

# System Login Guide for Shamrock Employees

All Employees

**Purpose:** This job aid provides you with the steps to access Workday, Duo, and email from various devices. Based on your unique needs, use the table of contents links below to quickly jump to the applicable sections.

**About Workday:**

*Workday is a system that helps connect our workforce and streamlines many processes. Among other benefits, you can review and update your own personal information without submitting any paper forms. This includes making address changes, adjusting payroll, viewing paychecks, and updating tax information.*

**About Duo:**

*Duo is a two factor authentication tool. It's a convenient and secure way to protect enterprise applications by requiring employees to provide two forms of authentication.*

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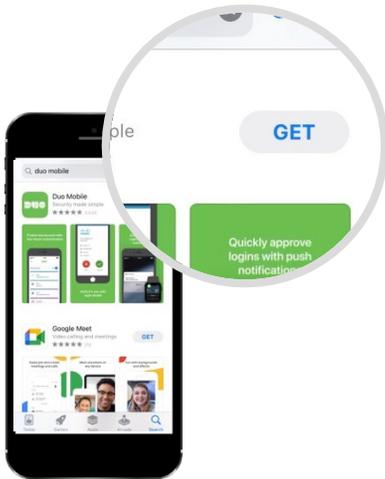
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## Device Setup

To get started, download the Duo Mobile app on your mobile device and create a Google Chrome profile on your desktop. Review the instructions for each below.

### Step 1

Download the **Duo Mobile** app on your mobile device. If you have a Shamrock company-issued device, it should already be installed.



### Step 2a

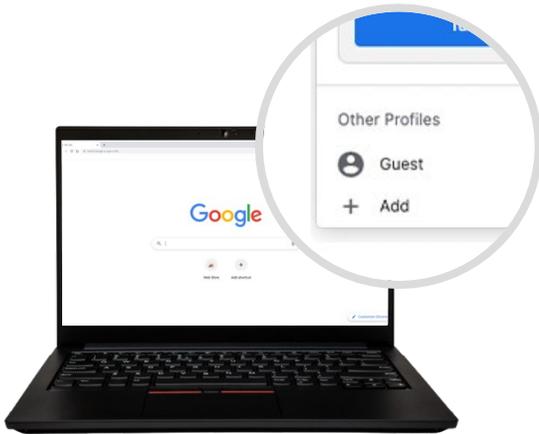
Create an additional **Google Chrome Profile** using your Republic Services credentials by following the steps below.

Open Google Chrome and select the **person icon** in the top right corner of your screen.



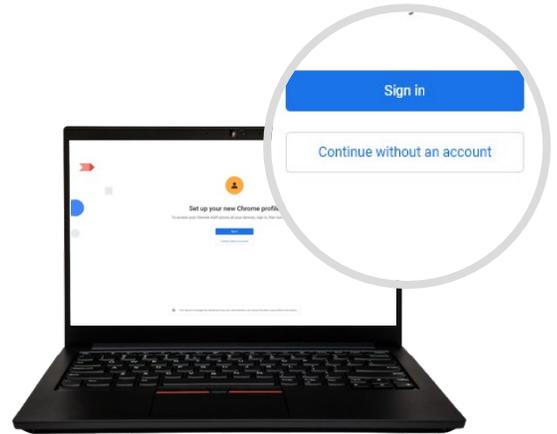
## Step 2b

Click **Add** under Other Profiles.



## Step 2c

Select **Continue Without an Account**.



## Step 2d

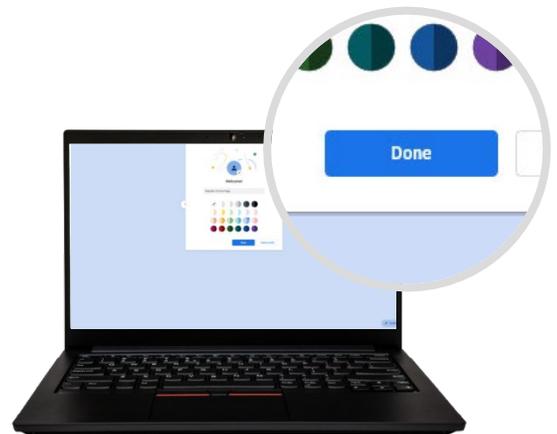
Customize your Chrome profile by entering a **name** and **theme color**.

Note: Select a theme color to help you distinguish between your Shamrock and Republic Services Chrome Profiles.



## Step 2e

Click **Done**.



## Step 2f

Pin your new Chrome Profile to your taskbar by right clicking the **Chrome icon** and selecting **Pin to Taskbar**.



## Log In to Workday Using Your Existing Shamrock PC

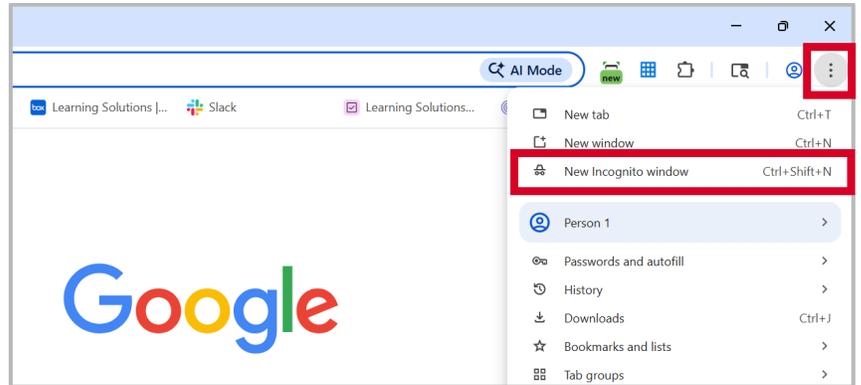
01

Launch your web browser.



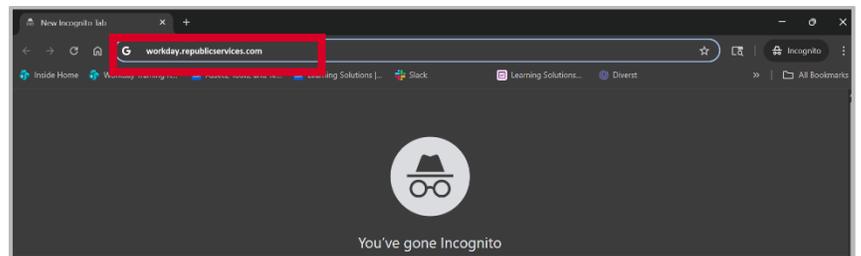
02

In Google Chrome, launch a new Incognito window or use the new profile you created in Google Chrome in the [Device Setup](#) section.



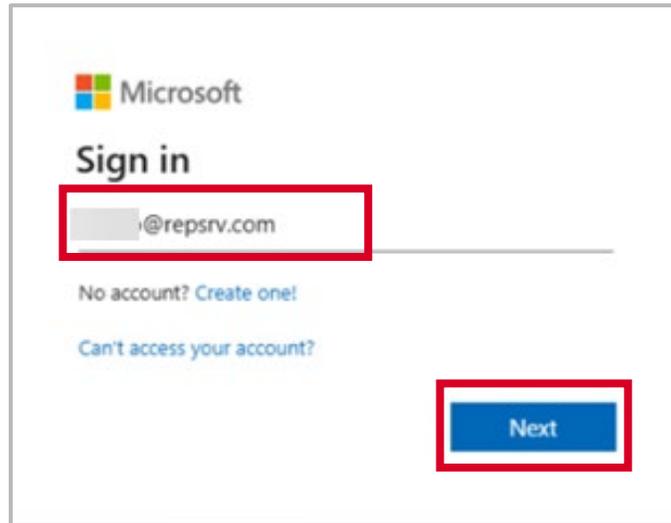
03

Enter the URL [workday.republicservices.com](http://workday.republicservices.com) and press **Enter**.



04

Enter your Republic Services temporary credentials. Click **Next**.



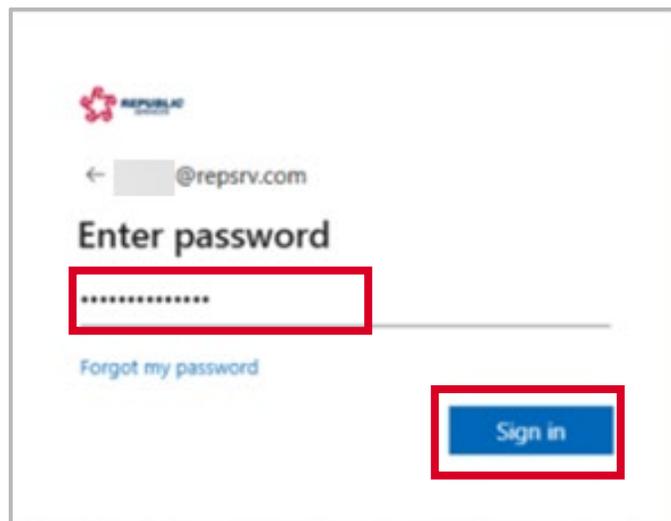
A screenshot of the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains an email address ending in "@repsrv.com". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, a blue button labeled "Next" is highlighted with a red border.

05

Enter your temporary password.  
Click **Sign in**.

**Note:**

*Review the New Password Criteria before proceeding to the next step to create your new password.*



A screenshot of the "Enter password" page. At the top left is the Republic Services logo. Below it, a back arrow and an email address ending in "@repsrv.com" are shown. The main heading is "Enter password". A text input field contains a series of asterisks representing a password. Below the input field is a link that says "Forgot my password". At the bottom right, a blue button labeled "Sign in" is highlighted with a red border.

**New Password Criteria**

- Must contain at least 14 characters
- Must meet at least 3 of the following requirements:
  - Must contain at least one uppercase letter
  - Must contain at least one lowercase letter
  - Must contain at least one digit
  - Must contain at least one special character
- Must not contain words from the list of disallowed words
- Must not be in the list of breached passwords
- Must not be the same as or similar to any of your previous 5 passwords
- Must differ from your current password by more than the last character
- At least 5 characters must be changed compared to the current password
- Must not contain parts of the current password longer than 3 characters
- Must not contain your username

06

You must create a new password.  
Enter new information and click **Sign in**.

REPUBLIC SERVICES

@repsrv.com

### Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

07

This will begin the Duo process.  
On the Welcome Screen, click **Get started** to begin the process.

REPUBLIC SERVICES

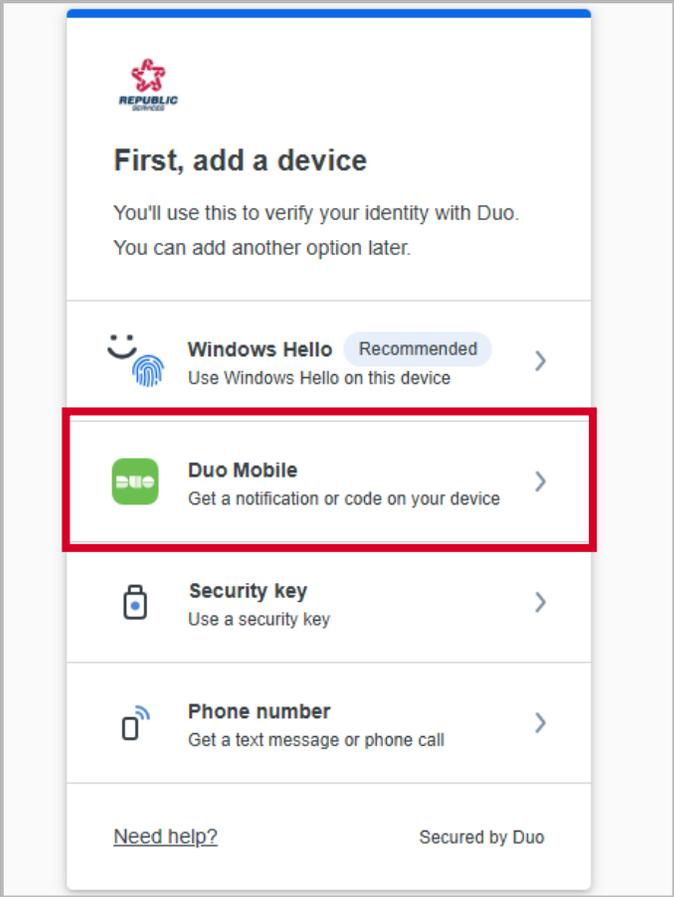
## Welcome to Duo Security

Your organization uses Duo Security to protect your identity. Create an account to get started.

[Learn more about Duo](#)

Get started

Click **Duo Mobile**.



09

Enter your phone number and click **Continue**.

< Back

### Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code Phone number

+1

Example: "201-555-5555"

Continue

[I have a tablet](#)

[Need help?](#) Secured by Duo

10

Click **Next**.

< Back

### Download Duo Mobile

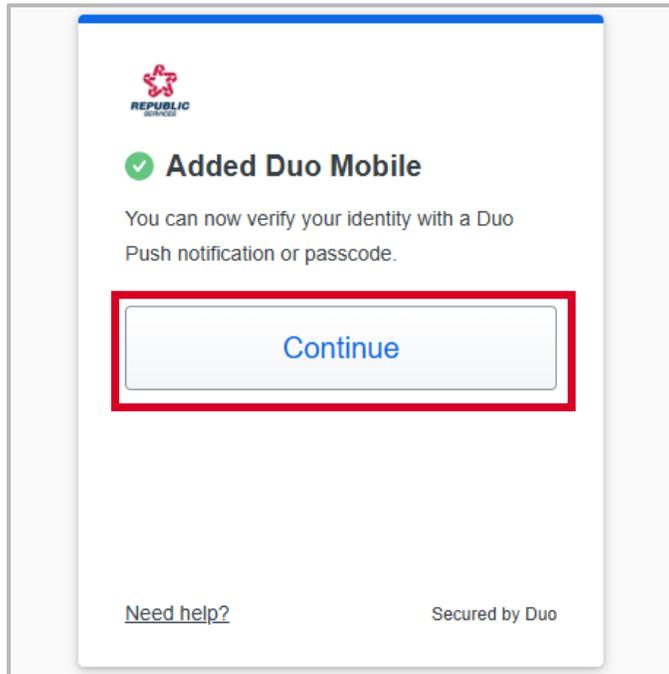
On your mobile device, download the app from the [App Store](#) or [Google Play](#).

Next

[Need help?](#) Secured by Duo

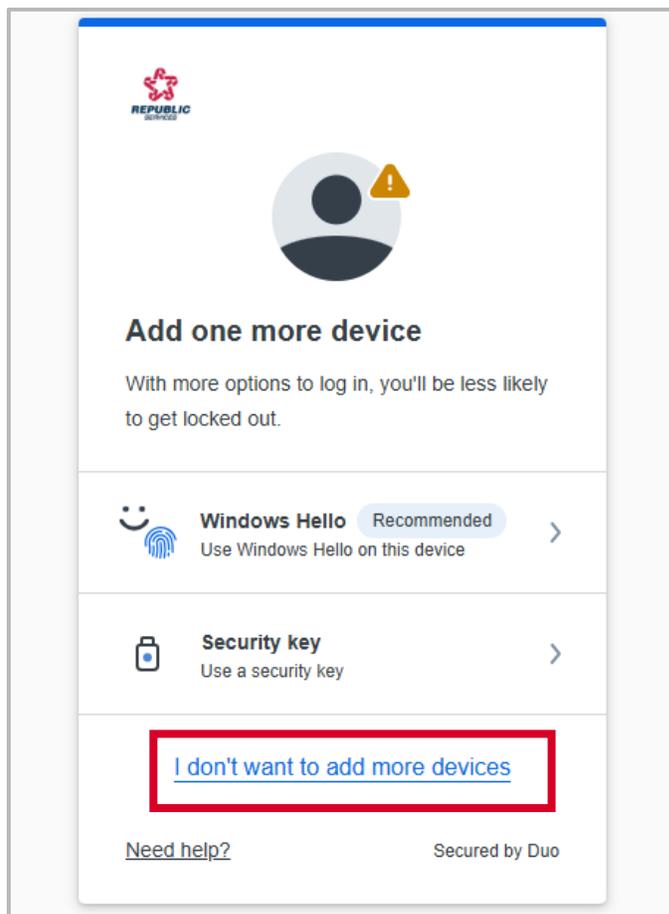
11

Click **Continue**.



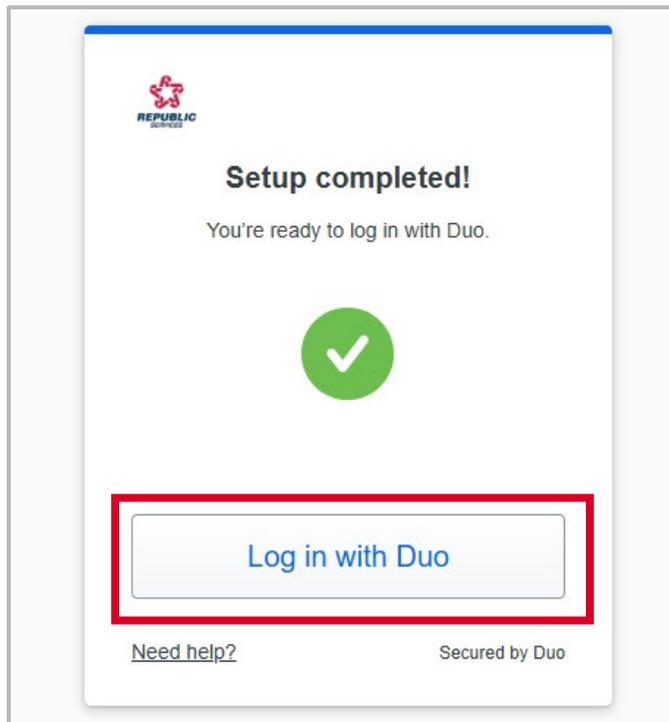
12

Click **I don't want to add more devices**.



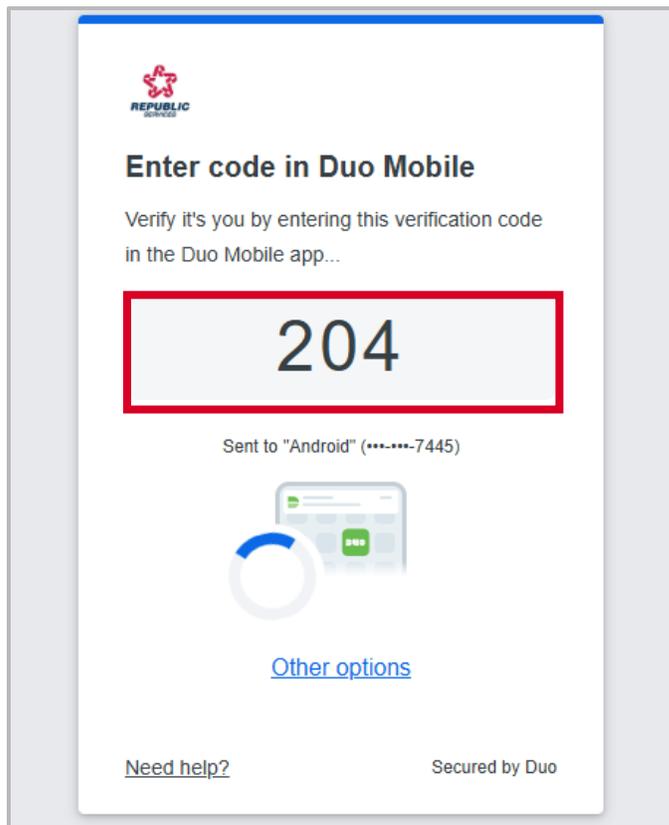
13

Click **Log in with Duo**.



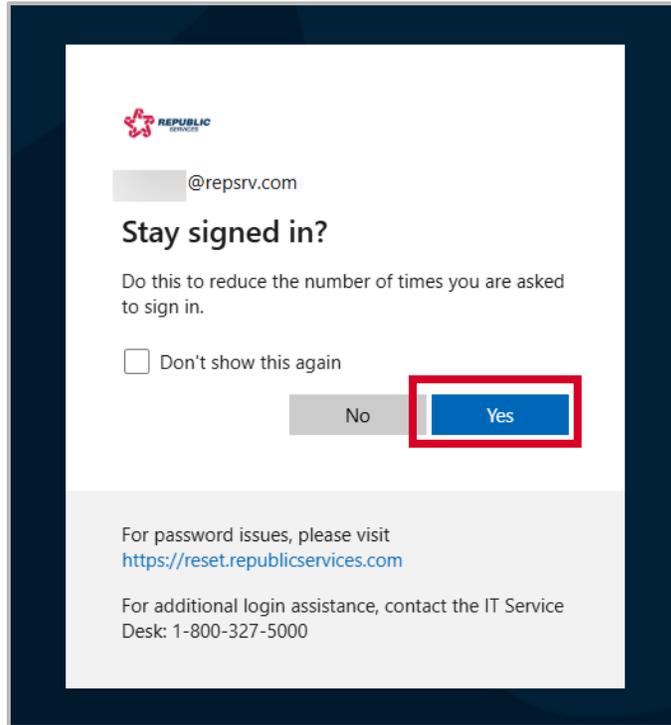
14

Enter the code in the Duo Mobile app.



15

Click **Yes**.



The screenshot shows a login confirmation dialog box for Republic Services. At the top left is the Republic Services logo. Below it is a grey input field containing the email address "@repsrv.com". The main heading is "Stay signed in?". Below the heading is the text "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again" which is currently unchecked. At the bottom of the dialog are two buttons: a grey "No" button and a blue "Yes" button. The "Yes" button is highlighted with a red rectangular border. Below the dialog box, there is a grey footer area with the text "For password issues, please visit <https://reset.republicservices.com>" and "For additional login assistance, contact the IT Service Desk: 1-800-327-5000".

## Access Your Republic Services Cloud PC (if provisioned) from a Non-Republic PC

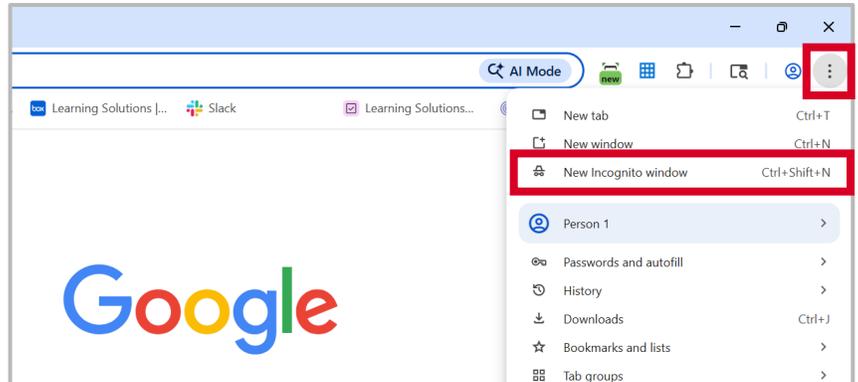
01

Launch your web browser.



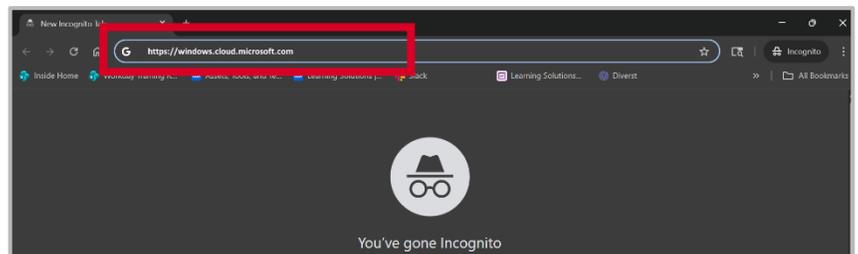
02

In Google Chrome, launch a new Incognito window.



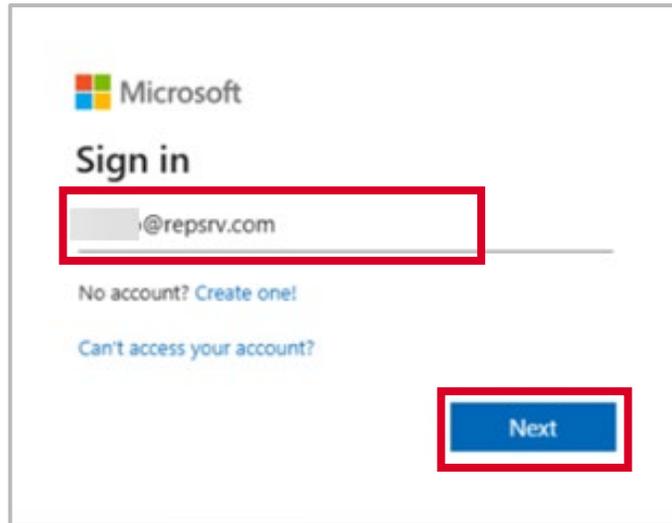
03

Type in the following URL  
<https://windows.cloud.microsoft.com>  
and press **Enter**.



04

Enter your Republic Services credentials. Click **Next**.

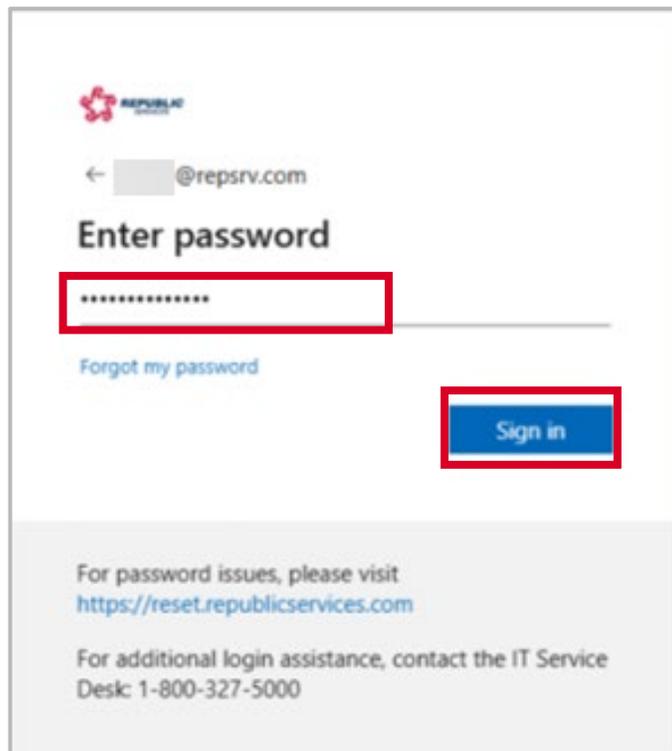


A screenshot of the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains a partial email address ending in "@repsrv.com", which is highlighted with a red rectangular box. Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, there is a blue button labeled "Next", also highlighted with a red rectangular box.

05

Enter your Republic Services password. Click **Sign in**.

Accept the Duo authentication prompt.

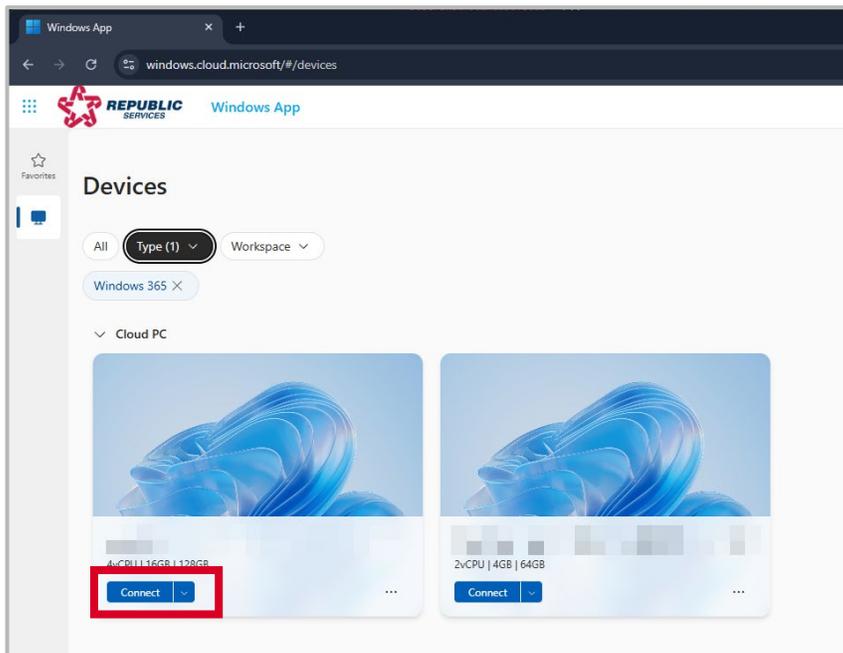


A screenshot of the Republic Services "Enter password" page. At the top left is the Republic Services logo. Below it is a back arrow and a partial email address "@repsrv.com". The main heading is "Enter password". A text input field contains a series of asterisks representing a password, highlighted with a red rectangular box. Below the input field is a link that says "Forgot my password". At the bottom right, there is a blue button labeled "Sign in", also highlighted with a red rectangular box. At the bottom of the page, there is a grey footer area with the text: "For password issues, please visit <https://reset.republicservices.com>" and "For additional login assistance, contact the IT Service Desk: 1-800-327-5000".

06

Under Cloud PC, click **Connect**.

If you receive a second Duo prompt, accept it.

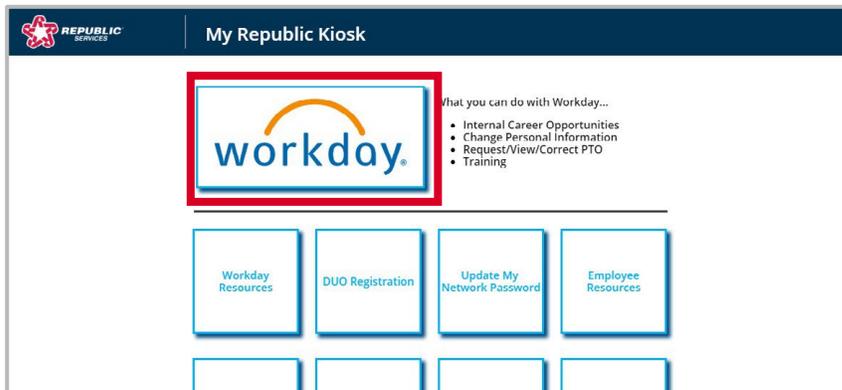


## Log In to Workday From Your Chromebook for the First Time

**Employees without a Republic Services email:** Access Workday using a Republic Services-issued Chromebook and follow the steps below.

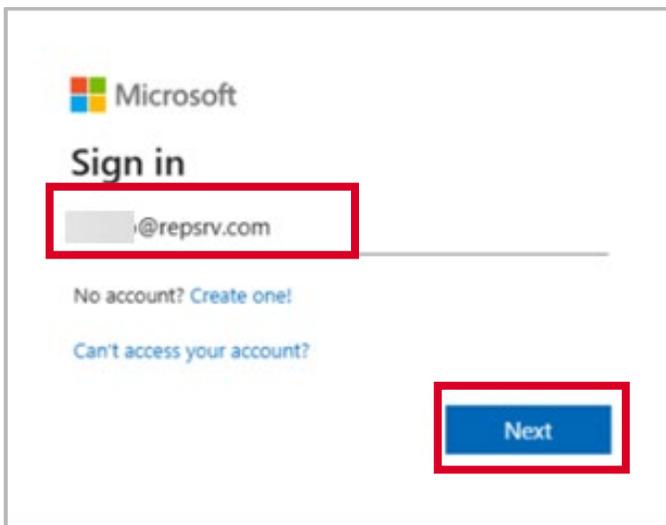
01

From the Chromebook home page, click the **Workday** tile.



02

Enter your Republic Services temporary credentials. Click **Next**.

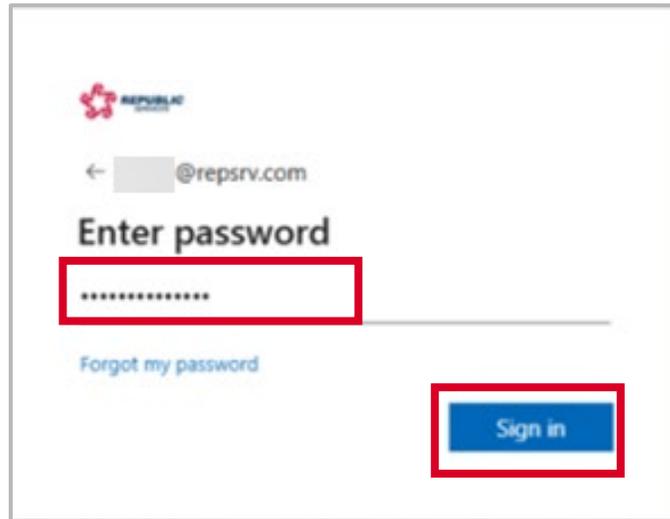


03

Enter your temporary password.  
Click **Sign in**.

**Note:**

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**New Password Criteria**

- Must contain at least 14 characters
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You must create a new password.  
Enter new information and click **Sign in**.

REPUBLIC SERVICES

@repsrv.com

### Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

05

This will begin the Duo process.  
On the Welcome Screen, click **Get started** to begin the process.

REPUBLIC SERVICES

### Welcome to Duo Security

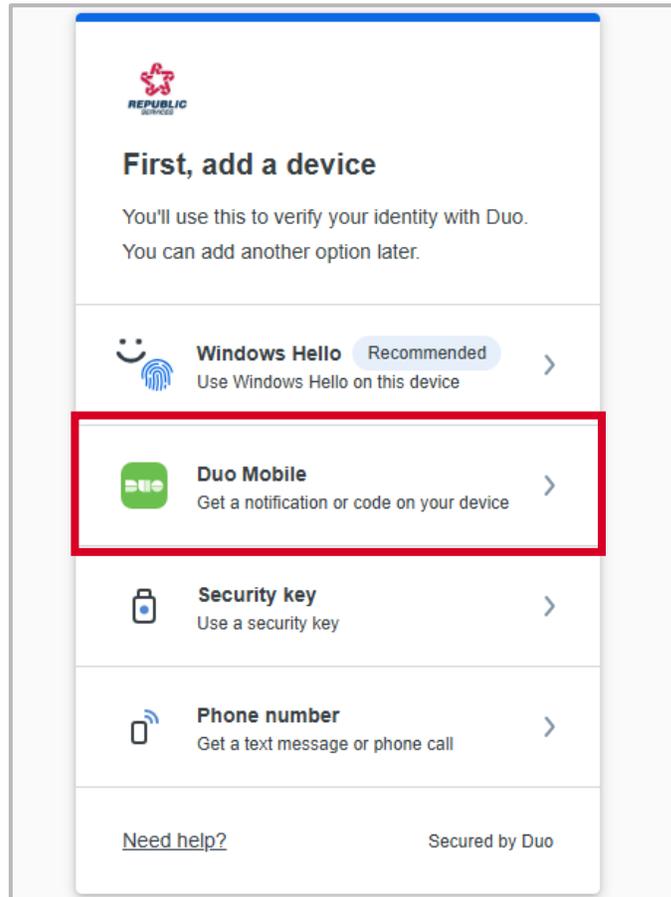
Your organization uses Duo Security to protect your identity. Create an account to get started.

[Learn more about Duo](#)

Get started

06

Click **Duo Mobile**.



07

Enter your phone number and click **Continue**.

< Back

### Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code Phone number

+1

Example: "201-555-5555"

Continue

[I have a tablet](#)

[Need help?](#) Secured by Duo

08

Click **Next**.

< Back

### Download Duo Mobile

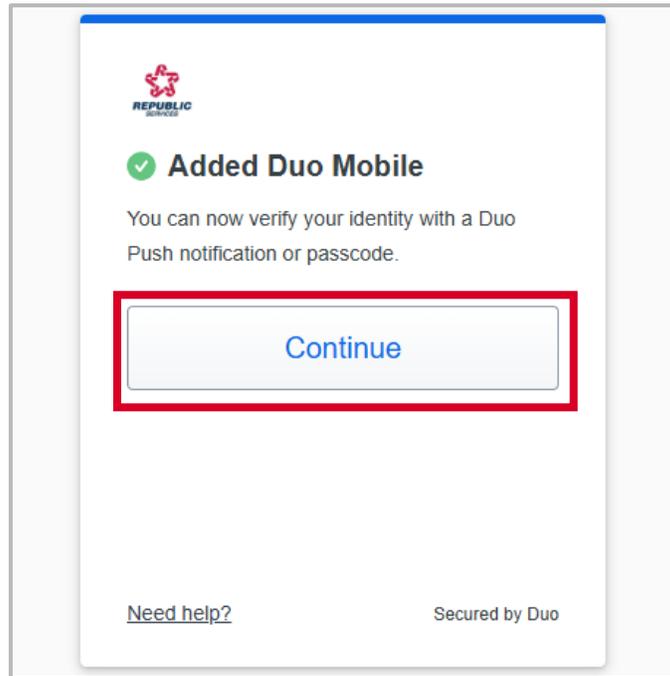
On your mobile device, download the app from the [App Store](#) or [Google Play](#).

Next

[Need help?](#) Secured by Duo

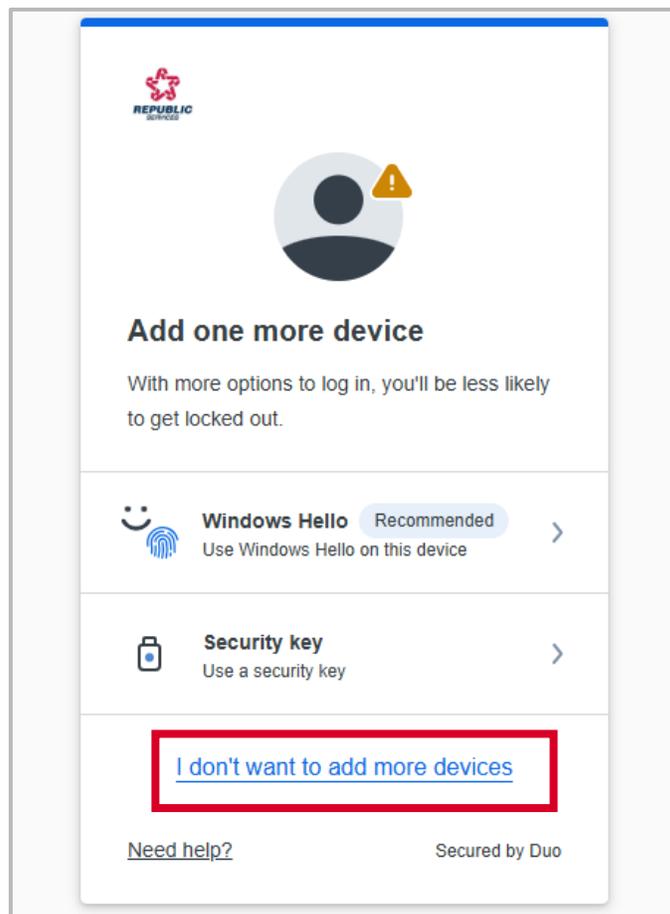
09

Click **Continue**.



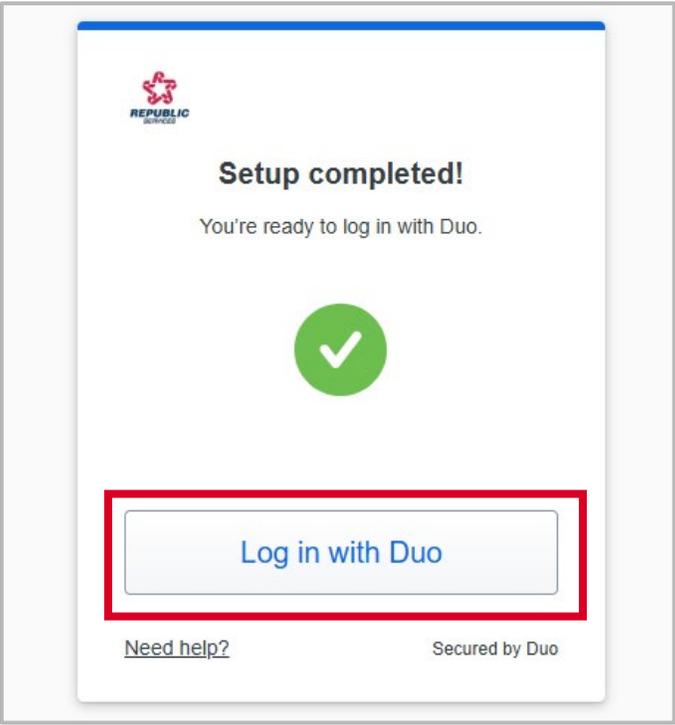
10

Click **I don't want to add more devices**.



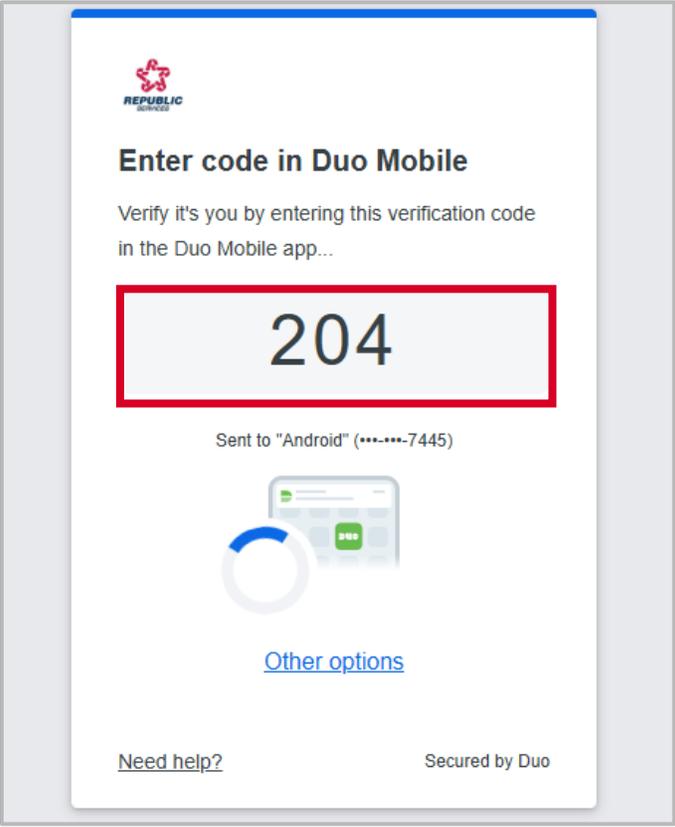
11

Click **Log in with Duo**.



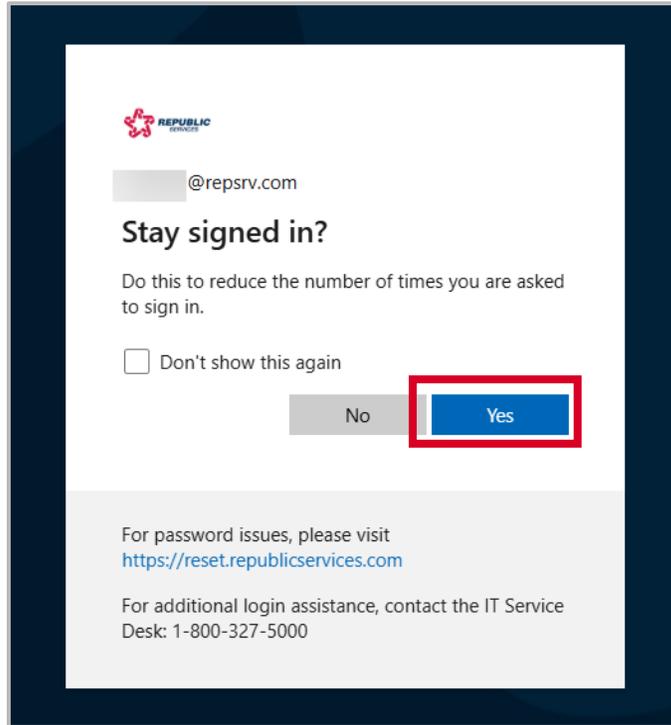
12

Enter the code in the Duo Mobile app.



13

Click **Yes**.



The screenshot shows a login confirmation dialog box with a dark blue border. At the top left is the Republic Services logo. Below it is a grey input field containing "@repsrv.com". The main heading is "Stay signed in?". Below the heading is the text "Do this to reduce the number of times you are asked to sign in." followed by a checkbox labeled "Don't show this again". At the bottom of the dialog are two buttons: a grey "No" button and a blue "Yes" button. The "Yes" button is highlighted with a red rectangular border. Below the dialog box, there is a grey footer area with the text: "For password issues, please visit <https://reset.republicservices.com>" and "For additional login assistance, contact the IT Service Desk: 1-800-327-5000".

## Access Workday on Your Mobile Device

This section shows you how to navigate the Workday app that has been added to your phone.

### Important:

- *Using Workday on your personal device may consume data or minutes. In such instances, you will not be compensated or reimbursed for this usage. Please utilize a computer or device on the Republic Services network to avoid any impact to your personal data plan.*
- *Non-exempt employees should not take any training or perform work-related tasks while off the clock.*

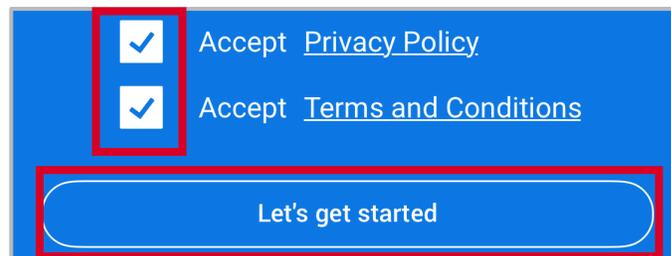
01

Locate the Workday app that has been installed on your phone. Tap the **Workday logo** to open the app.



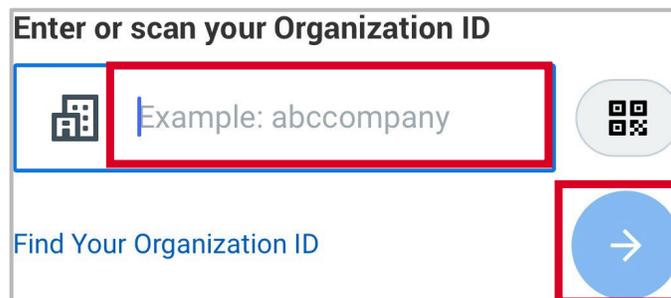
02

Review and then check the **Accept boxes** to continue. Tap **Let's get started**.



03

Enter **republic** (case sensitive) as your Organization ID. Tap the **arrow** to continue.



Or, tap the **QR Code** icon and scan the code below with your mobile device's camera.

**Enter or scan your Organization ID**

 Example: abccompany 



**04**

Enter your **NetworkID@repsrv.com** and **password**. Tap **Sign in**.

NetworkID@repsrv.com

Password

**Sign in**

**05**

After entering your primary credentials, Duo prompts for a second method of authentication. Select any of the options to continue.

**Send Me a Push**

**Call Me**

**Enter a Passcode**

06

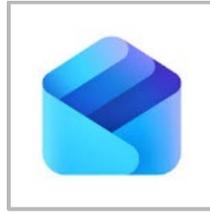
Once authenticated, click **Yes** if you would like to stay signed in. You are now logged into Workday.



# Access Republic Services Email on a Shamrock Company Phone

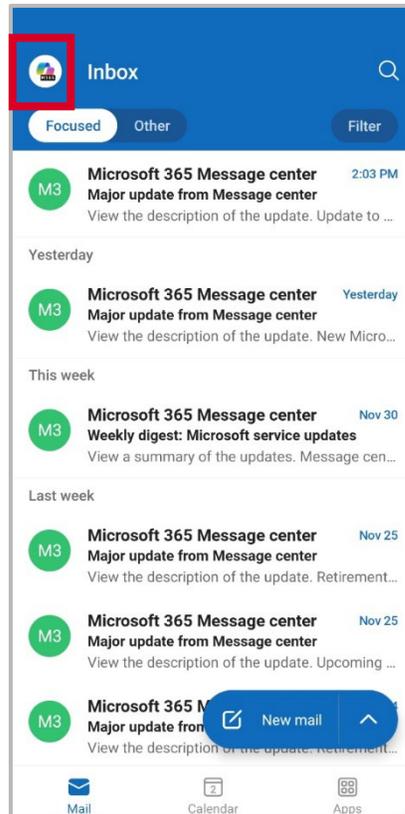
01

Open Outlook on your phone.



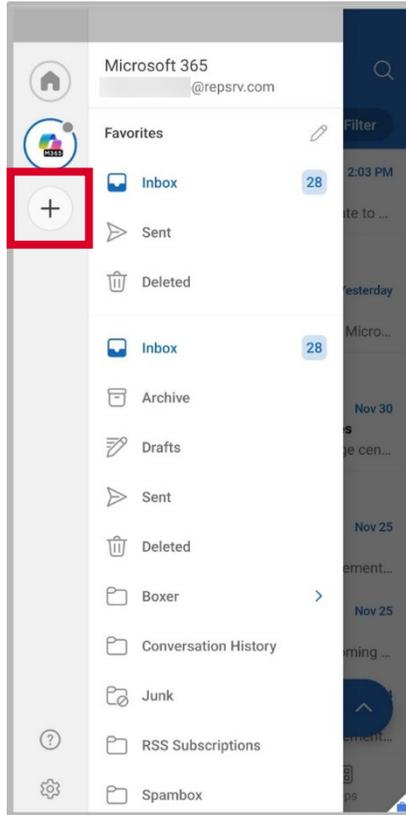
02

Tap the **icon or picture** shown next to Inbox.



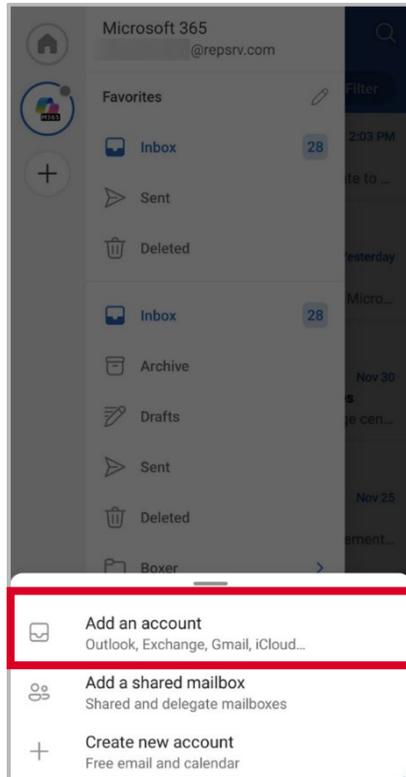
03

Tap the **+** sign on the left side of the screen.



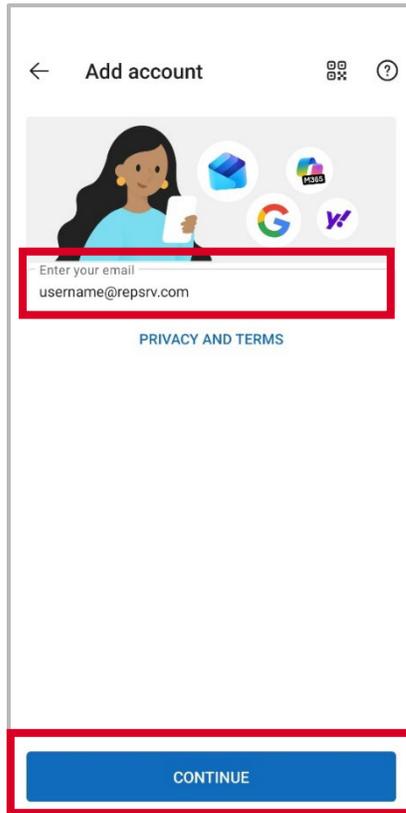
04

If prompted, tap **Add an account**.



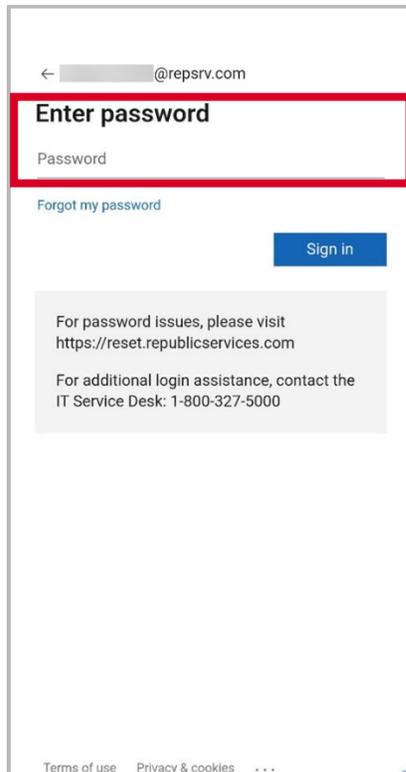
05

Enter your @reprsv.com email address and tap **Continue**.



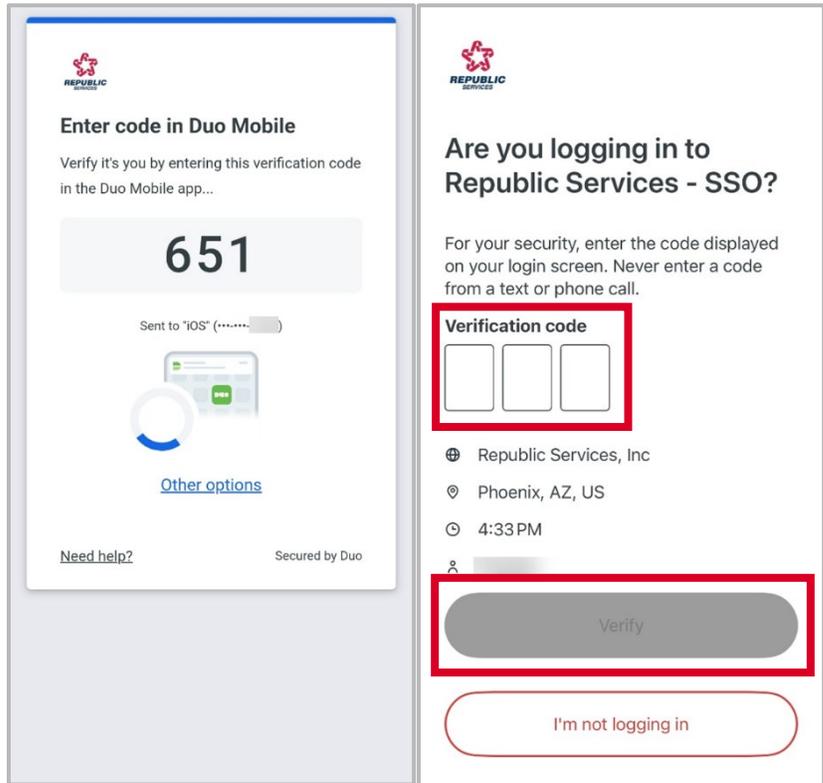
06

Enter your Republic Services password.



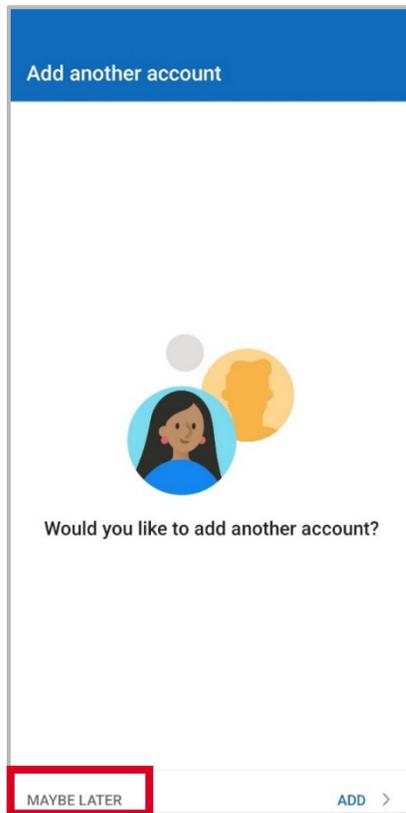
07

The Duo prompt will appear. Go into the Duo Mobile app and enter the **verification code**. Tap **Verify**.



08

Tap **Maybe Later**. Your phone is now set up with email.



## Log In to Workday When Away from Work

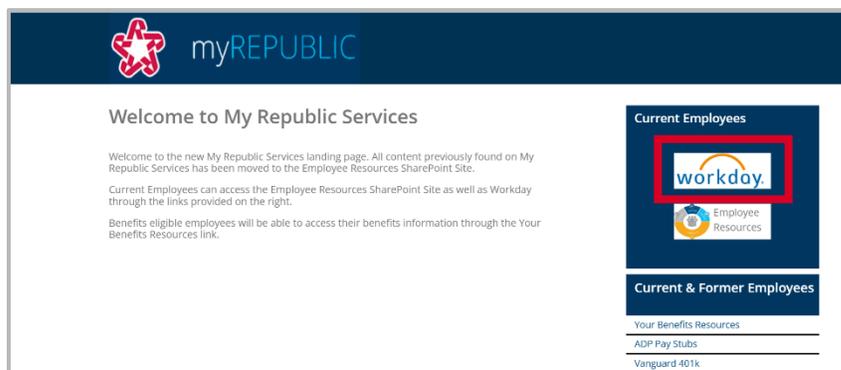
This section provides the steps for logging into Workday on any device (computer, laptop, tablet, or smartphone) when away from work.

### **Important:**

- Non-exempt employees should not take any training or perform work-related tasks while off the clock.
- Prior to beginning these steps, you must have enrolled with Duo.

01

Navigate to [myrepublicservices.com](https://myrepublicservices.com) and click the **Workday logo**.



02

Enter your Republic Services email (NetworkID@reprsv.com) and password. Click **Sign in**.

03

After entering your primary credentials, Duo prompts for a second method of authentication. Select any of the options to continue.



04

Once authenticated, click **Yes** if you would like to stay signed in. You are now logged into Workday.

