

## SAM: How Do I Claim My Davey Account

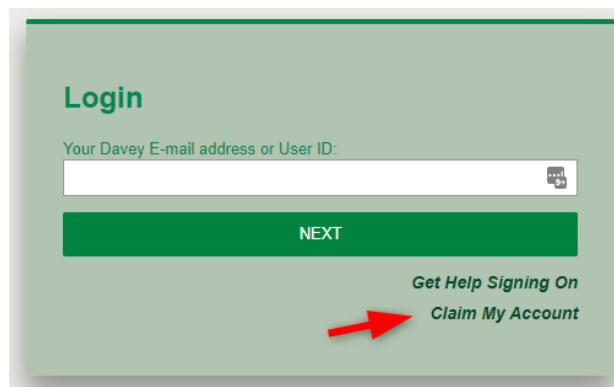
Before you can sign into any Davey system, you need to complete a self-registration process called "Account Claim". These steps can be performed using any computer or mobile device (like a smartphone) with Internet access. During account claim, you'll learn your username, configure two-factor authentication, and set your password.

Step 1: Install Duo Mobile app on your smartphone

Davey uses Duo two-factor authentication to protect access to e-mail and sensitive data. Installing the Duo Mobile app on your smartphone before starting the account claim process makes the process a little easier. If you do not have a smartphone, you can skip this step and use text messaging to receive two-factor authentication codes instead.



Step 2: Visit <https://sam.davey.com> and click on the Claim My Account link.



Step 3: Enter your Employee Number and your birth date.

You can find your employee number on your pay stub or check with your supervisor.


**DAVEY** System Access Manager Language: English

Claim My Account

Allows you to quickly and securely claim your identity as well as set your password.

**1** Enter your user information

\* Employee Num:

\* Birth Date:    
Format: mm/dd/yyyy

SUBMIT

\* Required field

Step 4: Review and acknowledge Davey's Acceptable Usage Policy.



Step 5: Enroll for Two-Factor Authentication

If you are claiming your account on a smartphone.

1. Tap *Next* on the Welcome to Duo Security Screen
2. Install Duo Mobile using your device's app store (if you haven't done so already)
3. Choose *Duo Mobile*
4. Enter your phone number
5. Confirm the number is correct
6. Press *send me a passcode* and enter it in the box provided
7. Press *Next* when asked to download Duo mobile then *Continue*
8. Tap *Open* when prompted to go to the Duo app
9. Enter and save a name for the account
10. Return to the internet browser where you were claiming your account and press *Continue*
11. Lastly, press *Login with Duo* to be sent your first push notification

\* If you are not using the Duo mobile app you will select *phone number* in step 3 and will be set up for SMS text verifications.

If you are claiming your account on a computer.

1. Click *Next* on the Welcome to Duo Security Screen
2. Install Duo Mobile on your device (if you haven't done so already), then click *I have Duo Mobile installed*
3. Choose *Duo Mobile*
4. Enter your phone number
5. Confirm the number is correct
6. Verify the code that was sent in the text message
7. Press *Next* when asked to download Duo mobile
8. Open the Duo mobile app, tap the + button in the top right corner, select *Use QR code*, and scan the QR code on the computer screen
9. Name the account on your phone and press *save*
10. Press *Continue*
11. Lastly, press *Login with Duo* to be sent your first push notification

\* If you are not using the Duo mobile app you will select *phone number* in step 3 and will be set up for SMS text verifications.

If you selected *Other* in the steps above, and now you're ready to link a smartphone app, follow [these instructions](#) to complete the activation.

## Step 6: Write down your Davey User ID

If you have a Davey e-mail address, you can use it as your username to sign into most Davey systems, otherwise you will need to sign on using your Davey User ID.

### 3 User Details

Your User ID is: **reniam24**

Click the Next button to configure your Profile and reset your password.

**NEXT**

## Step 7: Update your personal information.

Please provide a recovery number or an alternate (non-Davey) email address, so you can use our self-service tools to unlock or reset a forgotten password any time day or night.

### 4 Update personal information

**Important:** Please provide your mobile number and/or personal e-mail address so we can send you a link to reset a forgotten password or locked account.

Alternate Email:  ⓘ

Recovery Phone:   
Enter your 10 digit telephone number, with or without dashes

By entering your mobile number you are opting in to receive SMS. Message & Data rates may apply.

**DISCARD CHANGES** **SUBMIT** **SKIP**

## Step 8: Set your password.

### 5 Create and confirm your new password

Your password must be at least 8 characters long, include both UPPERCASE and lowercase letters, have at least one number, and cannot not contain common dictionary words, seasons or month names.

\* New Password:

\* Re-type Password:

**RESET PASSWORD**

Your account is now ready for use! The system will forward you to a landing page with some useful information to help you get started.

Please call 330-673-9515 x8555 or open a ticket at [help@davey.com](mailto:help@davey.com) if you still need assistance.