**MyAskHR:**

*MyAskHR is the query management system dedicated to Schlumberger’s former-employees and their relatives (Designated beneficiaries).*

**Objective:**

- To provide an environment that is both convenient and efficient for ex-employees, in order to obtain relevant information and documents necessary for their lives and careers after Schlumberger.
- To extend the flexible and reliable HR support service to former employees and their beneficiaries to strengthen the long term relationship.
- To offer an avenue to relatives for inquiries related to the disbursement of benefits upon the employee’s passing.

**Creating an Account:**

1: **Who is eligible to create an account?**

Former employees of Schlumberger and their relatives (Designated beneficiaries) are eligible to create an account.

2: **How do I create an account?**

- Connect to the MYAskHR registration portal via this link: - https://myaskhr.slb.com/external/portal.pl.
- To register, select the option that will be applicable to your status.

- Review the Privacy Policy and if you agree to continue mark the check box and click in Continue. This document is based on the company’s Data Privacy and Protection Policy and explains the expectations we have for everyone using the platform.
Please fill your registration form providing correct information.

Register by completing the following information:

- Last Name*
- First Name*
- Email*
- Country of residence*: Make a Selection
- Street Address*:
- City*: Postal Code*:
- Phone Number*:
- Reason for Access*: I was on Home Country assignment only
- * Mandatory fields

Please reply to the questions below to validate your identity:

- Your SLB GIN
- Your date of birth*: (Format: yyyy-MM-dd)
- Your marital status*: Make a Selection
- Your last Country of assignment*: Make a Selection
- Your last position in the Company?*
- When did you retire or leave the Company?* (Format: yyyy-MM-dd)
- Type here the security sequence*: 5arg9qq
- * Mandatory fields

Continue

Finish
• Please complete the mandatory fields in order to continue. The information is very important and must be provided correctly.
• Upon the completion of the registration process, MyAskHR team will evaluate the request form and will send the notification on the account creation status via email.
• Login credential details will be sent on a separate email for the approved account requests.

Managing Your Account

Can I use any email address?

The email address provided will be linked to your MyAskHR account. It is not possible to have multiple email addresses for one account.

MyAskHR will use the email you enter to validate your new account. In addition, all the other notifications will be sent to this address. For this reason, it is important that you use an active email address that you have access to.

Please note that until the email address has been confirmed, you will not be able to access your MyAskHR account.

Account Privacy & Security

How does MyAskHR protect my privacy and keep information secure?

Schlumberger is committed to respecting the privacy of individuals and protecting the personal data that it processes.

The company understands and abides by applicable data protection and legal requirements and ensures data processing practices are implemented and maintained with the appropriate safeguards for the processing of personal data.

Can other people access my account?

Your account is not made publicly visible to others.

We understand that you may want to share access with your family members. However, we do not advise sharing access to an account, even with those you trust. By sharing access, you will leave yourself at risk of actions being made without your consent.
Account Access (Inside the Portal):

Inside the External portal, you have a section with Quick Links to Useful Facts:

- Cigna Envoy website (Cigna)
- Alliance Schlumberger HUB
- Schlumberger Alumni Hub

Clicking on the quick links will open the home pages of these organizations.

How do I log in?

2. Enter your user ID mentioned and password provided in the confirmation emails sent earlier.
3. Click on “Login”.
At your first login in the system you will see one ticket with the subject Portal Access Request, this ticket was created because of your request of access.

**How do I create a query?**

1. Select “New Request” (top bar).

![](image1.png)

2. New screen will open

![](image2.png)

3. Complete all the mandatory fields.
4. Ensure name and email address is correct.
5. Upload the required documents under Attachments section. A new window will appear, search for your files clicking on “Browse”, once you have selected your files click on “GO”.

   You can upload 3 files at the same time. If you need to upload more than 3 files, click again on “Attached Files” and search for more files with “Browse” – once you finish click on “GO”.
6. Click on “Save” at the top of the ticket to submit your query and your files.

How do I edit a query?

1. On the MyAskHR dashboard, select the title of the ticket you plan to revise.
2. Click on the Edit icon.
3. Enter your new comments or question under the Description section.
4. Upload files if needed.
5. Click on “Save” at the top of the ticket to submit your query and your files.
Credential Resetting

How do I recover my User ID?

Since you are using a non-SLB email address, you will need to contact the email service provider to obtain this information.

How do I recover/reset my password?

2. Try to login with your email and any password.
3. After the login failure you should be able to see a “Forgot Password?” link
4. You will receive an email with a temporary password.
5. Log on to the portal using the temporary password. You will be asked to enter a new password.
How do I change my current password?

1. Click on “Preferences” (right top corner).

2. Enter your current password on the “Password” field.

3. Enter new password on the “New Password” and “New Password Again” fields.