Help for ADP’s Mobile App

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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.

<table>
<thead>
<tr>
<th>Preferences</th>
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<tbody>
<tr>
<td>You currently have chosen to save your User ID</td>
<td>I don't want to save my User ID</td>
</tr>
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Change PIN

Please enter your current PIN

Enter your new 4 to 10 digit PIN

Re-enter your new PIN

Submit
International

Language: English (United States)

Region/Country: Select

Region Format Example:
123/45
1,234.56
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.

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. Additional information on ADPs privacy practices is available at http://www.adp.com/privacy/privacy-statement.aspx

Privacy Statement for Auto Dealership Clients
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.

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 auto dealership directly. If you believe that ADP has not handled your personal information properly, you may also contact ADP's Privacy Office at Privacy@ADP.com.

Privacy Statement for Medical Records Processing 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 in the healthcare industry. This notice explains our practices with regard to the protected health information we receive from our clients for medical records processing as a business associate under the US health privacy law known as HIPAA.

ADP will collect and process protected health information only as required or permitted by our business associate agreement and applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA). ADP will at all times maintain reasonable and appropriate security controls to protect the information as required by the HIPAA Security Rule.

If you have questions about privacy or security, please contact the HIPAA Privacy Official named in the Privacy Notice published by your healthcare provider or health insurance plan. If you believe that ADP has not handled your personal information properly, you may also contact ADP's Privacy Office at Privacy@ADP.com.

Privacy Statement for ADP Dealer Services Digital Marketing Websites

ADP Dealer Services Digital Marketing business runs websites such as Cobalt.com, Dealix.com and Usedcars.com. These websites collect personal information from consumers and use it to facilitate the consumers' car shopping experiences. Please see the detailed privacy statements on the applicable website.

Safe Harbor Privacy Statement

ADP, LLC and its US subsidiaries participate in the U.S.-E.U. and U.S.-Swiss Safe Harbor Privacy Programs. We protect client human resources information received for processing from clients in the European Economic Area and Switzerland in accordance with the Safe Harbor Principles. We also protect all data processed by our Trusted Platform Security Infrastructure and related technologies in accordance with the Principles. Additionally, ADP, LLC protects all ADP associate information in accordance with the Safe Harbor Principles,
and it has certified to the U.S.-E.U. and U.S.-Swiss Safe Harbor Frameworks for its own human resources data. To learn more about Safe Harbor and to view ADP's certification, please visit [http://www.export.gov/safeharbor/](http://www.export.gov/safeharbor/).

We Self-Certify Compliance with:

![Safe Harbor Certification](image)

**Social Security Number Protection Policy Statement**

ADP collects Social Security numbers and other sensitive personal information in the ordinary course of its business. ADP has implemented reasonable technical, physical and administrative safeguards to help protect the Social Security numbers and other sensitive personal information from unlawful use and unauthorized disclosure. All ADP associates and contractors are required to follow these established procedures, both online and offline.

Access to Social Security numbers is limited to those employees and contractors who have a need to access the information to perform tasks for ADP. Social Security numbers are only disclosed to third parties in accordance with ADP’s established privacy policy. ADP will only disclose Social Security numbers to those service providers, auditors, advisors, and/or successors-in-interest who are legally or contractually obligated to protect them or as required or permitted by law.

**California Privacy Rights**

California Civil Code Section 1798 allows California residents to ask companies with whom they have an established business relationship to provide certain information about the companies sharing of personal information with third parties for direct marketing purposes. **ADP, LLC does not share any California consumer personal information with third parties for marketing purposes without consent.**

California customers who wish to request further information about our compliance with this law or have questions or concerns about our privacy practices may contact us at Privacy@ADP.com or by writing to:

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

**Local Privacy Statements**

Some ADP companies have published privacy statements on their websites that provide additional information about local practices. Please follow the privacy link on affiliate websites to read these local statements.

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5. SCOPE OF LICENSE. This license granted to you for the Software, or by your use of the Site on a Device, is a limited, non-transferable license to use the Software or Site by means of a Device that is approved for use for the Services as agreed between ADP and the Employer, that you own or control and as permitted by the Device’s usage rules. You may not distribute or make the Software or Services available over a network where it could be used by multiple Devices at the same time.

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7. FEEDBACK. You may from time to time provide suggestions, comments or other feedback ("Feedback") to ADP with respect to the Software, the Services and/or related documentation. Both you and ADP agree that all Feedback is and shall be given entirely voluntarily. Feedback shall not, absent a separate written agreement, create any confidentiality obligation for ADP and ADP shall be free to use, disclose, reproduce, license or otherwise distribute,
and exploit the Feedback provided to it as it sees fit, entirely without obligation or restriction of any kind on account of intellectual property rights or otherwise.

8. COMMERCIAL ITEMS. The Software and related documentation are “Commercial Items”, as that term is defined at 48 C.F.R. Section 2.101, consisting of “Commercial Computer Software” and “Commercial Computer Software Documentation”, as such terms are used in 48 C.F.R. Section 12.212 or 48 C.F.R. Section 227.7202, as applicable. Consistent with 48 C.F.R. Section 12.212 or 48 C.F.R. Section 227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are being licensed to US Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to these Terms. Unpublished rights reserved under the copyright laws of the United States.

9. GEO-LOCATION FUNCTIONALITY. ADP offers a GPS/geo-location feature which may be enabled or disabled by your Employer. If the feature is enabled it determines if you are at a location approved by your Employer and are therefore able to enter a time entry action. In this case, the clock feature of the Software requires the use of your Device’s GPS/geo-location services. If your Employer has enabled the GPS/geo-location feature, this feature will remain inoperative until you see the prompt screen “ADP Mobile Would Like to Use Your Current Location”. At that point you may either allow or not allow ADP to access your location. If you choose to allow it, the ADP GPS/geo-location feature collects your longitude and latitude by determining your location provided by a GPS device built into your Device and geo-location services provided by the Device operating system. Such data is subsequently sent back to the time and attendance solution purchased by your Employer and then used for the purposes made known to you by your Employer. The remaining provisions explain how allowing “ADP Mobile to Use Your Current Location” will affect you depending on the type of Device you are using: (a) Native apps: If your Device has a native application (“app”) which, along with the Device operating system provides geo-location services, you will not be enabling geo-location information on your Device to be collected by other apps (unrelated to ADP) that are also installed on your Device, (b) Web browser: If your Device functionality requires that you access the Software through your Device web browser, you may access the Software via your Device web browser in the same manner that you would access the Software from a desktop computer. However, if you choose to allow the Software, accessed via your web browser, to access the GPS/geo-location feature on your Device, then you may be enabling geo-location information on your Device to be collected by other websites (unrelated to ADP) that are also installed on your Device. In either case, if you choose not to allow the geo-location functionality on your Device, then you will not be able to use your mobile Device to enter your time and attendance data.

10. DATA PROTECTION. Any personally identifiable information/personal data about you that is provided by you or your Employer through the Site and is accessible by ADP is subject to the provisions of the agreement(s) between your Employer and ADP.

11. CONSENT TO USE OF DATA. COOKIES. You agree that ADP may collect and use technical data and related information, including but not limited to technical information about your Device, system and application software, and peripherals, that is gathered periodically to facilitate the provision of software updates, product support and other services to you (if any) related to the Software. ADP may use this information, as long as it is in a form that does not personally identify you, to improve its products or to provide services or technologies to you or the Employer.

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party for any suspension or discontinuance of the Site, the Software or the Services, and for any modification of the Site and/or the Software or the Services.

14. TRANSMISSIONS OF DATA. You acknowledge that confidentiality is not guaranteed on the network and every Internet user must take steps to protect themselves from a virus, worm or other harmful executable that may compromise data security.

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)

<table>
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<tr>
<th>Help</th>
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<tbody>
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<td>Springboard (Home)</td>
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</tbody>
</table>
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 from a desktop browser.

If you forgot your Password, go to 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 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?

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.