



Logging into ALEX Home

Step 1: Authentication

1. Head to home.myalex.com/CUSTOMERURL (**NOTE TO HR TEAM: make sure to update with your URL before sending!**)
2. Click “Sign up”
3. You’ll create a username, password, and enter a back-up email address for account recovery purposes.
 - a. If you’ve previously created an **ALEX ID** account while using ALEX for Decision Support, you can use that username and password to login to ALEX Home.

Step 2: Multi-factor Authentication

1. After you’ve successfully logged in, you’ll need to complete multi-factor authentication (MFA). There are three options for MFA:
 - a. Google Authenticator or similar: Scan a QR code with an authenticator app (such as Google)
 - b. SMS: receive a code via text message
 - c. Security Key: Scan a QR code to create and save a passkey on a personal device. From there you can set up biometric authentication (fingerprint or face identification).

MFA will be required upon each login.

Step 3: Verification

On your first login you'll be asked to verify your identity in order to access your ALEX Home account. You must provide:

- Legal first and last name
- Date of birth
- Last 4 digits of your social security number

Logging Back In

After creating your login, logging back in is easy! You'll simply need to enter your username or email and password, and complete MFA.

Check out the ALEX Home mobile app!

You can download the ALEX Home mobile app from the Apple or Android App store. Use the same instructions for signing up and logging in.

For any issues or if an employee's personal contact information changes, please contact the support team at help@myalex.com.