

## How to access the HRSC Portal remotely

If you are accessing the portal from off the Quest Network (e.g. your mobile device or home computer), you will need to enter your Rac/eGrid card as a second step in the authentication process.

- **Step 1: Click on the Enter button for Employees**
- **Step 2: Log in with your Quest username and password**
- **Step 3: Authenticate with your RAC/eGrid card:**

Note: Off network users will not have access to Workforce Central or HR requests through the portal.

The **Remote Access Card (RAC) or eGrid** card is a security protocol used to access Quest systems remotely either through VPN on a Quest issued computer or remotely from your personal computer or mobile device.

### Download the Quest Sam mobile app

Your grid card was provided when you were hired and is also available in the **Quest Sam mobile app**. (Please download and install the mobile app for easy storage and access to your card.) Use your regular Quest Credentials to access this mobile application.



*Note: If you have never authenticated your RAC/eGrid card from off network, you will be asked to enter in your RAC/eGrid card information and prompted to answer a set of security questions. You may be prompted to enter a new password – make sure to write it down for future reference.*