



Accessing the Mobile Application

The Mobile Application allows users to access the application with a mobile device such as a mobile phone or tablet. This instruction sheet shows how to access and log into the mobile application.

Google Android

- 1). Access **Google Play**.
- 2). Search for **"HCMTOGO"**
- 3). **Download and install the application to your device.**

Apple iOS

- 1). Access the **Apple App Store**.
- 2). Search for **"HCMTOGO"**
- 3). **Download and install the application to your device.**

Setting up the Mobile Application for the first time.

- 1). Open the mobile application on your device
- 2). Select **North America** from the list as your region. Input your company's **short name**
- 3). Input your **username** and your **password**.
- 4). Click **Login**

Note: Your 'Company Shortname' is

CK7969

HCMTOGO®
Welcome to HCMTOGO

Select your region

☒ NORTH AMERICA
☐ EUROPE
☐ AUSTRALIA

COMPANY SHORTNAME *
Ckxxxx

CONTINUE

Log In

2:56 PM [EDT]

Username

Ckxxxx

Password

••••••••••

LOGIN

[Forgot Your Password?](#)

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Username Format

Your **username** will be the first letter of your first name, your full last name, and the last two numbers in your social security number.

Example: JDoe01

Your **password** is the same one you use if you log in online.



First Time Login Mobile Application – Change Password

If this is your first-time logging into your account, and you are using the mobile app, follow the below instructions to configure your new password.

Change Password

- 1). Enter the **old password** (default password).
- 2). Enter **new password**.

Note: Passwords must be at least 8 characters long, have one uppercase, one lowercase, one number, and one special character.

Example: Password1!

Change Password

Old Password

New Password

Confirm New Password

CHANGE

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First Time Login Mobile Application – VCA Settings

If this is your first-time logging into your account, and you are using the mobile app, follow the below instructions to configure your virtual code settings. When you sign into your account, every time you sign in on a new device, you will need to enter in a code.

Configure VCA Settings

- 1). Enter in at least one method for the delivery for your token code
- 2). Click save

Configure Virtual Code Settings

Please verify that your contact information below is correct. If it is incorrect, enter in a valid Mobile, Phone and/or Email in order to receive a token code for future login.

At least one of the three methods below is required. As a best practice, enter in as many of these three as possible.

For the purposes of providing increased security the phone number entered will be shared with a third party to transmit a multi-factor authentication token.

Text Message #

XXX-XXX-XXXX

Voice Phone #

XXX-XXX-XXXX

Email

NoReply@Checkmatenh.com

SAVE

Using VCA on a New Device

- 1). Choose the method in which you would like to receive your token code
- 2). Click on the blue button that says "Send Text Message" or "Send Email"
- 3). Depending on the method you chose, retrieve the token code and enter the code.
- 4). Click Continue

Note: If you do not want to do this again on your device, check off the checkbox.

Methods

☒ Text Message

☐ Voice

☐ Email

Text message will be sent to: *****1422

SEND TEXT MESSAGE

Enter Code



☒ By checking this box, the system will not require the entry of a code from this browser and computer with each login.

If you do not login from this device at least once in the previous 30 days, the system will require a new verification code sent to you.

CONTINUE