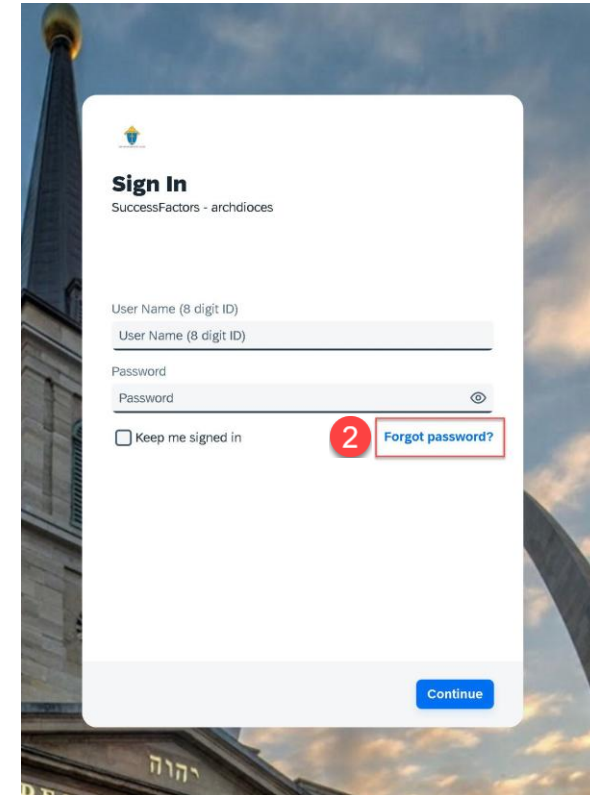
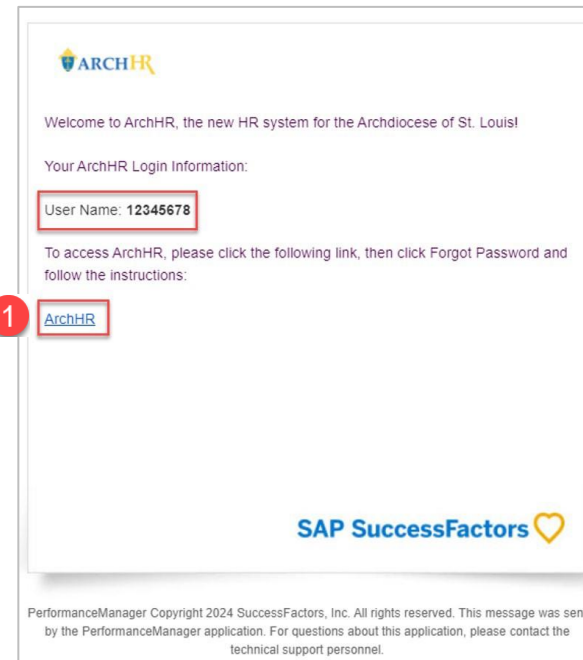
Receive Welcome Email

- All active employees in ArchHR will receive a welcome email on your hire date from “system@successfactors.com” with the email subject “Welcome to ArchHR!”
 - Note: In order to view all graphics on the email, either download the graphics/blocked content or add ArchHR@archstl.org to the safe senders list.
- The email provides the employee their **8-digit User Name** and Link to ArchHR
- Bookmark the link to the [ArchHR](#) system.
- Employees should make note of their User Name (8-digit ID). It will be used to set their password and to log into ArchHR.



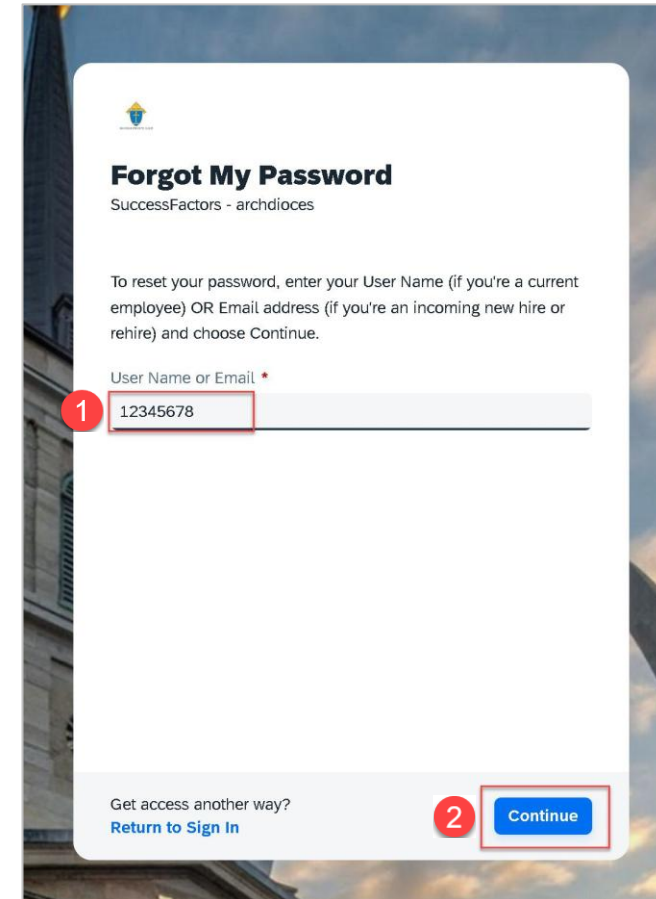
Open Sign In Screen

1. Click the ArchHR hyperlink in the welcome email to open ArchHR.
2. The “Sign In” window opens. Click **Forgot Password?**



Enter User Name

1. The “Forgot My Password” window opens. Enter the 8-digit **User Name** from the welcome email.
2. Click **Continue**.

A screenshot of a web application window titled "Forgot My Password" for "SuccessFactors - archdioces". The window contains instructions: "To reset your password, enter your User Name (if you're a current employee) OR Email address (if you're an incoming new hire or rehire) and choose Continue." Below this is a text input field labeled "User Name or Email" with a red asterisk, containing the number "12345678". A red circle with the number "1" is next to the input field. At the bottom right, there is a blue "Continue" button with a red circle and the number "2" next to it. Below the button is a link "Return to Sign In" and the text "Get access another way?".

Forgot My Password
SuccessFactors - archdioces

To reset your password, enter your User Name (if you're a current employee) OR Email address (if you're an incoming new hire or rehire) and choose Continue.

User Name or Email *

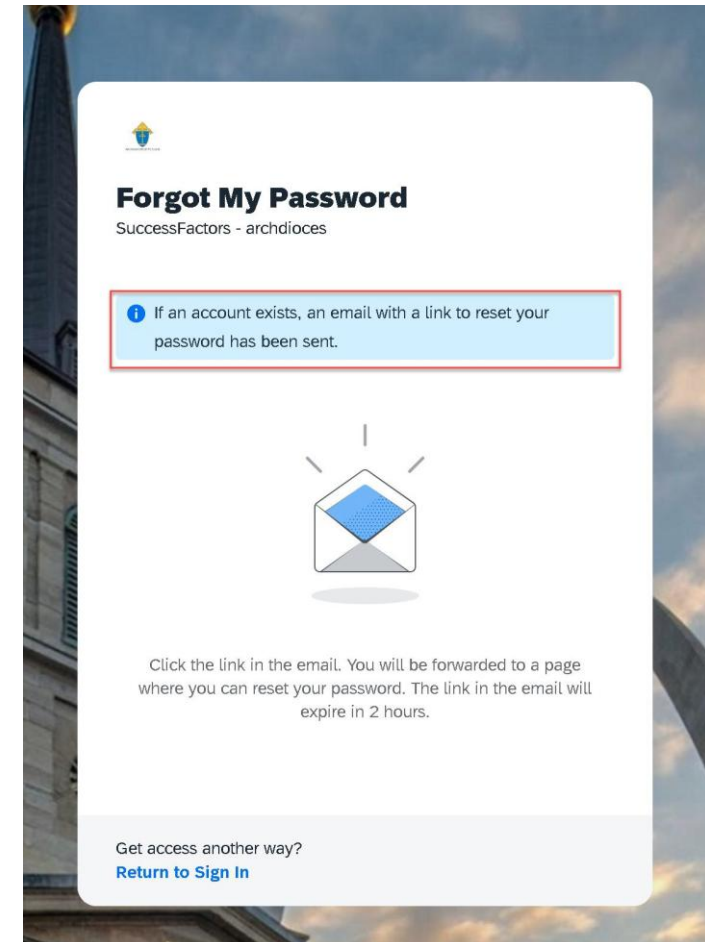
1 12345678

Get access another way?
[Return to Sign In](#)

2 [Continue](#)

Receive Notification

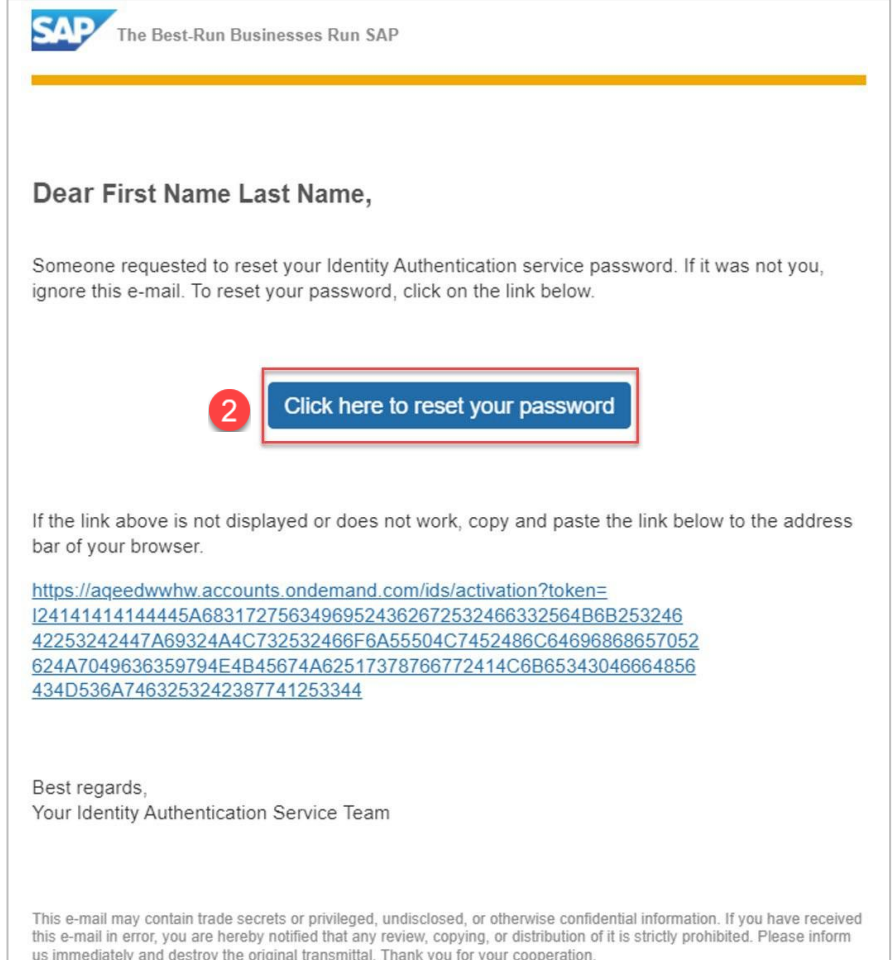
- An email is sent with a link to set the password.



Open Email

1. Open the email titled “How to reset your password” with the link to reset your password.
2. Click **Click here to reset your password**.

1

A screenshot of an email from SAP. The header includes the SAP logo and the tagline "The Best-Run Businesses Run SAP". The email body starts with "Dear First Name Last Name," followed by a message about a password reset request. A blue button with the text "Click here to reset your password" is highlighted with a red box and a red circle containing the number 2. Below the button, there is a long URL for password reset. The email ends with "Best regards, Your Identity Authentication Service Team" and a disclaimer at the bottom.

SAP The Best-Run Businesses Run SAP

Dear First Name Last Name,

Someone requested to reset your Identity Authentication service password. If it was not you, ignore this e-mail. To reset your password, click on the link below.

2 [Click here to reset your password](#)

If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser.

<https://aqeedwwhw.accounts.ondemand.com/ids/activation?token=124141414144445A68317275634969524362672532466332564B6B25324642253242447A69324A4C732532466F6A55504C7452486C64696868657052624A7049636359794E4B45674A62517378766772414C6B65343046664856434D536A7463253242387741253344>

Best regards,
Your Identity Authentication Service Team

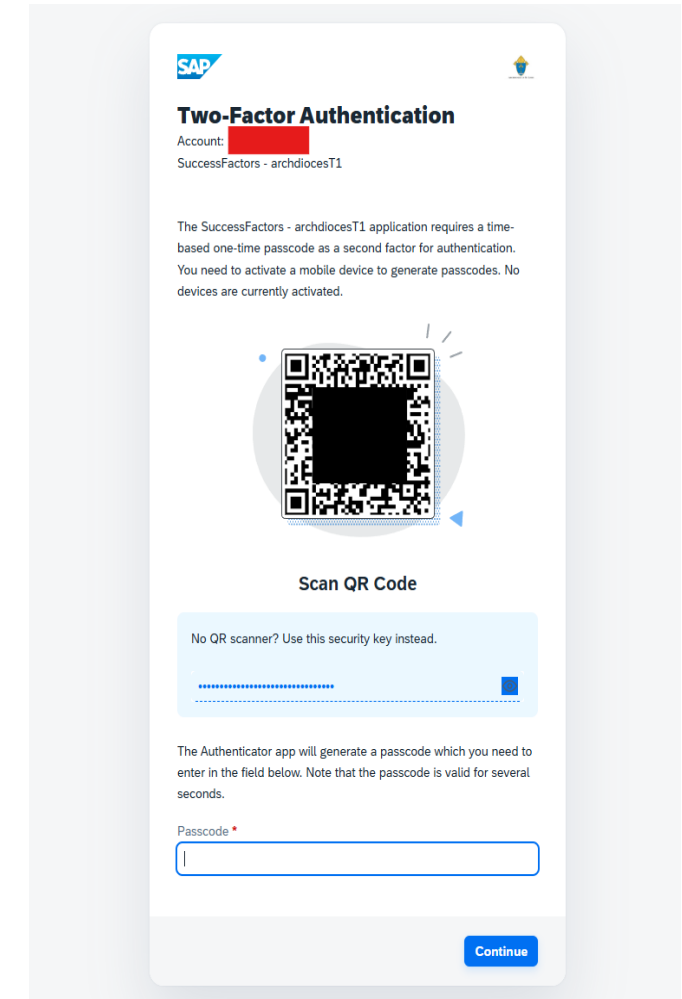
This e-mail may contain trade secrets or privileged, undisclosed, or otherwise confidential information. If you have received this e-mail in error, you are hereby notified that any review, copying, or distribution of it is strictly prohibited. Please inform us immediately and destroy the original transmittal. Thank you for your cooperation.

First time setting up MFA (Multifactor Authentication)

Log into ONE of the following authenticators -

- 1) Google Authenticator App
- 2) Duo Authenticator App
- 3) Microsoft Authenticator App

- Scan QR Code
- Enter the Passcode from the Authenticator App

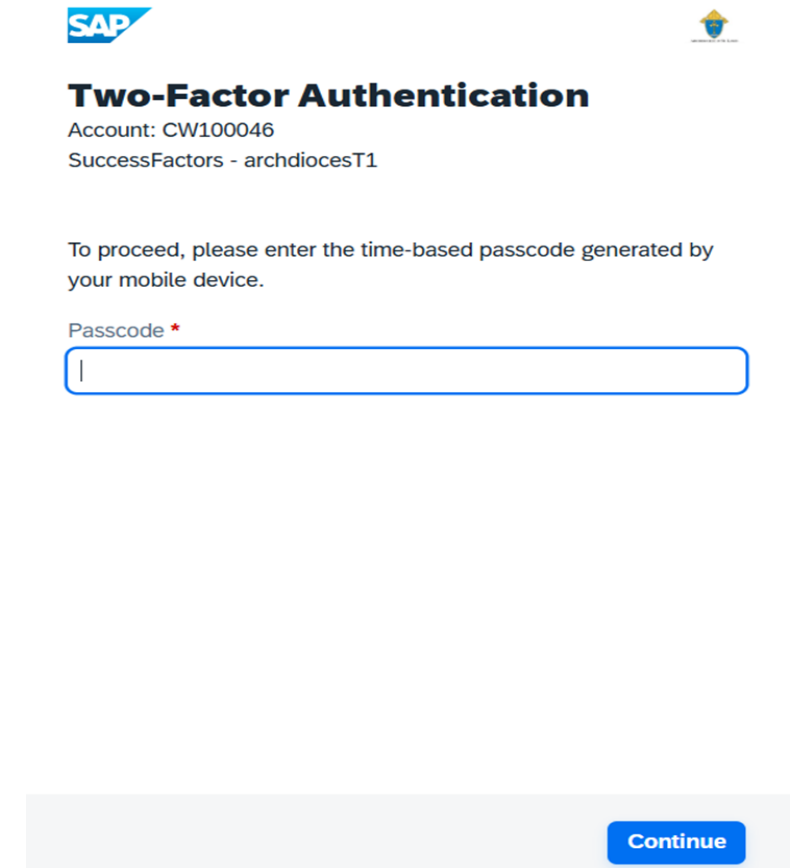
A screenshot of the SAP Two-Factor Authentication interface. At the top left is the SAP logo, and at the top right is a small icon of a person. The main heading is "Two-Factor Authentication". Below it, the account name is partially redacted with a black box, and the success factors are listed as "SuccessFactors - archdiocesT1". A paragraph explains that the application requires a time-based one-time passcode as a second factor and that no devices are currently activated. A large QR code is displayed in the center, with a blue arrow pointing to it. Below the QR code is the text "Scan QR Code". A light blue box contains the text "No QR scanner? Use this security key instead." followed by a dotted line and a small blue square icon. Below this, another paragraph explains that the authenticator app will generate a passcode. At the bottom, there is a "Passcode" input field with a red asterisk and a "Continue" button.

MFA (Multifactor Authentication) after first-time

Log into the authenticator that you used on your original MFA setup -

- 1) Google Authenticator App
- 2) Duo Authenticator App
- 3) Microsoft Authenticator App

Enter the passcode that the authenticator app provided.

A screenshot of the SAP Two-Factor Authentication interface. It features the SAP logo in the top left and a small institutional logo in the top right. The main heading is "Two-Factor Authentication" in bold. Below it, the account information "Account: CW100046" and "SuccessFactors - archdiocesT1" is displayed. A message states: "To proceed, please enter the time-based passcode generated by your mobile device." Below this is a text input field labeled "Passcode *" with a red asterisk. At the bottom right, there is a blue "Continue" button on a light gray background.

SAP

Two-Factor Authentication

Account: CW100046
SuccessFactors - archdiocesT1

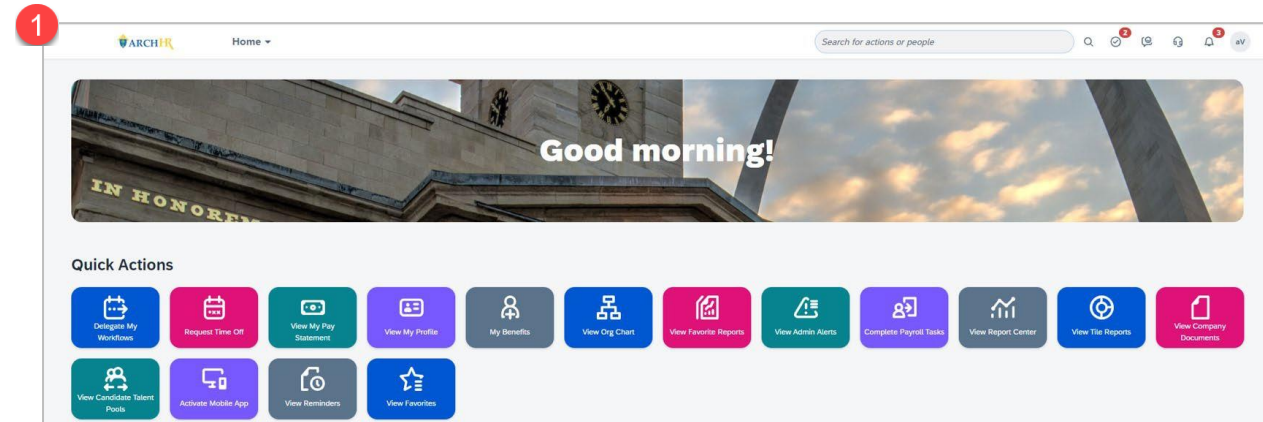
To proceed, please enter the time-based passcode generated by your mobile device.

Passcode *

ArchHR Opens

ArchHR Opens!

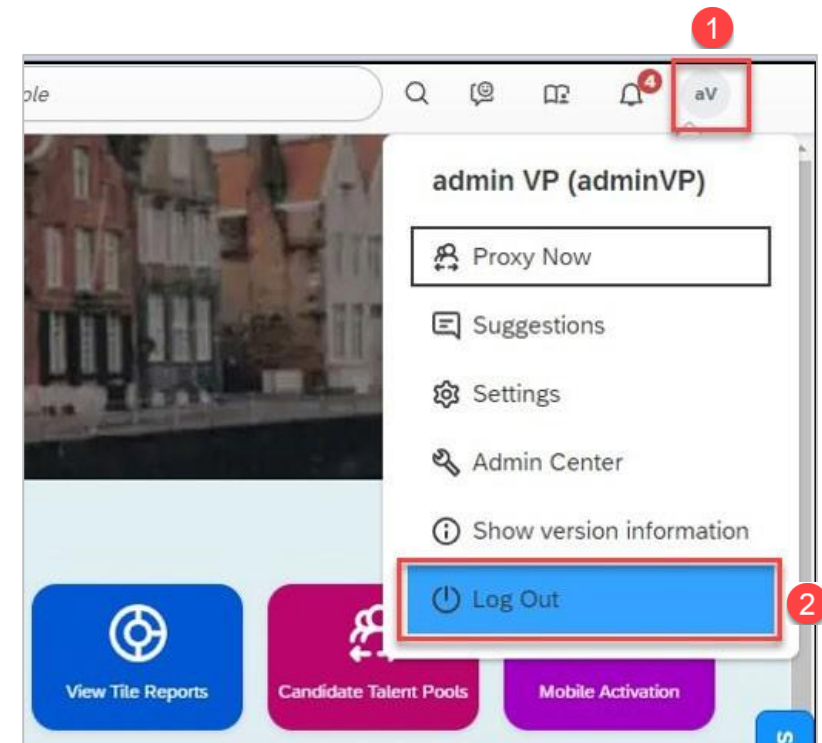
- For ease of accessing ArchHR going forward, employees should bookmark the ArchHR home page in their browser: [ArchHR](https://archhr.archstl.org).



Log-out of ArchHR

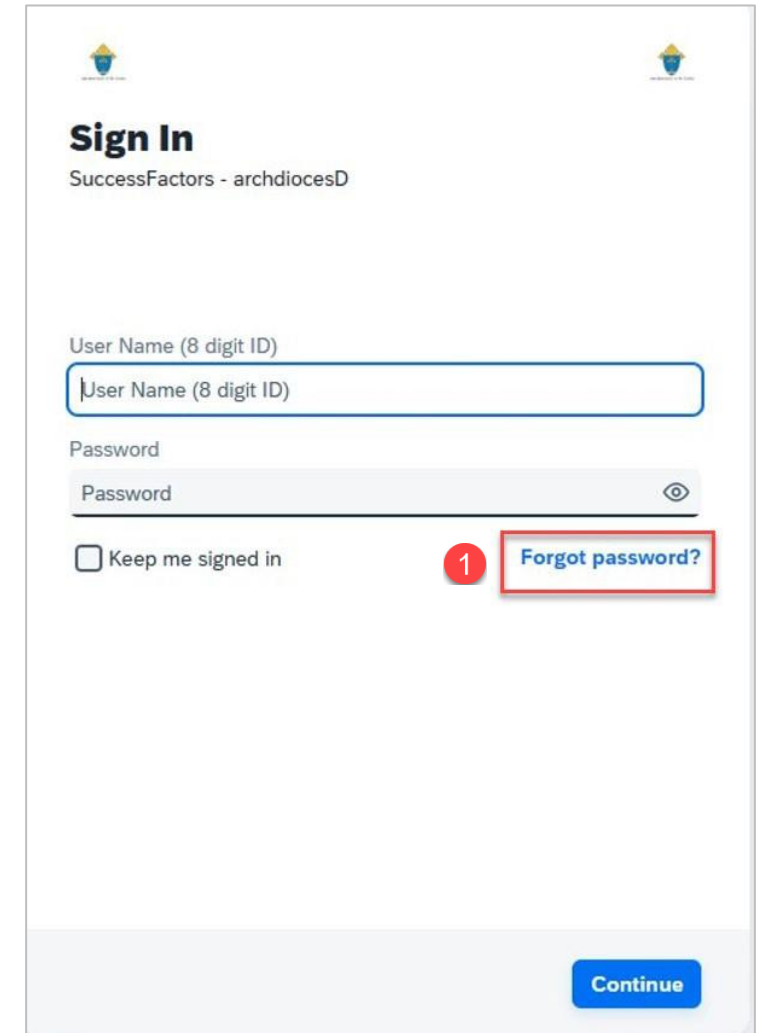
1. To log out manually, click the circle at the top, either your picture or initials.
2. Click **Log Out**.

Note: After a certain period of inactivity, users are automatically logged out and must log in again to access ArchHR.



Resetting a Password

To reset a password for any reason, click **Forgot password?** on the ArchHR log in portal, and follow the steps to reset the password.

A screenshot of the ArchHR Sign In page. The page has a white background with a blue header. At the top left and right are small icons of the Archdiocese of St. Louis. The main heading is "Sign In" in bold black text, with "SuccessFactors - archdiocesD" below it. There are two input fields: "User Name (8 digit ID)" and "Password". Below the password field is a checkbox labeled "Keep me signed in" and a red circle with the number "1" next to a link labeled "Forgot password?". At the bottom right is a blue "Continue" button.

Sign In
SuccessFactors - archdiocesD

User Name (8 digit ID)
User Name (8 digit ID)

Password
Password

Keep me signed in 1 [Forgot password?](#)

Continue

Questions or Issues

If you have any issues with Logging into ArchHR or Password Issues, please send an email to ASKHR@ArchSTL.org

If you have any issues with Google Authenticator, Duo Authenticator or Microsoft Authenticator, please contact Archdiocese of St. Louis IT Help Desk - 314-792-7592 or e-mail Helpdesk Request - helpdeskrequest@archstl.org