

FAQs FOR REMOTE ACCESS TO MYBJCNET

To better protect the personal data when logging in to myBJCnet from a remote location, BJC employees need a security application called Microsoft Authenticator. Following are answers to frequently asked questions.

Q1. What web address do I put in my browser to remotely access myBJCnet?

Enter <https://myBJCnet.carenet.org>, a link that will take you to myBJCnet when you are inside the BJC network, as well as outside the network (e.g., home and remote locations).

Q2. If I'm not accessing myBJCnet from home or a remote location, I don't need Microsoft Authenticator. Right?

Correct. You only need Microsoft Authenticator if you are trying to access myBJCnet from a remote location.

Q3. What do I need to do to gain remote access to myBJCnet?

Remotely accessing myBJCnet is a two-step process:

Step 1: go to <https://myBJCnet.carenet.org> and log in using your BJC network user ID and password.

Step 2 requires you to be registered with Microsoft Authenticator. You will use your approved notification method (app push, phone call) to authenticate.

Q4. How do I register for Microsoft Authenticator?

Go to the [BJC Information Security intranet site](#) for instructions on how to register.

Q5. I don't have a smart phone or tablet or an email account. Are there other ways to get Microsoft Authenticator notifications?

Yes. There are options available such as a land line or security questions. If you choose a land line, however, you will be tied to that line. If you choose your home line, for example, and are not home when you are logging in, you will not be able to receive the notification. If you don't have an email account, you would be required to set one up to enroll for Microsoft Authenticator. Call the BJC IT Service Desk for assistance: 314-362-4700.

Q6. Will I now be able to see my pay stub from home?

Yes. You can view and print your pay stub and W-2, search for career opportunities at BJC, check your current benefit elections, verify your personal details and a lot more.

Q7. Why are certain functions on the site not accessible, such as “Company News,” HR policies and expense reports?

The myBJCnet business process team is working with BJC leaders to determine which additional features should be made available through remote access.

Q8. Who do I contact if I have questions about the content or navigation on myBJCnet?

Call the BJC Employee Service Center at 855-362-2184.

Q9. Who do I contact if I have technical issues regarding Microsoft Authenticator or need assistance logging in to myBJCnet?

Call the BJC IT Service Desk at 314-362-4700.