



# VIGOR @ work

VIGOR@WORK EDUCATION

**GETTING INTO  
VIGOR@WORK**

Instructions for Employees  
Without Vigor Email

# WELCOME TO VIGOR@WORK

## YOUR RESOURCE FOR ALL THINGS ABOUT HUMAN RESOURCES

- Update your address,
- Change or add to direct deposit
- Update tax withholding
- Change your benefits

The screenshot displays the VIGOR@WORK portal for user Luke Skywalker. The interface includes a top navigation bar with the VIGOR@WORK logo, user name, and time. Below this is a user profile card with job title 'Electrician Journey' and employee ID '200001'. A 'Today's Tasks' section shows '1 Notification to Review'. The main area features a 'Start' section with icons for various HR functions. A 'Documents' table lists several documents, including 'Company Handbook'. Overlaid on the screenshot are three documents: a 'Pay Statement Preview' with a 'Non-Negotiable' watermark, a 'Federal: W-4' form, and a 'Net Payment' summary showing a net payment of \$1,437.00 for Mar 31, 2021.

**NEXT STEP →**

## GETTING READY TO SIGN UP

**BEFORE YOU START**

HR MUST HAVE  
ONE OF THESE THREE  
CONTACT METHODS  
IN THE SYSTEM

**MOBILE PHONE  
ABLE TO RECEIVE  
TEXT MESSAGES**

**PERSONAL EMAIL  
ADDRESS**

**CURRENT HOME PHONE  
OR MOBILE PHONE ABLE  
TO RECEIVE CALLS**

**Because this  
system contains  
pay and other  
personal data,  
you are contacted  
during sign-up to  
verify it is YOU  
requesting access**

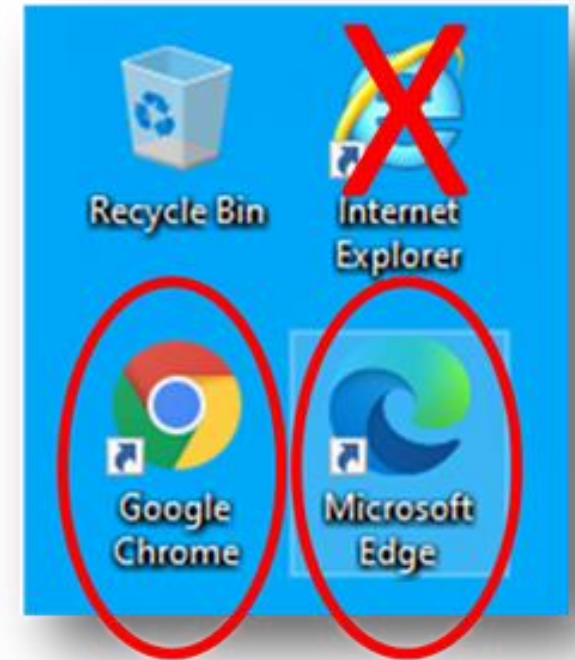
You will **NOT** be able  
to complete registration  
without at least one of these

Your supervisor can show you the contact info  
on record, but you need to request updates  
yourself via your HR Support.

## GETTING READY TO SIGN UP

# WEB BROWSER COMPATIBILITY

**IMPORTANT:**  
Do not use the  
Internet Explorer browser;  
Modern browsers such as  
Google Chrome or  
Microsoft Edge work best



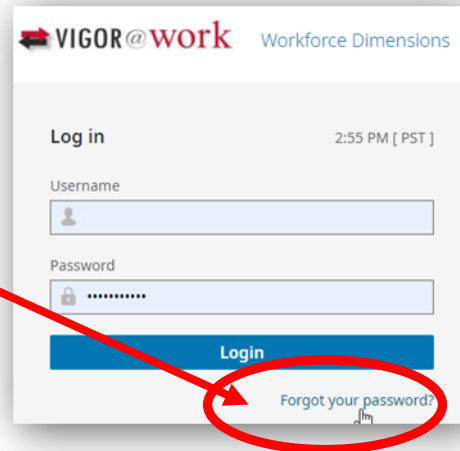


# LOGGING IN FOR THE FIRST TIME

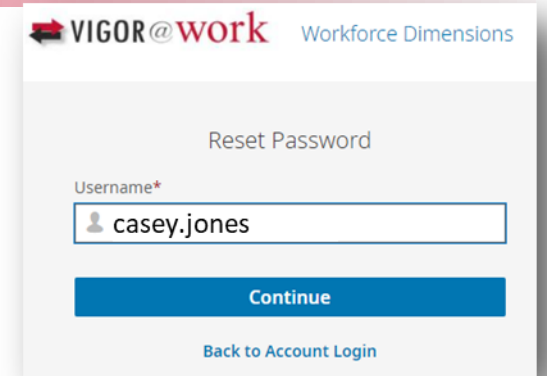
1. Click [THIS LINK](#) to go to the log-in page

Or type this shortcut into the address bar of your browser:  
<https://bit.ly/sserv2021>

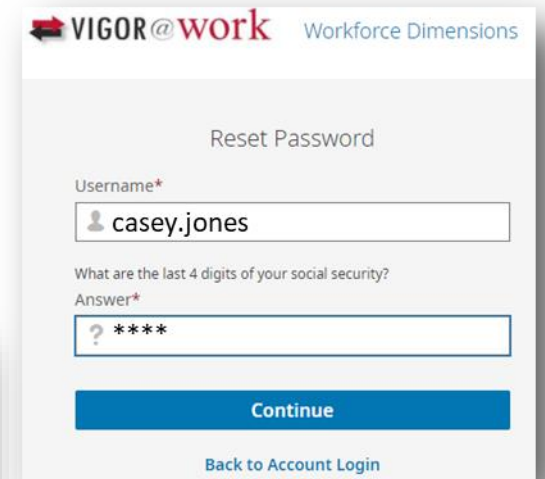
2. Immediately click link for “Forgot your password?”



3. “Reset Password” using your firstname.lastname as your username, e.g., Casey Jones → casey.jones



4. Enter the last four digits of your Social Security number in the field.



## IF YOU ARE UNSUCCESSFUL:

- Repeat step 3 trying a different variation of your name (if applicable). FOR EXAMPLE: tommy.smith → tom.smith → thomas.smith
- Repeat step 3 using your personal email address as your Username (if you’ve shared it with Vigor);
- If you are still unsuccessful, please call the IT Help Desk (VigorHelp) at 1-855-4-VIGOR IT (1-855-484-4674)

**NEXT STEP →**

# LOGGING IN FOR THE FIRST TIME (CONTINUED)

5. You're now going to set a password

**The tool has strict rules to make the passwords harder for bad guys to guess**

**PASSWORD MUST CONTAIN:**

Upper-case letter	Number 1234567890
Lower-case letter	Symbol (?>!@*&% -etc.)

6. Log into the system with the password you just created

7. Protect your data by setting "virtual code" contact methods

**The system will contact you via these channels to verify your identity**

**NEXT STEP →**

# LOGGING IN FOR THE FIRST TIME (CONTINUED)

8. Pick one of the methods you set in the previous step, and send (text message, email, or voice telephone call).

VIGOR@work Workforce Dimensions

Configure Virtual Code Settings

Please select one of the following methods to validate your identity. A code will be sent to the method chosen.

You will need to enter this code after you receive it. It should only take a moment to receive it once you've made your selection.

Methods:

- Text Message
- Voice
- Email

Text message will be sent to: \*\*\*\*\*2224

**Send Text Message**

Enter Code

By checking this box, the system will not require the entry of a code from this browser and computer with each login.

If you do not login from this device at least once in the previous 30 days, the system will require a new verification code sent to you.

**Continue**

**Choose one of these methods. You will receive a text message, or telephone call, or an email, with a code in the next few minutes**

9. Enter the code you receive from the system in this box.

**Only check this box if you do NOT share your computer**

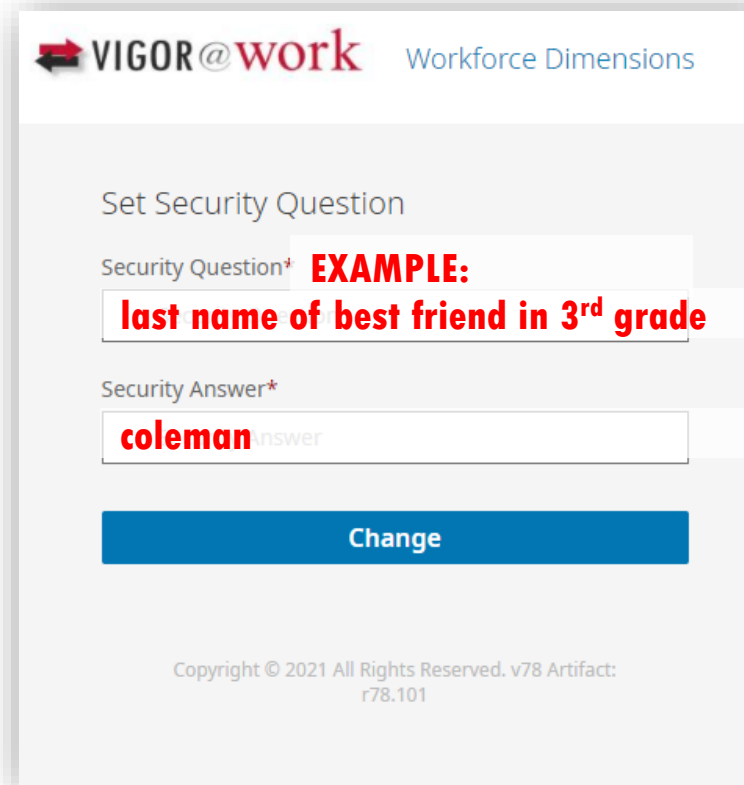
**NEXT STEP →**

## LOGGING IN FOR THE FIRST TIME (CONTINUED)

10. Create a security question and answer to use in case of future password reset needs

This should be a question and answer known only to you.

If you ever forget your password, you will be asked to provide the answer to this question to prove it's you seeking access.



The screenshot shows a web form titled "Set Security Question" from VIGOR@work Workforce Dimensions. It contains two input fields: "Security Question\*" with the example text "last name of best friend in 3<sup>rd</sup> grade" and "Security Answer\*" with the example text "coleman". A blue "Change" button is located below the fields. At the bottom, there is a copyright notice: "Copyright © 2021 All Rights Reserved. v78 Artifact: r78.101".

**NEXT STEP →**



**NEED HELP?**

**SETUP COMPLETE!**

Welcome to Vigor@Work

<https://vigor.net/atwork>

## HOW-TO GUIDES: EMPLOYEE SELF SERVICE

How to Access Vigor@Work

How to See/Update My Personal Information

How to See My Pay Statements

How to Make a Direct Deposit Change

How to See My W-4 and Other Tax Documents

How to Request Time Off

Need Help?