**New Team Member Resources**

# HAVE QUESTIONS or NEED HELP?

**Here’s Who to Contact**

## HR Support

* **Paperwork, Dayforce Application:** hrsupport@thewinegroup.com
* **Benefits Support:** benefits@thewinegroup.com

## IT Support

Application Set Up, Single Sign On – SSO, Setting up Multi-factor Authentication: itsupport@thewinegroup.com

## Payroll Support

Holidays, payroll statements and direct deposit: payroll@thewinegroup.com

New Team Member Technology

**CHEAT SHEET**

# Download and Access TWG Team Member Technology Apps on Your Device

**Multifactor Authentication** – Mobile Devices Only.

**Teams** - Microsoft Teams – Productivity tools.

**TWG Intranet Site** – TWG Connect - through SharePoint.

**Dayforce** – People System, Timekeeping, and Payroll.

# Benefits Enrollment

Complete Benefits Enrollment in **Dayforce** – You have 14 days to complete this step.

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**Step 1:** How To Configure the Microsoft Authenticator

**Step 2:** Teams and SharePoint Productivity Tools

**Step 3:** Access Dayforce on Computer or Mobile Device

**Step 4:** Benefits Enrollment through Dayforce

# Download and Access TWG Team Member Technology apps on your device

## Step 1: How To Configure the Microsoft Authenticator

You will need the following: a computer and Your phone:

1. Please download the Microsoft Authenticator App from the App Store before you begin. (See image below). This guide will also provide instructions just incase this step is skipped.  
     
   Graphical user interface, text, application

   Description automatically generated
2. On your computer log into: [https://myaccount.microsoft.com](https://myaccount.microsoft.com/) Please let [ITSupport@thewinegroup.com](https://thewinegroup-my.sharepoint.com/personal/chris_pang_thewinegroup_com/Documents/Documents/ITSupport@thewinegroup.com) know if there are any issues.
3. On the below screen click the dropdown menu and change to **Security Info**.

Graphical user interface, application

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1. Select **Add sign-in method**Graphical user interface, text, application, email

   Description automatically generated
2. Select **Authenticator App**Graphical user interface, text, application, email

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3. You can click **Next** on the former page. Follow the instructions to configure the application by clicking next and following the prompts on your phone.  
   Graphical user interface, application

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4. On your phone open the **Microsoft Authenticator App**.
   1. Select scan a **QR code**
   2. Agree to the privacy settings.
   3. Grant the application access to your camera.
   4. Grant the application access to send notifications, Allow
   5. Scan the **QR code** (displayed on your computer screen)
5. Once you have scanned the **QR code,** go back to your computer and click **Next** Graphical user interface, text, application

   Description automatically generated
6. On the former page click **Next**  
   Graphical user interface, text, application, email

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7. Click **Next**Graphical user interface, text, application, email

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   Graphical user interface, application

   Description automatically generated
8. Next back on **Security Info** click **Set default sign-in method**Graphical user interface, text, application, email

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9. Select **App based authentication – notification**Graphical user interface, text, application, email

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10. The **Security Info** page should now show that the Default sign-in option is Microsoft Authenticator – Notification and that Microsoft Authenticator is a sign in method. After this is complete you are set up to use Microsoft Authenticator as Two-Factor Authentication.  
    Graphical user interface, text, application, email

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### Troubleshooting Steps: Reach out to [ITSupport@thewinegroup.com](mailto:ITSupport@thewinegroup.com)

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## Step 2: Download Teams and SharePoint

Mobile Device: App Store or IOS Google Play

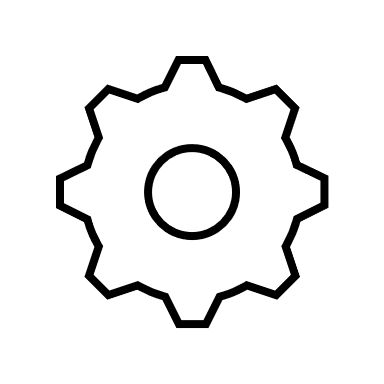
A logo of a company

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Laptop Computers: Laptops already use the Microsoft Office Suite – if you do not have Teams and SharePoint on your laptop, please reach out to [itsupport@thewinegroup.com](mailto:itsupport@thewinegroup.com)

### Tips and Tricks

* Toggling Accounts in Outlook, Teams, and SharePoint - Find the gear icon on the app and “add or switch account” 
* Bookmark TWG Connect in SharePoint App: TWG Connect <https://thewinegroup.sharepoint.com/sites/connect/SitePages/Home.aspx>

## Step 3: Access Dayforce on Computer or Mobile Device

### Computer: Dayforce App Log-In Single Sign On

1. **Single Sign-On URL:** [https://sso.dayforcehcm.com/twg](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsso.dayforcehcm.com%2Ftwg&data=02%7C01%7Ckatie.mcconville%40thewinegroup.com%7Cd9e593cb1b4f4dc62a1708d7bf8ed754%7Cc96cea9429414620b86955bc9c1b7831%7C1%7C0%7C637188492542477086&sdata=nhchOPiTrWP%2F0mIOwgPoiM5exF0bmc7njDLABLCb%2F1g%3D&reserved=0)
2. **Company ID:** twg
3. **Username:** Single Sign-On Username
4. **Password:** Single Sign-On Password

### Mobile Phone: Dayforce App Log-In

1. Download the **Dayforce HCM** app from the app store on your phone.   
   Qr code on a screen

   AI-generated content may be incorrect.
2. Select **Log In**
3. What’s your company ID? Type “**twg”** in the Company ID field - continue
4. Select “Continue with SSO”
5. Enter your Single Sign On Username – next
6. Enter your Single Sign on Password – Sign In
7. Approve Sign in Request via Microsoft Authenticator should pop up and ask for “Number” you see on the screen.
8. If Authenticator does not open – Go to the Microsoft Authenticator App and open notification asking for number – type in number you saw on the screen.
9. Select Sign in and you should be taken to the Dayforce Welcome! Screen  
   A blue background with white text

   AI-generated content may be incorrect.A screenshot of a phone

   AI-generated content may be incorrect.A screenshot of a login screen

   AI-generated content may be incorrect.A screenshot of a login page

   AI-generated content may be incorrect.A screenshot of a login screen

   AI-generated content may be incorrect.A screenshot of a phone

   AI-generated content may be incorrect.A screenshot of a video game

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## Step 4: Benefits Enrollment through Dayforce

### Using a TWG Computer:

* Log into Dayforce using single sign-on from the TWG Connect page.
* Follow this path: Dayforce > Choose Employee Role > Menu/Hamburger > Beneﬁts > Acquisition Enrollment 2025 > Start Enrollment

### Using a Personal Computer:

* Log in at https://sso.dayforcehcm.com/twg
* Username: Employee’s TWG Email Address
* Password: Employee’s Current Dayforce/Windows Password
* Follow this path: Choose Employee Role>Menu/Hamburger > Beneﬁts > Acquisition Enrollment 2025>Start Enrollment

### Using a Mobile Phone:

* Log into Dayforce using single sign-on from the TWG Connect page.
* Follow this path: Dayforce > Choose Employee Role > Menu/Hamburger > Beneﬁts > Acquisition Enrollment 2025 > Start Enrollment

### Technology Audiences:

1. **Mobile Only User:** No Computer or iPad Assigned.
2. **Contingent:** Computer or iPad assigned – will need to retain – add Apps to their current equipment.
3. **Non-Contingent:** Computer or iPad at CBI – will not need to retain – Reimage Equipment to TWG Specs