Helping frontline employees with My Downer Apps

Tips for People Managers

Firstly, confirm they have referred to Support for My Downer Apps.

1 Do you know your person number?

Log into HRCore and locate the employee's person number

HRCore > My Team > My Team > Employee link > Employment Info Assignment page > Person Number field

2 Can you remember your password?

Ask worker to follow the *Forget Password?* link on the login screen

3 Is Okta Verify still installed on your mobile device?

Ask!

- Is your phone software up to date?
- Is it an 'old' phone?

Raise an Our Downer Portal service request with problem description

- *Request to switch worker to email OTP (one time password)*
- *Include worker's person number*

4 Can you get to HRCore or Downer Learning from My Downer Apps?

Ask!

- Is HRCore or Downer Learning not accessible?
- Is HRCore or Downer Learning not working?

Raise an Our Downer Portal service request with problem description

- *Include worker's person number*