

# ArchHR Log-In Procedure for Employees including MFA (Multifactor authentication) steps

May 2026

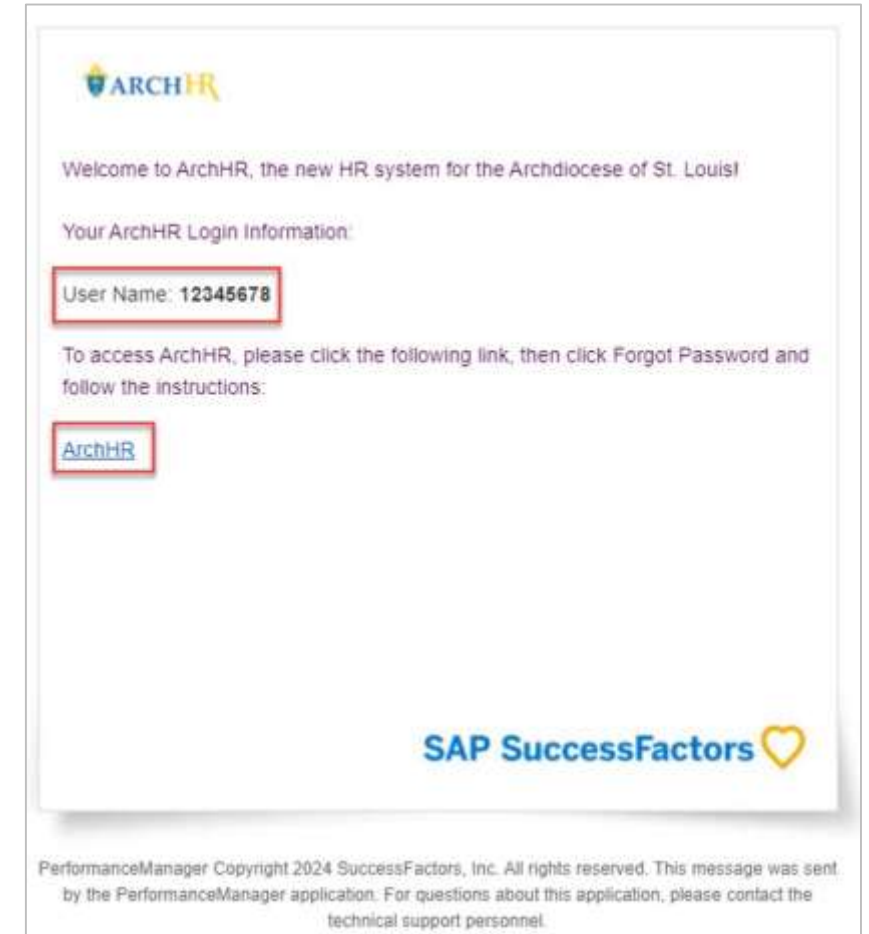
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Note: Company ID: archdioces (without the last “e”)

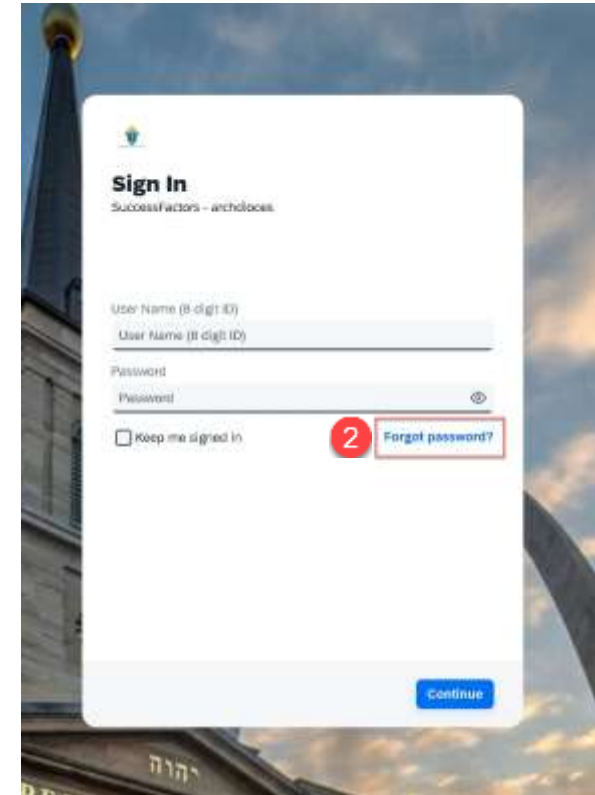
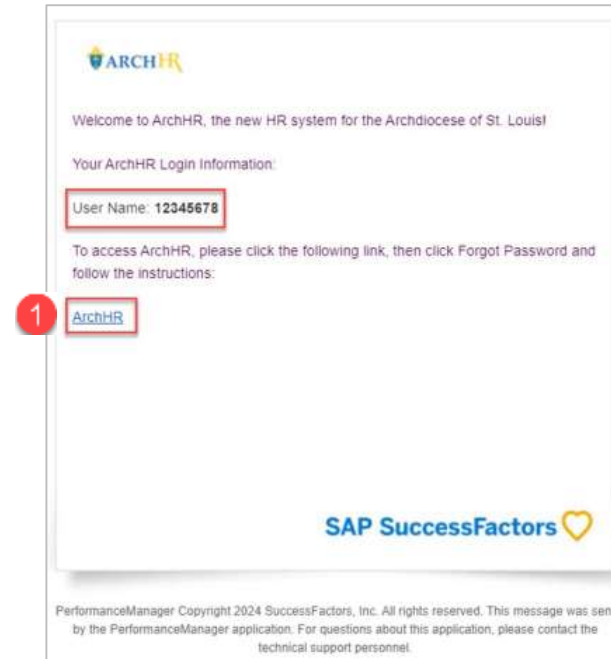
# Receive Welcome Email

- All active employees in ArchHR will receive a welcome email on your hire date from “[system@successfactors.com](mailto:system@successfactors.com)” with the email subject “Welcome to ArchHR!”
  - Note: To view all graphics on the email, either download the graphics/blocked content or add [ArchHR@archstl.org](mailto: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.



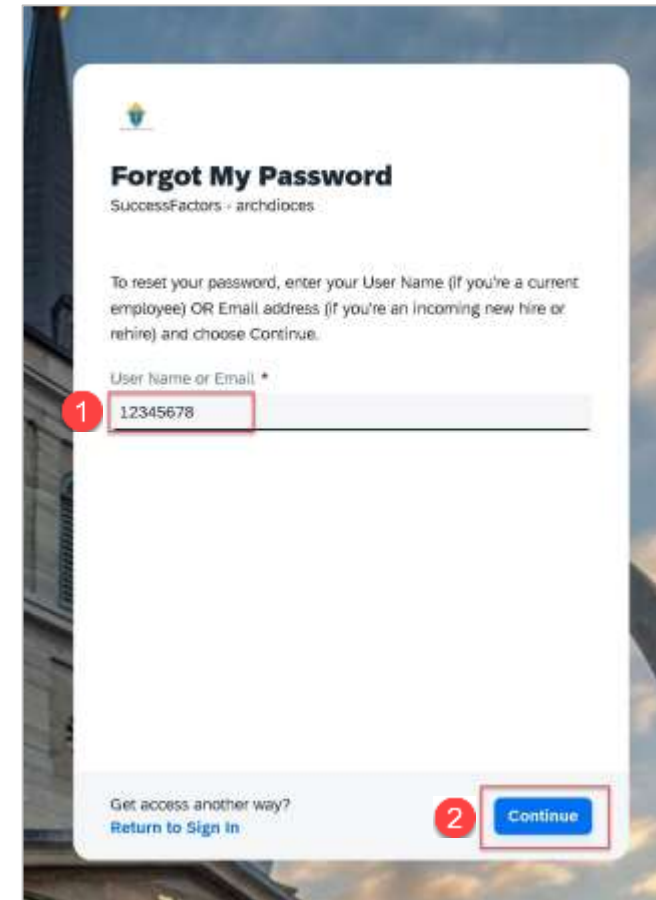
# Open Sign In Screen

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



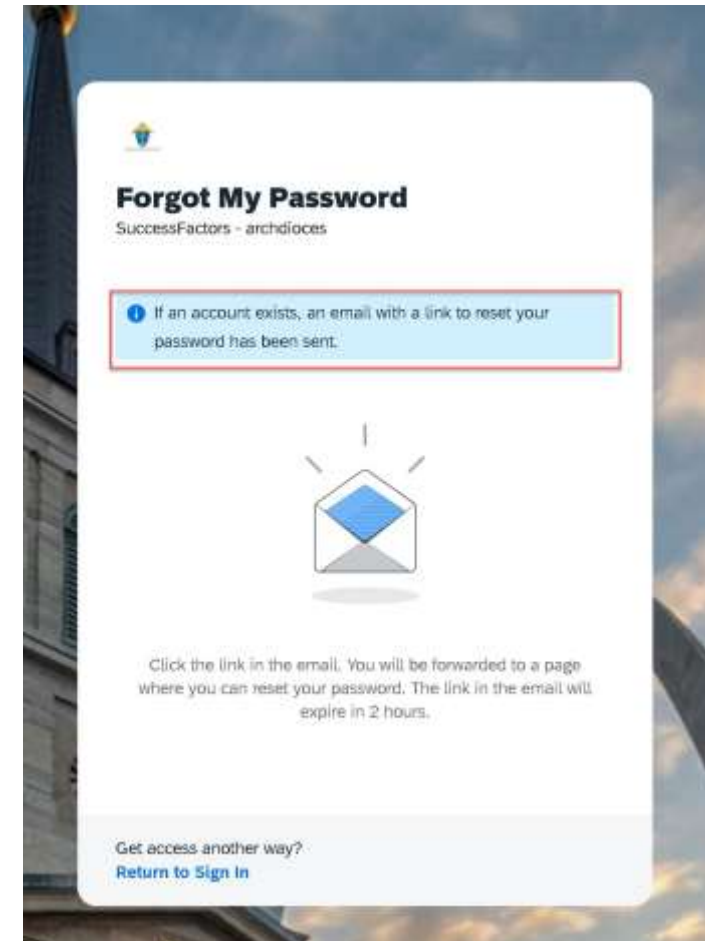
# Enter User Name

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 form titled "Forgot My Password" for SuccessFactors - archdioces. The form includes a sub-header "SuccessFactors - archdioces", a paragraph of 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.", and a text input field labeled "User Name or Email \*" containing the number "12345678". A red circle with the number "1" is next to the input field. At the bottom, there is a link "Get access another way? Return to Sign In" and a blue "Continue" button with a red circle and the number "2" next to it.

# Receive Notification

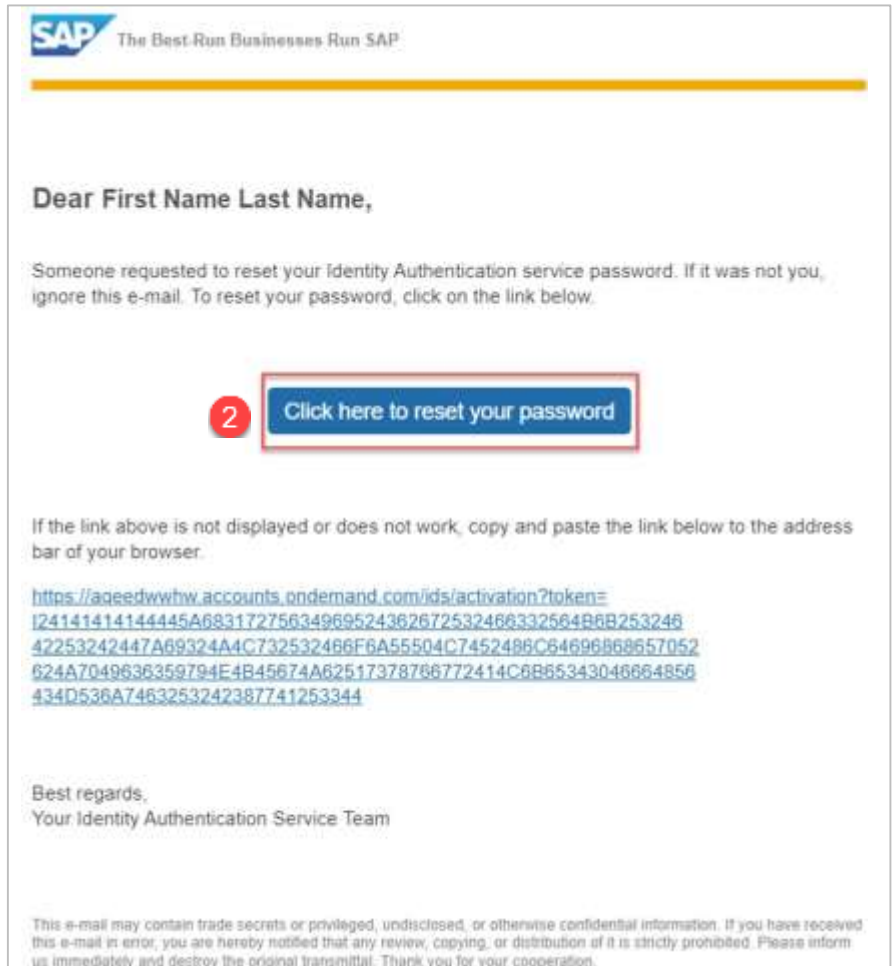
- An email is sent with a link to set the password.



# 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**.

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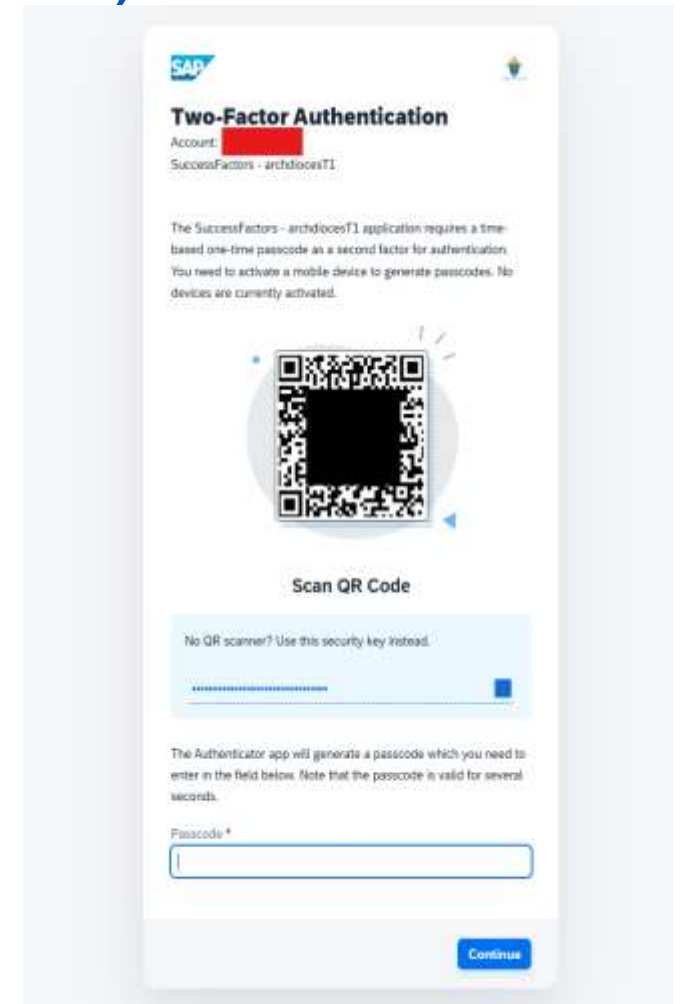
A screenshot of an email from SAP. The email header includes the SAP logo and the text "The Best-Run Businesses Run SAP". The main body of the email starts with "Dear First Name Last Name," followed by a message: "Someone requested to reset your Identity Authentication service password. If it was not you, ignore this e-mail. To reset your password, click on the link below." Below this text is a blue button with a white border that says "Click here to reset your password". A red circle with the number "2" is placed over the button. Below the button, there is a paragraph: "If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser." followed by a long URL. The email ends with "Best regards, Your Identity Authentication Service Team" and a disclaimer at the bottom: "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



**Note: Do not Delete QR code**

# 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. At the top left is the SAP logo, and at the top right is a small blue shield icon. The main heading is "Two-Factor Authentication" in bold. Below it, the account information is displayed: "Account: CW100046" and "SuccessFactors - archdiocesT1". A message reads: "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. The input field is empty. At the bottom right, there is a blue "Continue" button.

# ArchHR Opens

## ArchHR Opens!

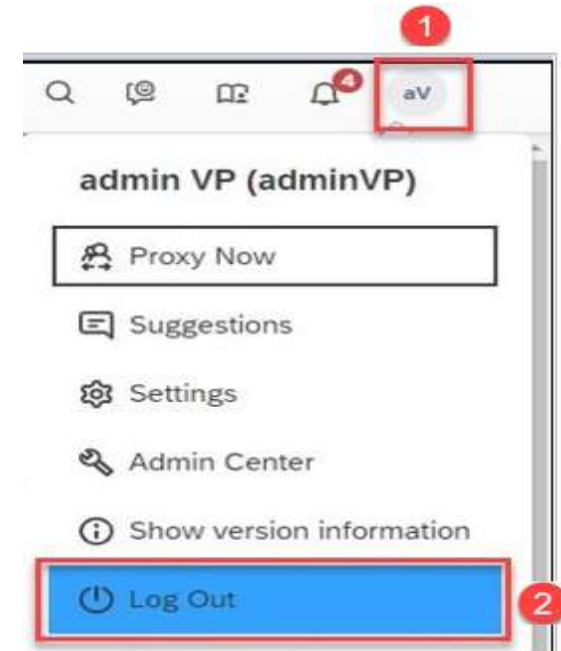
- For ease of accessing ArchHR going forward, employees should bookmark the ArchHR home page in their browser: [ArchHR](#).



# Log-out of ArchHR

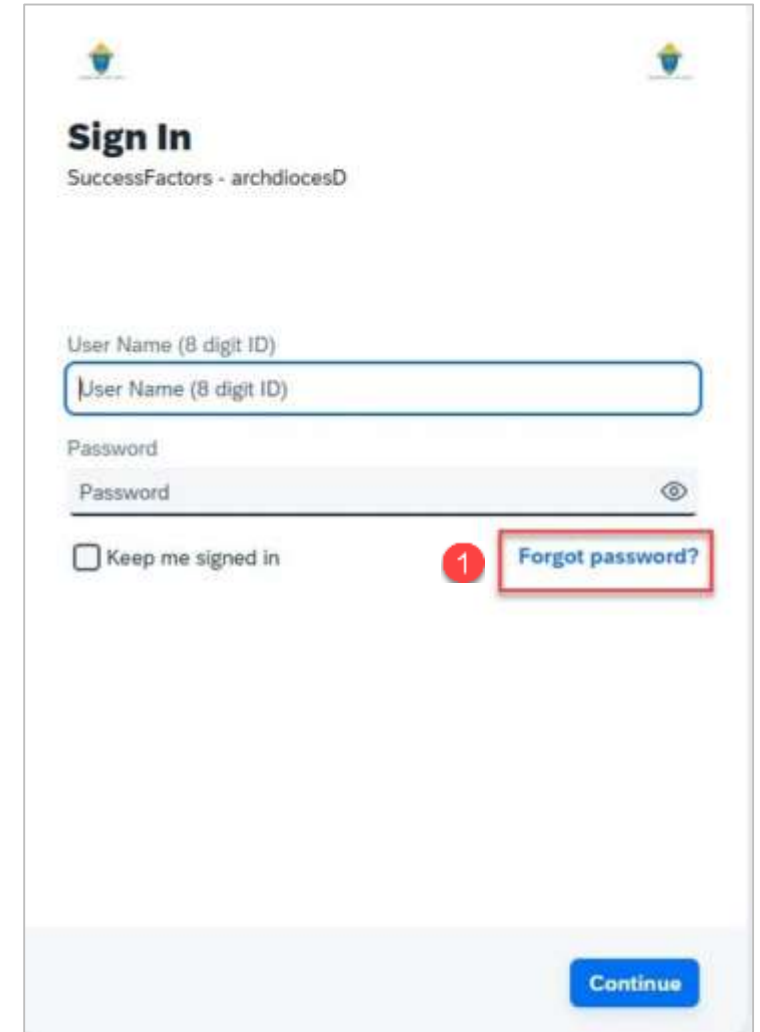
1. To log out manually, click the circle at the top, either your picture or initials.
2. Click **Log Out**.

**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 portal. The page has a white background with a blue header area. At the top left and right are small icons of the ArchHR logo. 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". The "User Name" field contains the text "User Name (8 digit ID)". Below the "Password" field is a checkbox labeled "Keep me signed in" and a red circle with the number "1" next to it. To the right of the "Keep me signed in" checkbox is a red-bordered button labeled "Forgot password?". At the bottom right of the form is a blue "Continue" button.

# Questions or Issues

If you have any issues with Logging into ArchHR or Password Issues, please send an email to [ASKHR@ArchSTL.org](mailto: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](mailto:helpdeskrequest@archstl.org)