

ADP Mobile Application PIN update

After careful consideration, we have decided to retire the PIN login functionality from the ADP® Mobile Solutions application on **April 1, 2017**.

What is the PIN login functionality?

The PIN login functionality allows users to enter a 4 to 10 digit number instead of their regular account password when accessing their mobile app.

Why are we doing this?

The fingerprint login functionality dramatically increased in usage after it was rolled out. Due to its more robust security features, we have decided to make the fingerprint login our sole alternative to the regular password-based login to access the ADP Mobile Solutions app at the present time.

How can you log in to the mobile app?

There are two ways to login to the mobile application after you have downloaded the app.

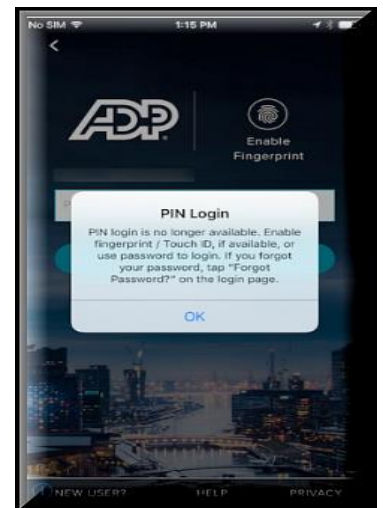
1. Use the fingerprint / Touch ID feature. **Note:** Availability of the fingerprint login functionality depends on the user having a supported device.
2. Use your My TotalSource® User ID and password to login.

How will you be notified of this change?

Upon accessing the mobile app, the following message will appear:

PIN login is no longer available. Enable fingerprint/Touch ID, if available or use password to login. If you forgot your password, tap “Forgot your password?” on the login page. (See image)

- If you are having trouble resetting your password through the app, you can visit mytotalsource.com to utilize the self-service forgot password feature.
- A notification will be displayed in “What’s New” on the App Store® and on Google Play®.



Download the free app from the App Stores:

