



## Accessing Important HR-Related Information via myTruGreen

myTGHR is a dedicated site for Human Resources information located under the Company's myTruGreen.com intranet site. myTGHR provides policy and related information along with a link to Workday, the application for reviewing pay, time and personal information for you and the associates reporting to you. In addition, you can find links to important benefits resources such as myHR for benefits enrollment and beneficiary management, WellsFargo for 401k administration, among others.

To access myTGHR, you must first log in to myTruGreen.com. Please follow the instructions below for access.

**Step 1: Point the browser of your choice (Internet Explorer 11 preferred) to <https://mytrugreen.com>.**



**Step 2: Press/click Enter or the right arrow, and you will be redirected to login to EmpowerID.**



**\*\* VERY IMPORTANT \*\***

### **Users WITH Trugreen email address use the following:**

Username = your trugreen email address (example [marysmith@trugreenmail.com](mailto:marysmith@trugreenmail.com))

Password = your regular network password

### **Users WITHOUT Trugreen email addresses use the following:**

Username = your employee ID (example 99900001)

Password = your Mission password

### **New Associates:**

Username = your trugreen email or your employee ID

Password = tg<birthday (MMDD)><last four of social>. Example, assume your birthday is 10/1 and the last four of your social is 1111 then your password would be tg10011111

**\*\*The system will prompt you to change your password. This will be your password for Mission going forward.\*\***

**Step 3: Press/click Enter or the Logon button.**

**Step 4: You will now be prompted to complete self-service questions.** This only has to be completed one time but will assist you if you ever need to reset your password yourself or via the helpdesk. Note: There are two personal questions that you can choose from and one custom question you create yourself:

The screenshot shows a web form titled "Password Self-Service Reset Questions". It includes a "Hide Answers" checkbox which is checked. Under "Selectable Questions", there are two identical question sets, each with a dropdown menu labeled "Please Select a Question" and a text input field labeled "Your answer". Under "Custom Questions", there is one question set with a text input field labeled "Your question" and another labeled "Your answer". A security warning at the bottom states: "For security reasons, you should avoid writing questions/answers based on easily obtainable information, such as date of birth, name of children, phone number and so forth."

There are also two helpdesk questions:

The screenshot shows a web form titled "Help Desk Questions". It includes two identical question sets, each with a dropdown menu labeled "Please Select a Question" and a text input field labeled "Your answer". A security warning at the bottom states: "In order to receive Help Desk assistance to reset your password, you will need to answer this question." A "Submit" button is located at the bottom right of the form.

These five questions must be set up before you can continue.

**Step 5: Press/click Submit and this will direct you to the myTruGreen site.** You will notice you are logged in as your login name appears in the upper, right-hand corner.

**If you experience difficulty with accessing the myTruGreen site, please contact the IT ServiceDesk:**

**1-800-456-LAWN (5296)**

**Step 6: To access myTGHR, click on the myTGHR link:**



The main page of myTGHR displays. Click on any of the links below, and you will be directed to the appropriate page or site.

As indicated above, Workday is the primary HR application for accessing and reviewing data on yourself and the associates reporting to you, and you can also manage your job requisitions, time tracking and payroll approvals, and initiate other manager and employee self-service actions related to job and compensation.

For Health Benefits and Retirement, which are managed and accessed separately from Workday, you will be automatically logged in when you enter through the myTGHR site. For Leaves & Disabilities, you will be required to login separately through the Aetna login page. For first-time users, you will need to enter your social security number, first name, last name, date of birth and zip code in order to create a user account.



**For support and assistance with myTGHR, please contact:**

**1-844-313-TGHR (8447) or HR@trugreenmail.com**