

## How to Login and Troubleshoot Issues

### NOTE: If you are a recent hire to VCH

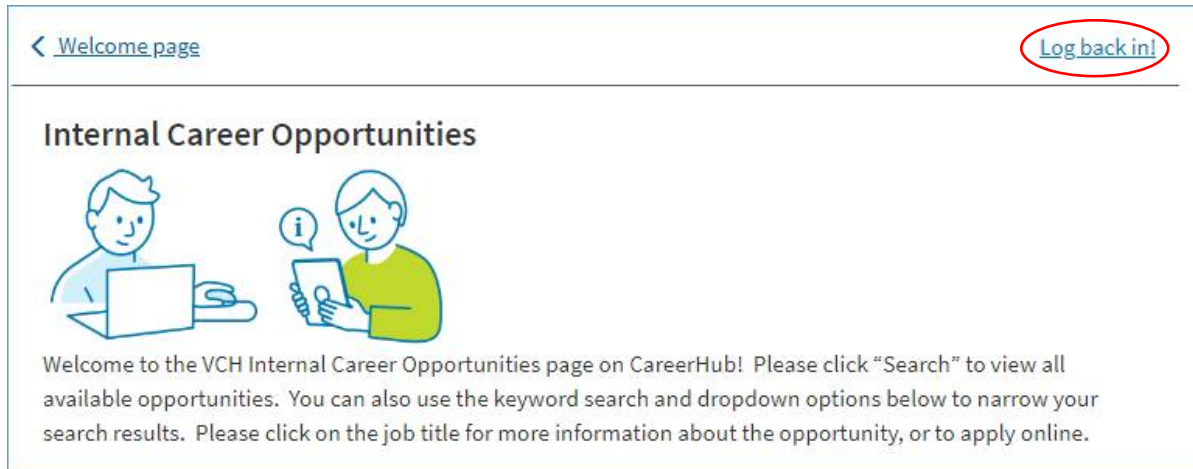
Before you were hired, as an external candidate you would have been required to set up an iCIMS-specific Login ID & password in order to apply for jobs. You can still use this same Login ID & Password to log in to CareerHub (iCIMS) as a VCH Employee to access the onboarding platform, your employee profile, and internal job opportunities. Please try logging in using these credentials.

Once a VCH business email address has been created and issued to you, you will also be able to log in to CareerHub (iCIMS) using these VCH network credentials via single-sign-on (SSO). You may not be able to log in to CareerHub (iCIMS) using SSO as soon as your VCH email address is issued to you as it takes some time for your VCH network credentials to be loaded. But, you can always log in via your iCIMS-specific Login ID & password until SSO is working for you.

If you are not a recent hire to VCH, please follow the steps below:

### How do I log into the CareerHub (iCIMS)?

- 1 **All VCH staff** access the internal careers portal (to search for jobs, update profile, upload resumes, etc) by going here: <https://internal-vch.icims.com>. To access your profile, click on 'Log Back In' on the upper right hand corner of the page. Once logged in, you will notice your name at the top.



**Hiring Managers, their delegates**, members of the Recruitment and Onboarding teams access the backend platform (posting jobs, screening candidates, submitting hires, etc.) of the CareerHub (iCIMS) by navigating to the log in page: <https://vch.icims.com>

If you are working within the VCH network (on site or remotely), the simplest way to login is to use the single-sign-on (SSO) option. You can do this by clicking on the **“Continue with VCH SSO”** button on the login page. You will be asked to enter your VCH network email address and password in separate pages, then you’ll be logged in to CareerHub. You can also sign in using SSO working off of the VCH network so long as you are set up with Multi-Factor Authentication (MFA).

The first screenshot shows the 'Welcome' page with the 'Continue with VCH SSO' button. The second screenshot shows the 'HealthBC Sign in' page with a 'Next' button. The third screenshot shows the 'Network Account Login' page with 'Domain\Username' and 'Password' fields and a 'Sign in' button.

**NOTE:** if you are having problems accessing the VCH network while working remotely, you may need to check your remote/VPN access or your multi-factor authentication set up (MFA). Please follow the steps outlined in these instructions:

[How to Set Up Multi-Factor Authentication \(MFA\)](#)

[How to Work Remotely](#)

If you are still having problems, please contact [Service Desk](#).

**VCH Service Desk:**  
604-875-4334/1-888-875-4334

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If you are working off the VCH network and you’re having issues with SSO/MFA, you can manually enter your iCIMS-specific Login ID & Password to log in. Enter your Login in the “Username or email address” field then click continue. Enter your password then click “Log In”.

The first screenshot shows the 'Welcome' page with the 'Continue' button. The second screenshot shows the 'Enter Your Password' page with the 'LOG IN' button.

If you are still unsuccessful, continue to **step 3**.

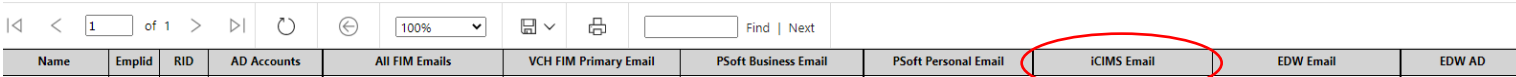
3 Do you have more than one health care ‘business’ email? (ie LMC employee – may have FH, PHC, PHSA, etc credentials)

**If yes:** Your SSO login may be tied to your other email address(es). Try logging in using your other business email(s) or password(s)

**If trying an alternative business email address does not work, or if you don’t remember, or unsure which email address to try:** Go to this self-serve report that will show your Active Directory account information [VCH Employees Email Info \(Self\)](#) (Note: this report can only be accessed while on a VCH network. If you are unable to access the self-serve report, see **step 4**)

Look for the iCIMS Email field on this report. Use this and the password you’ve set up to access that email address to log into CareerHub via SSO.

Home > VCH > Employee Email > Self > VCH Employees Email Info (Self)



**Note:** the VCH Employees Email Info (Self) will show you the following information. Please ensure that you do not share this information with anyone else.

- Name
- EmplID
- RID
- AD Accounts
- All FIM Emails
- VCH FIM Primary Email
- PSoft Business Email
- PSoft Personal Email
- iCIMS Email
- EDW Email
- EDW AD

### I forgot my iCIMS-specific password, how do I reset it?

1 To reset your password, enter your iCIMS-specific Login ID or business email address into the “Username or email address” field then click continue. On the next page, click on the “Reset your password” link. A password reset email will be sent to the business email address you have that is associated with your CareerHub account with instructions. (This is the same email listed as “iCIMS Email” in the self-serve report linked above.)

