

Hello everyone,

Great news! **Employment Hero upgrades are LIVE! It's time to action!**

WHAT DO I NEED TO DO?

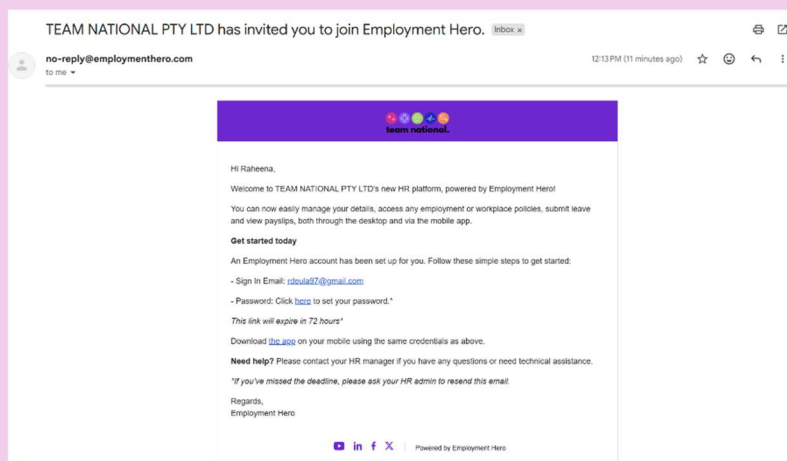
Employment Hero is now the central hub for all our HR data and records. As such you are required to follow this 5-step-by-step guide for to activate the Employment Hero Work app **upgrades** under your new employer Team National. The process takes around 15mins. Watch a step by step video here: [Onboarding process for new employees on Vimeo](#)

STEP ONE – ACTIVATE

Team National have activated your individualised account, issuing an automated email invitation to your identified personal email address. The recommended method for an employee to activate their Employment Hero Work app is via their mobile device.

Action:

- You will receive TWO emails in relation to the activation. The second email will have the link you require.
- Open the invitation email sent to you from 'no-reply' titled '*TEAM NATIONAL PTY LTD has invited you to join Employment Hero*'. The link is active for **72 hours**.



- The link will direct you to the Employment Hero web browser.
- Follow the prompts to activate your account by setting up a user password. This will then allow you to log in using the credentials linked to your NEW HR or Payroll profile.
- Password for Team National **MUST BE DIFFERENT TO YOUR PREVIOUS NNA / NCC EH APP PROFILE.**
- **Your OLD password and login will allow you to continue to access your historical employment records with NNA or NCC... Your NEW password and login will access your NEW employment under TEAM NATIONAL.**

HINT: If you don't see the email in your inbox, please check your Junk/Spam folders. If you haven't received it, and/or your 72hrs has expired - please let Stacey know stacey@teamnational.com.au

STEP TWO – VERIFY

Upon activation you will now be directed to complete several mandatory steps to activate your account. These steps include confirming personal details, tax information, work eligibility, and superannuation. Setting up 2FA is part of securing the account, but verifying and providing these details is required to finish onboarding and access the platform fully.

Action:

- Follow prompts to verify information is entered and/or correct: confirming personal details, tax information, work eligibility, and superannuation.

HINT: Have your **TFN & Superfund** details handy – you will need to verify these as part of the contract change to Team National

HINT: If you are not a Permanent Resident, have your **Passport** and **Visa** ready, it will ask you to input these.

HINT: If you wish, you may bookmark the page for future desktop reference, or [sign in here](#).

STEP THREE – SECURITY

The next step will prompt you to set up Employment Hero Two-Factor Authentication (2FA) to protect your account. This requires a verification code sent by text message option **or** an authentication app option.

Action:

- You are required to set up 2FA on your first login.
- Once this is set up, you will need to log out, and log back in to access the new upgrades. When you log back in, you will see a range of new features alongside the ones we already use.
- This is via the Employment Hero App using the new 2FA you just set up!

HINT: [Click here](#) to learn how to set up 2FA.

HINT: Once you have successfully logged in, remember to bookmark the page for future reference, or [signin here](#).

STEP FOUR – DOWNLOAD

Action:

- Ensure you have the app set up and active on your mobile device.
- If you do not, Go to the App Store (iOS) or Google Play Store (Android). Search for "**EH Work by Employment Hero**" and download the app. [1]
- Open the App and log in with your verified email address, and the password you just set up in step ONE.

STEP FIVE – SIGN CONTRACT

- Once logged into your new Team National employment profile, Head office will bulk issue employment contracts shortly.
- Upon issuing, you will receive an email notifying you to follow the link to review and sign your new employment contract.
- Once signed, you will be able to access your digital copy via your EH App under HR Documents.

TROUBLE SHOOTING

- Check out the videos in the links provided to watch the process and pick up some tips
- Contact Stacey! We can workshop issues over the phone or arrange a time to swing by the office to get face to face help.
- Phone: 0427 643 115 or email stacey@teamnational.com.au
- Our friendly Daily Ops team will also be on hand to answer any questions
- Remember all this new-ness is NEW for us all! We ask for your patience and kindness.

RESOURCES

Please see some key resources below to help you on your way:

- [Employee Onboarding Guide](#)
- [Reset your login password](#)
- Additionally, please watch [this video](#) for a visual tour of Employment Hero from an employee's perspective.
- [Set up or disable two-factor authentication \(2FA\) – Employment Hero Help Centre \(AU\)](#)
- [Employment Hero](#)
- [Setting Up Employment Hero as a new user – Employment Hero Help Centre \(AU\)](#)
- [Reset and update your Employment Hero password – Employment Hero Help Centre \(AU\)](#)
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