



## North Wind/HMIS Quick Start Guide

**(Please read all instructions)**

### Table of Contents

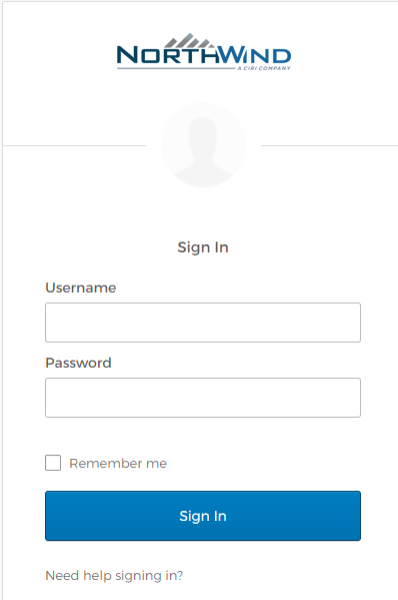
1	Setting up your North Wind Account.....	2
2	Setting Up Multifactor Authentication with Okta.....	3
3	NorthWind Applications.....	6
4	Accessing North Wind Applications from HLAN .....	7
5	Timecard .....	7
6	North Wind Email.....	8
7	BambooHR .....	8
8	Additional Resources .....	8
8.1	Help Desk .....	8
8.2	North Wind Onboarding Guide .....	8

## 1 Setting up your North Wind Account

The North Wind HR team will send an email to the personal e-mail account used through-out transition to all employees providing your North Wind email address, user ID, and temporary password.

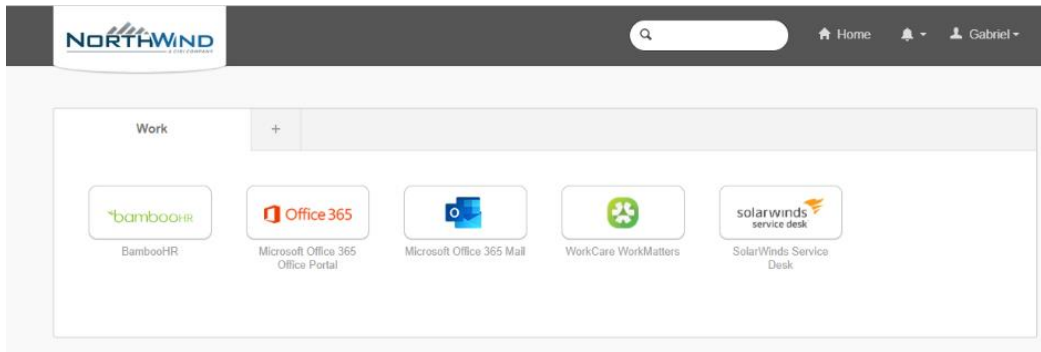
Open a Browser and go to: <https://northwindgrp.okta.com> - you should see the sign-in screen as shown below.

*(Note: from a HLAN desktop or VDI session you will see two sign-in screens. Don't enter anything on those screens, wait for the North Wind SSO sign-in to pop-up as shown below- it takes a few seconds) This will be the expected behavior when accessing individual North Wind applications from a HLAN device. Please consider using Chrome or Edge as these Browsers are the tested Browser platforms.*



The image shows a sign-in page for North Wind. At the top center is the North Wind logo, which includes the text "NORTHWIND" and "A CIBI COMPANY" below it. Below the logo is a circular placeholder for a user profile picture. Underneath the placeholder is the text "Sign In". Below this are two input fields: "Username" and "Password". Below the "Password" field is a checkbox labeled "Remember me". At the bottom of the form is a blue button with the text "Sign In". Below the button is a link that says "Need help signing in?".

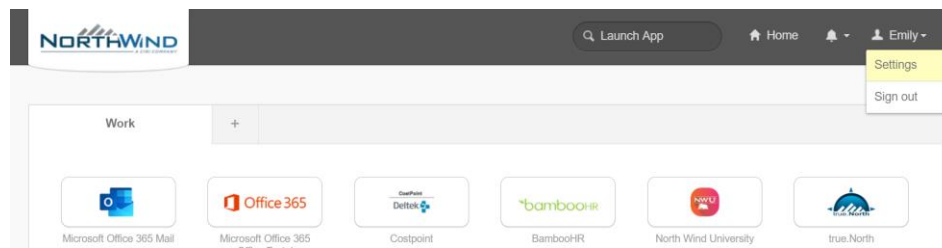
Enter your North Wind username and temporary password and click on **Sign In**. You will be prompted to change your password to your new North Wind network password. After changing your password and re-authenticating, you should be redirected to the following home page:



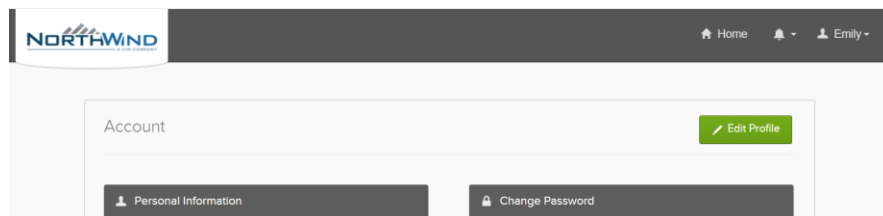
## 2 Setting Up Multifactor Authentication with Okta

**IMPORTANT:** In order to access North Wind applications such as O365 Email, Timekeeping, and other North Wind applications from a HLAN computer, your home computer or a mobile device, you will need to setup multifactor authentication (MFA). You will also want to download the **Okta Verify** app to your mobile device. It is supported on both Android and iPhones. Please download these applications from the appropriate App Store.

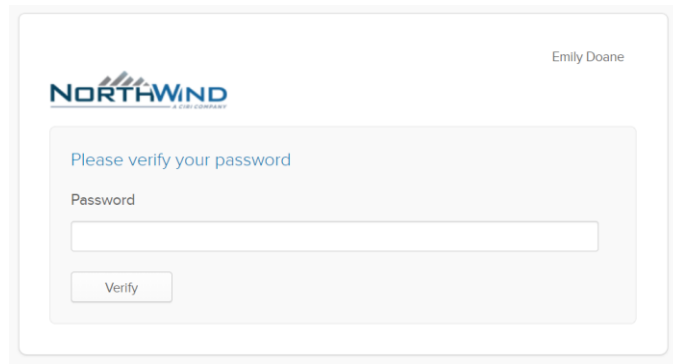
From the North Wind Okta portal <https://northwindgrp/okta.com>, click the down arrow next to your name at the top right corner of the screen and click **Settings**.



Click Edit Profile

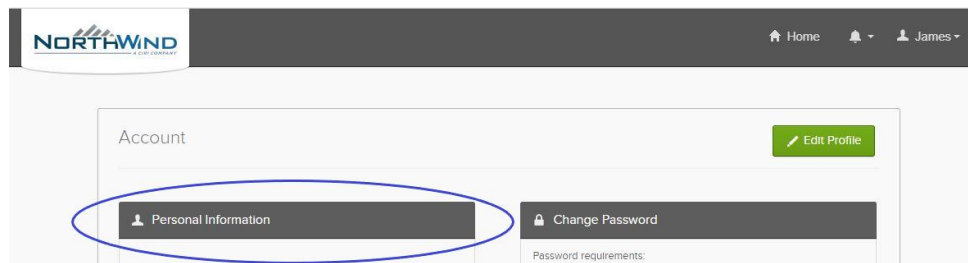


Verify your North Wind Password.



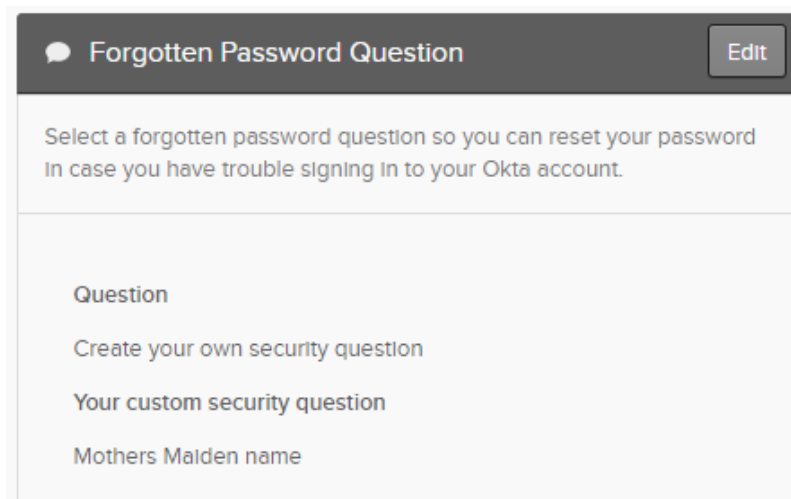
The screenshot shows a web interface for password verification. At the top right, the name "Emily Doane" is displayed. The North Wind logo is on the left. The main content area contains the text "Please verify your password" and a "Password" label above a text input field. Below the input field is a "Verify" button.

You should also verify your personal information is correct.



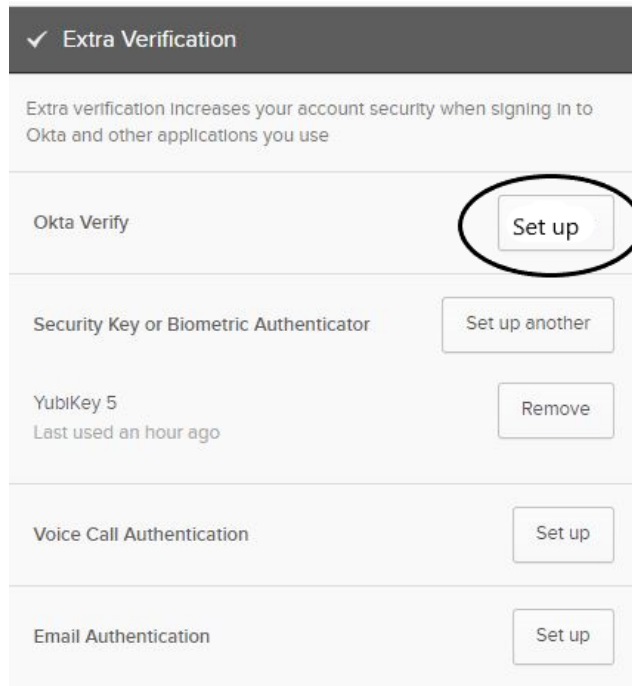
The screenshot shows the "Account" management page. The North Wind logo is in the top left, and navigation links for "Home", a notification bell, and "James" are in the top right. The "Account" section has an "Edit Profile" button. Below this are two menu items: "Personal Information" (highlighted with a blue oval) and "Change Password". The "Change Password" section includes a "Password requirements:" label.

You can set a forgotten password question.



The screenshot shows the "Forgotten Password Question" settings page. The title "Forgotten Password Question" is at the top left, and an "Edit" button is at the top right. The main text reads: "Select a forgotten password question so you can reset your password in case you have trouble signing in to your Okta account." Below this, there are three options under the heading "Question": "Create your own security question", "Your custom security question", and "Mothers Maiden name".

Scroll down to the **Extra Verification** section. Next to Okta Verify, Click **Set up**



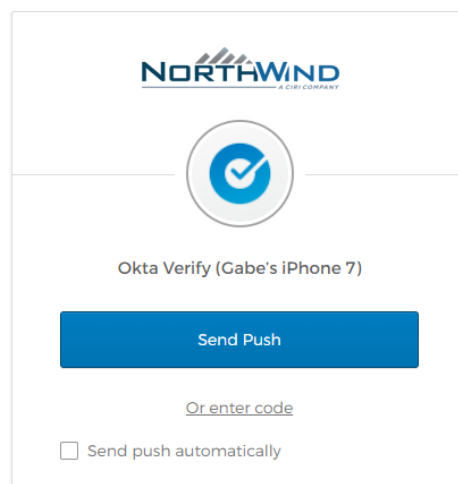
✓ Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use


Okta Verify	<b>Set up</b>
Security Key or Biometric Authenticator	Set up another
YubiKey 5 Last used an hour ago	Remove
Voice Call Authentication	Set up
Email Authentication	Set up

Select either option, Send Push or Enter Code. You should be prompted to scan the QR code displayed on your desktop with your mobile device. When you access the different North Wind applications you will need to authenticate with the option you selected.

- If you select Send Push, acknowledge access on your Android or iPhone device.
- If you select enter code, enter the code that is listed on the Okta Verify app.



**NORTHWIND**  
A CIGNA COMPANY



Okta Verify (Gabe's iPhone 7)

**Send Push**

[Or enter code](#)

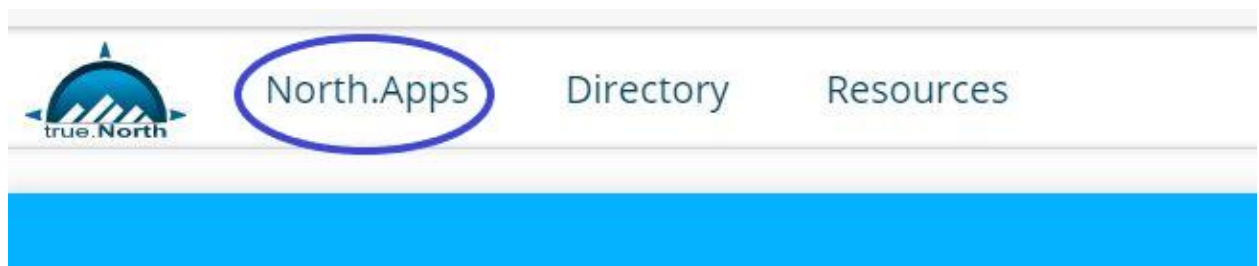
Send push automatically

### 3 NorthWind Applications

Nearly all North Wind applications are accessible through the true.North intranet site. Under North.Apps, you will see that all applications are listed under the various functions. Most of the applications that North Wind Hanford employees will be using are under the Employee Actions section. You can access the North Wind applications such as BambooHR, Email and Timecard from the true.North portal in Employee Actions. From your browser enter <https://true.northwindgrp.com/Home>. You will be prompted to enter your North Wind User ID and password.

(Remember: from a HLAN desktop or VDI session you will see two sign-in screens. Don't enter anything on those screens, wait for the North Wind sign-in to pop-up - it takes a few seconds)

Click on **North.Apps** in the upper left-hand corner of the portal.



You should see all the apps available to you. If you click on the Plus sign on the lower left side of the app icon, it will add it to your My Apps on your true.North homepage for easier access to the applications that you need on a regular basis. For example, Timecard should already be on your homepage. Shortly after Transition, a new icon will appear focused on the North Wind Hanford transition where we expect to continue to provide you regular updates.



## 4 Accessing North Wind Applications from HLAN

You can access all North Wind applications from the true.North portal at <https://true.northwindgrp.com>. From a HLAN device, users may find it easier to create shortcuts to each individual application in their preferred web browser. It is highly recommended that when logging in from a HLAN device, users should create a second profile in their web browser to make it easier to authenticate in the shared HLAN/North Wind environments.

Note: IE 11 is not supported in O365, recommended browsers are Microsoft Edge or Google Chrome.

Instructions for creating a second profile:

Microsoft Edge: [Sign in and create multiple profiles in Microsoft Edge - Office Support](#)

Google Chrome: [How to Create and Switch Profiles in Chrome - Support.com](#)

## 5 Timecard

You record your hours worked in the Costpoint timecard application. Charge codes will be provided through an icon located on the true.North intranet homepage.

To access time card enter the URL <https://timecard.northwindgrp.com> (PC or mobile) in your preferred web browser.

User: firstname.lastname

PW: (the password you created above)

SYSTEM: NORTHWINDGRP

Costpoint®

Which Interface would you like to use?

Classic Version  New Version

USERNAME   
JOHN.DOE

PASSWORD   
\*\*\*\*\*

SYSTEM  ?  
NORTHWINDGRP

Remember me

[Reset](#)

LOG IN

[+ SHOW ADDITIONAL CRITERIA](#)

## 6 North Wind Email

Northwind email is hosted in O365, and can be accessed from the true.North portal, or by entering the URL <https://outlook.office.com> in your web browser. On a HLAN device you most likely will be directed to HLAN's O365 environment so you will need to sign out on your browser and sign in using your North Wind credentials. Creating a second browser profile as mentioned in Step 4 above is recommended.

You will keep your HLAN email for conducting HLAN or DOE related business communications such as, communicating with HLAN customers or vendors. Your North Wind email will be used for all communication activities with North Wind such as, HR benefits, training, and North Wind Helpdesk.

## 7 BambooHR

You can access BambooHR from the true.North portal <https://true.northwindgrp.com> or from your web browser you can bookmark <https://northwindgrp.bamboohr.com>. You will be prompted to authenticate with Okta Verify and either the "Send Push or Enter Code" MFA method you setup in Step 2. Bamboo HR is where you can manage your benefits.

BambooHR is where any personal information, address, etc. would be updated.

## 8 Additional Resources

### 8.1 Help Desk

Submit a ticket through the Helpdesk Portal: <https://northwind.samanage.com> or email [help@northwindgrp.com](mailto:help@northwindgrp.com) to automatically create a ticket.

24/7 Phone support: 208-557-7800

Reminder: The HLAN Help Desk is not able to help resolve North Wind related access issues.

### 8.2 North Wind Onboarding Guide

<https://true.northwindgrp.com/home/OnBoarding>

Other applications on true.North may not be accessible due to security requirements. If you have a business need for access to other applications within the North Wind environment, please consult with your manager. To learn a little more about North Wind, archives to articles, office directories, functional department SharePoint sites, compliance and quality information are all located through true.North.