

DUO FAQs FOR REMOTE ACCESS TO MYBJCNET

To better protect the personal data when logging in to myBJCnet from a remote location, BJC employees need a security application called DUO and the use of their smart phone or tablet (or other device—see Q6 below). Following are answers to frequently asked questions.

Q1. What web address do I put in my browser to remotely access myBJCnet?

Enter <https://myBJCnet.carenet.org>, a link that will take you to myBJCnet when you are inside the BJC network, as well as outside the network (e.g., home and remote locations).

Q2. If I'm not accessing myBJCnet from home or a remote location, I don't need DUO. Right?

Correct. You only need DUO if you are trying to access myBJCnet from a remote location.

Q3. What do I need to do to gain remote access to myBJCnet?

Remotely accessing myBJCnet is a two-step process:

Step 1: go to <https://myBJCnet.carenet.org> and log in using your BJC network user ID and password.

Step 2 requires an activated DUO security app and the use of your smartphone or tablet. Upon completing the first step, DUO will automatically send a message to your phone or tablet, asking you to approve the log-in. Once you hit the green “approve” button, you will gain remote access to myBJCnet.

Q4. How do I get DUO?

The DUO mobile app can be downloaded at no cost from the iPhone App Store, Google Play or Microsoft Store. To find, search for “DUO Mobile App.”

Q5. After I download it, how do I enroll and activate DUO?

After you download the DUO app, go to the DUO self-service portal at <https://duoselfservice.carenet.org> and follow the instructions to enroll. Please note that access to the DUO self-service portal is only available from inside BJC network, so you will need to log in using your BJC network ID and password.

Q6. I don't have a smart phone or tablet or an email account? Are there other ways to get DUO notifications?

Yes. There are options available on a case-by-case basis, such as a land line, non-smart cell phone or a hard token (such as RSA). If you choose a land line, however, you will be tied to that line. If you choose your home line, for example, and are not home when you are logging in, you

will not be able to receive the notification. If you don't have an email account, you would be required to set one up in order to enroll for DUO. Call the BJC Customer Support Center for assistance: 314-362-4700.

Q7. Will I now be able to see my pay stub from home?

Yes. You can view and print your pay stub and W-2, search for career opportunities at BJC, check your current benefit elections, verify your personal details and a lot more.

Q8. Why are certain functions on the site not accessible, such as "Company News," HR policies and expense reports?

The myBJCnet business process team is working with BJC leaders to determine which additional features should be made available through remote access. A decision was made to not delay the availability of core features while working on the availability of newer functions.

Q9. Who do I contact if I have questions about the content or navigation on myBJCnet?

Call the BJC Employee Service Center at 855-362-2184.

Q10. Who do I contact if I have technical issues regarding DUO or need assistance logging in to myBJCnet?

Call the Customer Support Center at 314-362-4700.