

# Help for ADP's Mobile App

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Main Screen



# Settings

**Back** **Settings**

- Preferences >
- International >

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- Privacy >
- Terms of Use >
- Requirements >

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- Help >
- FAQ >
- Feedback >

**Back** **Settings**

- Preferences >
- Change PIN >
- International >

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- Privacy >
- Terms of Use >
- Requirements >

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- Help >
- FAQ >
- Feedback >

## Preferences

You currently have chosen to save your User ID.

You currently have chosen to log in with PASSWORD.

You currently have chosen to log in with PIN.

[Back](#) **Preferences**

You currently have chosen to **save your User ID**.

**I dont want to save my User ID**

---

You currently have chosen to **log in with PIN**.

**I want to log in with a PASSWORD**

[Back](#) **Preferences**

You currently have chosen to **save your User ID**.

**I dont want to save my User ID**

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You currently have chosen to **log in with PIN**.

**I want to log in with a PASSWORD**

## Change PIN

|                                  |                   |
|----------------------------------|-------------------|
| <a href="#">Back</a>             | <b>Change PIN</b> |
| Please enter your current PIN    |                   |
| <input type="text"/>             |                   |
| Enter your new 4 to 10 digit PIN |                   |
| <input type="text"/>             |                   |
| Re-enter your new PIN            |                   |
| <input type="text"/>             |                   |
| <b>Submit</b>                    |                   |

# International

**Back** **International**

Language English (United States)

Region /Country Select

**Region Format Example**

1/23/14  
1,234.56

- Back** **International**
- Čeština
  - Dansk
  - Deutsch
  - English (Australia)
  - English (Canada)
  - English (United Kingdom)
  - English (United States)
  - Español
  - Français (Canada)
  - Français (France)
  - Italiano
  - Magyar
  - Nederlands

- Back** **International**  **Search**
- Afghanistan
  - Albania
  - Algeria
  - American Samoa
  - Angola
  - Argentina
  - Armenia
  - Aruba
  - Australia
  - Austria
  - Azerbaijan
  - Bahrain

# Privacy

## ADP Online Privacy Portal

ADP's clients, associates, suppliers and visitors provide us with vast amounts of personal information. Protecting the privacy and security of this personal information is central to ADP's mission.

ADP has a Global Privacy Program that applies to all affiliates and associates worldwide. This program helps us ensure that personal information is handled properly. The Global Privacy Program governs personal information collected by ADP for its own purposes as well as information provided to us as a data processor for our clients. It protects information collected online as well as offline.

**ADP is also committed to transparency. We want individuals to understand how we collect and use personal information so they can interact with ADP with confidence. The links below can help you find the information you need about privacy and ADP. If you have any other questions, please contact us directly at [Privacy@ADP.com](mailto:Privacy@ADP.com).**

## ADP Online Privacy Statement

### Privacy Statement for Employer Services Clients

ADP is committed to protecting the privacy and security of all personal information that we process in order to provide services to our clients. We receive personal information from our clients about their current, prospective and former employees as well as employee dependents and family members, as needed to provide benefits. This notice explains our practices with regard to all of the personal information we receive from our Employer Services clients as a data processor.

ADP will collect and process your personal information only as instructed or permitted by our client (the employer) or you. ADP will at all times maintain reasonable and appropriate security controls to protect your information.

ADP will disclose all of your personal information to the employer and to other entities when instructed by the employer. We may disclose your personal information to our affiliates and data processors as needed to provide the services that you and the employer have requested. These entities are all contractually bound to limit use of your personal information as needed to perform the services. We will also always disclose Personal Information when required to do so by law, such as in response to a subpoena, including to law enforcement agencies and courts in the United States and other countries where we operate.

If you are based outside of the United States, your personal information may be transferred to ADP affiliates and data processors in the United States and elsewhere in the world. ADP will always protect the privacy and security of your personal information, regardless of where it is processed. Personal information transfers from the European Economic Area and other countries with data transfer restrictions will be authorized by approved model contracts, an EU-US Safe Harbor certification, or other appropriate means.

If you have questions about your privacy rights, please contact your employers human resources department. If you believe that ADP has not handled your personal information properly, you may also contact ADPs Privacy Office at [Privacy@ADP.com](mailto:Privacy@ADP.com). Additional information on ADPs privacy practices is available at <http://www.adp.com/privacy/privacy-statement.aspx>

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ADP Dealer Services is committed to protecting the privacy and security of all personal information that we process in order to provide services to our clients in the automotive industry. This notice explains our practices with regard to the personal information we receive from our Dealer Services clients as a data processor.

ADP Dealer Services receives consumer information from automobile dealerships and processes that information in compliance with its client contracts. We will not use or disclose your personal information for our own purposes other than as expressly permitted by a dealership client or as required by law. ADP Dealer Services will at all times maintain reasonable and appropriate security controls to protect your information.

ADP Dealer Services may disclose all of your personal information to other entities as authorized by our client, the dealership. We may also disclose your personal information to our affiliates and data processors as needed to provide the services that the dealership has requested. These entities are all contractually bound to limit use of your personal information as needed to perform the services. We will also always disclose Personal Information when required to do so by law, such as in response to a subpoena, including to law enforcement agencies and courts in the United States and other countries where we operate.

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**We Self-Certify Compliance with:**



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ADP, LLC  
Global Privacy Office  
MS 325  
One ADP Boulevard  
Roseland, NJ 07068-1728 USA

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**15. GOVERNING LAW & JURISDICTION.** Your use of this Site (including the Software and Services) is governed by the agreement(s) between your Employer and ADP. Any dispute arising out of such use is subject to the law governing the agreement(s) between your Employer and ADP and to the venue set forth in such agreement(s).

**By tapping on the “Accept” button, I acknowledge the Terms set out above and wish to enter ADP’s Site.**

The following Privacy Statement applies to residents of the United States of America: <http://www.adp.com/privacy>

# Requirements

## Supported Devices

- Android™ 2.0 or higher
- Blackberry® 4.6.1 or higher
- iPhone® 3G, iPhone 3GS, iPhone 4, iPhone 4S with iOS 4.0 or higher
- iPod touch® 3rd, 4th generation, iOS 4.0 or higher
- iPad®, iPad 2, iPad 3 with iOS 4.0 or higher

## Additional Requirements

- Cookies must be enabled in your browser.
- Location Services must be turned on to use the features that depend on location.

## Help (Main Screen)

| <b>Back</b>               |  | <b>Help</b> |             |
|---------------------------|--|-------------|-------------|
| <b>Springboard (Home)</b> |  |             | <b>&gt;</b> |
| <b>Security</b>           |  |             | <b>&gt;</b> |
| <b>International</b>      |  |             | <b>&gt;</b> |
| <b>Feedback</b>           |  |             | <b>&gt;</b> |
| <b>Pay</b>                |  |             | <b>&gt;</b> |
| <b>Directory</b>          |  |             | <b>&gt;</b> |
| <b>News</b>               |  |             | <b>&gt;</b> |
| <b>Benefits</b>           |  |             | <b>&gt;</b> |

## Springboard

The Springboard is the home page for ADP® Mobile Solutions. It displays features that are enabled by your company and available for mobile access.

To access a feature, select an icon on the Springboard.

To go back to the Springboard from anywhere in the app, select the screen title.

## Security

If you **forgot your User ID, want to change your Password, or are locked out**, go to [mobile.adp.com/security](https://mobile.adp.com/security) from a desktop browser.

If you **forgot your Password**, go to [mobile.adp.com/security](https://mobile.adp.com/security) from a desktop browser and select Forgot My Password. After you receive a temporary password, go to [mobile.adp.com/security](https://mobile.adp.com/security) from a desktop browser and select Change My Password to create a permanent password.

If you **forgot your PIN or are locked out**, select Forgot? on the Enter PIN page.

### To log in with a numeric PIN:

1. Select the Settings icon in the upper right corner of the Springboard screen.
2. Select Preferences, then turn ON the Log in using PIN option.
3. Enter the numeric PIN twice and select OK.

Your **PIN** must be from 4 to 10 digits long. It can't be a sequence of digits (ex. 2345), reverse sequence of digits (ex. 5432) or all the same digits (ex. 3333).

### To log in with a Password:

1. Select the Settings icon in the upper right corner of the Springboard screen.
2. Select Preferences, turn ON the Log in using Password option.

If **you don't want to type your User ID every time** you log in:

1. Select Settings.
2. Select Preferences.
3. Select Remember User ID.

## International

**To change the language and region settings used in the app:**

**Before you log into the app**

On the login screen (where you enter your User ID), select the Globe icon in the upper right corner, then select the Language and Region/Country you want.

### **After you log into the app**

1. On the Springboard, tap Settings.
2. Tap International.
3. Select the Language and Region/Country you want.

## Feedback

Your input is very important to us.

To help us improve the product please submit your questions, feature requests, etc.

## Pay

### Pay Statements

To **view your pay statements**, select Pay on the Springboard. Pay statements are listed with the most recent first.

To **view net pay details for a pay statement**, including earnings, deductions, and payment amounts (if available), select the pay statement. At this time you may only view some of the pay statement details. Viewing the PDF of the pay statement will be supported in an upcoming release.

To **view the gross pay details for the pay statement**, select the Year to Date tab at the top of the screen.

If you believe any of the information in your pay statement is not accurate, contact your payroll administrator.

### Tax Statements (if available)

To **view your tax statements**, select Pay on the Springboard and then tap Tax Statements. Tax statements are listed for the last 3 years, with the most recent first.

To **view the details of a tax statement**, including federal, state, and local tax amounts, benefits, and tips, tap the tax statement.

\* If you have an Android device, it must be 2.0 or later. If you have a Blackberry or Android device, you must have a PDF viewer.

To **view a PDF version of the tax statement**, tap View Statement at the top of the screen. For security purposes, if you logged in with a PIN you must enter your password to continue.

Depending on your device, you can print the tax statement to a supported device, send it in an email, or open it in a supported application.

If you believe any of the information in your tax statement is not accurate, contact your payroll administrator

## Directory

To **view the Corporate Directory**, select Directory on the Springboard.

To **find a contact**, type at least 3 characters of the contact's first or last name in the Search field.

To **view contact details**, select the contact's name. Then, if you want to:

- **Call**, select the phone number.
- **Send an e-mail**, select the e-mail address.

To **view details about a contact's manager**:

1. Find the contact in the Directory.
2. Select the contact's name.
3. Select the name in the Reports To field.

## News

Your company's news articles are displayed on this page.

Select a news article **to view the details**.

If you select a link within a news article you will leave the ADP® Mobile Solutions application and navigate to that link. Use the browser's back button to return to the ADP® Mobile Solutions application. If you return to the this application after 5 minutes, you will have to log in again.

## Benefits

To **view your Benefits**, select Benefits on the Springboard. Benefits are listed (if available).

To **view details for a specific Benefits plan**, select the desired plan.

## FAQ

### **Why don't I see all the features that are displayed on the website - [www.adp.com/gomobile](http://www.adp.com/gomobile)?**

*The Springboard displays features that are available for mobile access and enabled by your company.*

### **Why do I only see some of my pay statements?**

*Currently, the app displays pay statements for the last 5 pay periods for the company linked to your user ID. More historical pay statements will be available soon.*

### **When can I view all details or the PDF of my pay statement?**

*We are working to provide additional data in an upcoming release.*

### **Why can I only see the pay statement list and not the details?**

*Pay statement details will be provided to all users in the near future (if not currently available).*

### **I already entered my PIN. Why do I have to enter my password to view a tax statement?**

*Entering your password provides an additional level of security for your sensitive personal information.*

### **Why can't I view a PDF of a tax statement?**

*If you have an Android device, it must be 2.0 or later. If you have an Android or Blackberry device, you must have a PDF viewer.*

### **How do I get back to the ADP Mobile app after I view a PDF of a tax statement?**

*On some devices, a separate PDF viewer is required to view tax statements. When you are done viewing the tax statement in the PDF viewer, open your browser to go back to the ADP Mobile.*

### **When can I view my W-2s (if applicable)?**

*Viewing W-2s is available for the 2012 tax season. Tap Pay on the Springboard, and then tap Tax Statements to view them.*

### **Why can't I view my 1099s (if applicable)?**

*1099s will be available in a future mobile release.*

### **When can I view or request my time off (if applicable)?**

*You will be able to view your balances and request time off in an upcoming release.*

## Feedback

ADP values your feedback! To help us improve the product, please tell us what you think about the app. If you have any questions about your information, please contact your local support.