

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.

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

Username Format

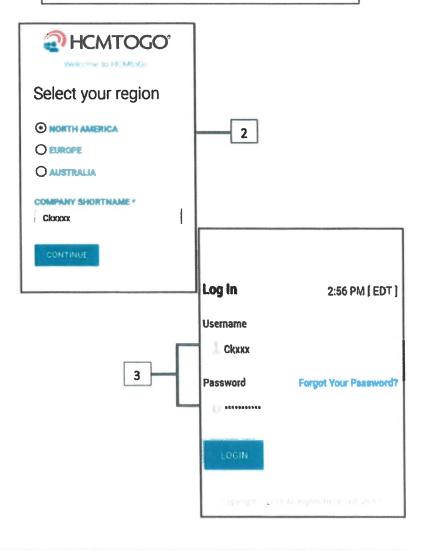
Your username will be the first letter of your first name, your full last name, and the last two numbers in your social security number.

Example: JDoe01

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

Apple iOS

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





First Time Login Mobile Application – Change Password

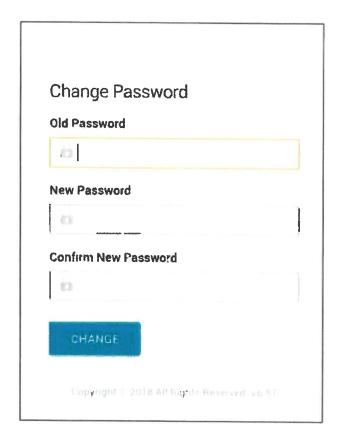
If this is your first-time logging into your account, and you are using the mobile app, follow the below instructions to configure your new password.

Change Password

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

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

Example: Password1!



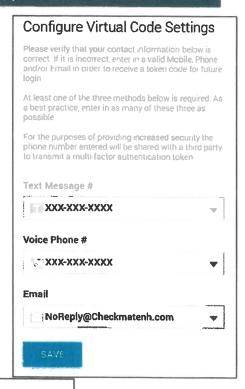


First Time Login Mobile Application – VCA Settings

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 an 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



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.

