

MyApps/JDE Access FAQ's

Question	Answer
Why Edge or Chrome only ?	Edge is the Corporate standard. Chrome is a compatible browser.
Why InPrivate browsing ?	Reduces sign-on errors from other accounts that may be saved on your computer.
Who do I contact if I can't access JDE ?	First, ensure you have a stable internet connection restart your device try a different device Make sure you are using an InPrivate browser email IT.Servicedesk@vaughan.ca
What support can I get from IT if I am having issues logging in ?	IT will assist with Multi-factor Authentication, and user account credentials from your personal device
Can I access JDE from a phone?	The type of J.D. Edwards application being provided is not designed to work with phones. J.D. Edwards is not a "responsive design" application, meaning it does not alter or re-size elements in the web pages for the device using the website.
Should I use a City issued computer or Personal Device?	Although City issued devices are preferred, both are acceptable.
Can I access JDE after hours?	Yes. The only time you will not be able to use it is if there is a scheduled maintenance or an unscheduled disruption
Can I access JDE when I am no longer a City employee?	You will not have access to JDE when you are no longer a City employee. Your final paystub and T4 will be mailed out to you.
Do Managers get notifications on personal devices for Global Leave and Time Entry?	No, notifications are only able to be sent to corporate devices
How do I set-up the Multi-Factor Authentication (MFA)?	You can use this link to access a How To document on setting up MFA
I tried to sign in to JDE but the user name isn't working	Your sign-in for JDE is your last name and first letter of your first name (ie. Joe Smith would be smithj) If you are still having issues signing in, please contact IT.Servicedesk@vaughan.ca
I am having issues signing in to MyApps	Your sign-in for MyApps is your first.lastname@vaughan.ca If you are still having issues signing in, please contact IT.Servicedesk@vaughan.ca