

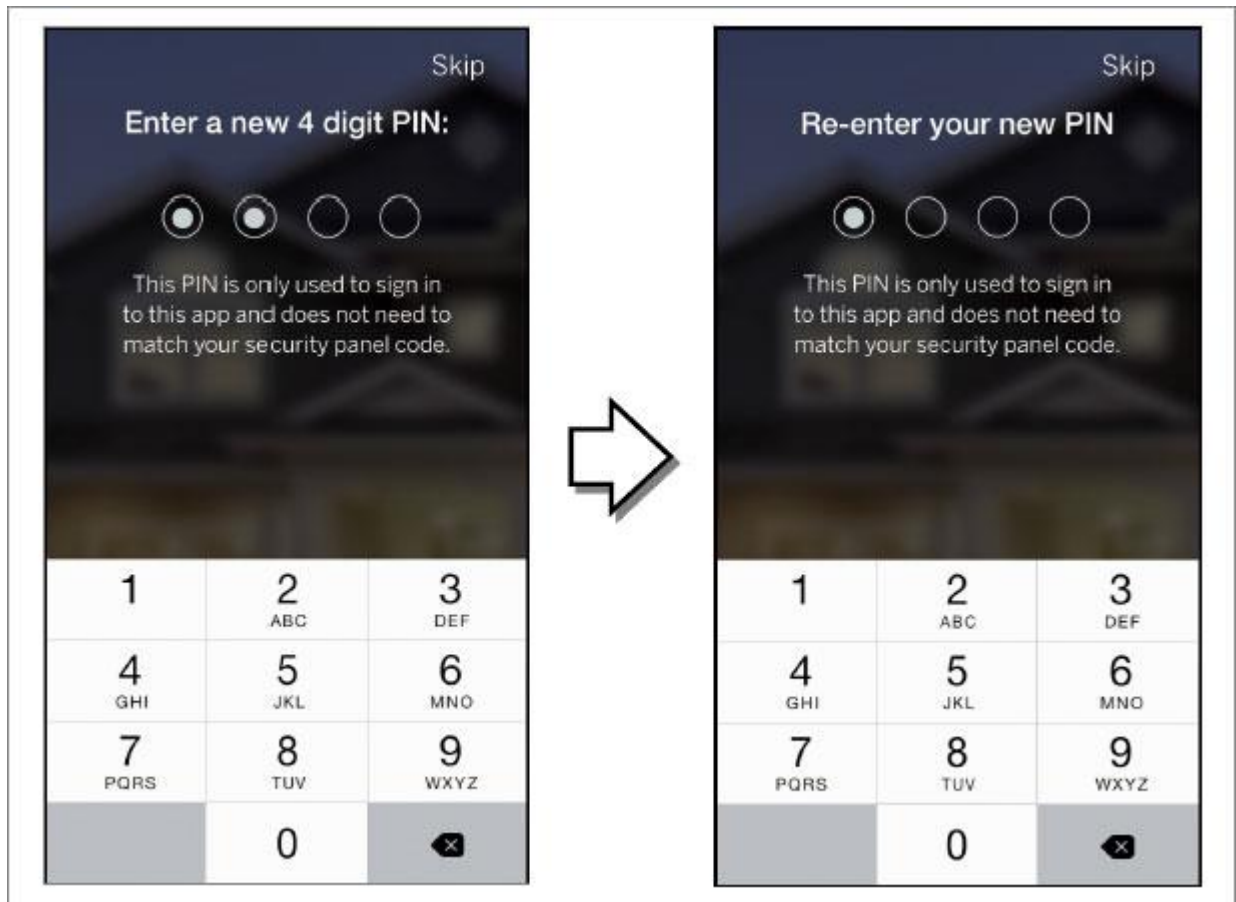


## ADT Pulse Mobile App – 4 Digit Pin and Passwords

If you would prefer, you can sign in to the app using a 4 digit user-selectable numeric PIN. This PIN replaces the user name and password for 30 days, enabling you quicker access to their system while maintaining security. This will keep your session active for an extended period of time, until you either manually sign out or the indicated number of hours has elapsed.

**For your security, you will occasionally need to log in to the Pulse mobile app using your Pulse username and password. This allows ADT to verify your identity. Once logged in, you can change your login preferences in Settings back to TouchID or PIN.**

To establish your 4 digit PIN, drag the slider labeled Create a 4 digit pin for easy sign in to the ON position. When you log in, a new screen appears for you to create the PIN. After you enter the 4 digits, you will be prompted to re-enter the PIN for confirmation.

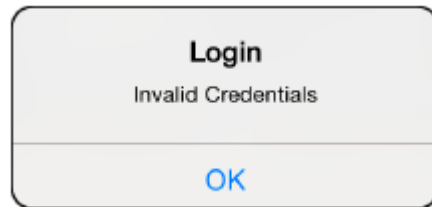


If you would prefer not to establish a 4 digit PIN, tap Skip.

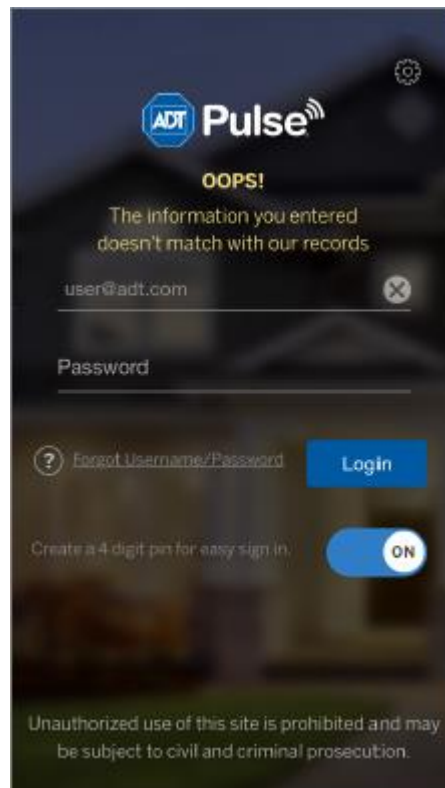
Later, if you would prefer signing on using your Username and Password instead, tap the I'd rather login with my username link, located just below the 4 circles. The regular Sign In screen appears. Enter your Username and Password to login.

## Failed Sign In Attempts

If you incorrectly enter your Username and Password, an error message appears notifying you that you have entered Invalid Credentials. Tap OK.



The following message screen appears.



You must either now correctly use your Username and Password to login or else tap the Forgot Username/Password link. This process is described in the following section.

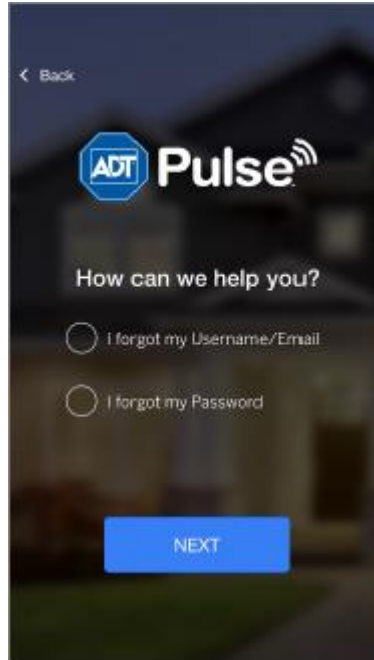
If you incorrectly entered your PIN, a message appears telling you that you have entered the wrong passcode. Re-enter your PIN. If you incorrectly enter your PIN three consecutive times, the normal Sign In screen reappears. You must either now use your Username and Password to login or else tap the Forgot Username/Password link. This process is described in the following section.

If you incorrectly enter your password multiple times, the following screen appears informing you that your account has been temporarily locked for approximately 30 minutes.

If you are still unable to sign in to your account after 30 minutes, try resetting your password, as described in Reset Application Settings.

## Forgotten Username or Password

If you forget your Username or Password, tap the Forgot Username/ Password link, located to the left of the Login button. Follow the prompts to have your Username and/or Password sent to the email address we have on file for you. The Sign In Help screen opens.



The Sign In Help screen displays the Reset Password and Retrieve Username options. From this screen you can begin the process of retrieving your username or resetting your password.

## Retrieving Your Username

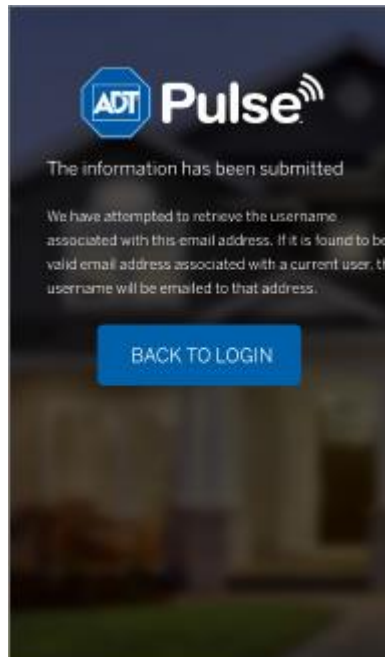
From the Sign In Help screen, you can retrieve your username.

To retrieve your username:

1. On the Sign In Help screen, select I forgot my Username/Email, and then tap Next.
2. In the screen that appears, enter the email address where you would like the username sent, and then tap SEND.



3. A screen appears and a message displays to tell you that you will receive an email with your username. Tap **BACK TO LOGIN**.



4. Using the username that was emailed to you, enter your username and password on the Sign In screen.

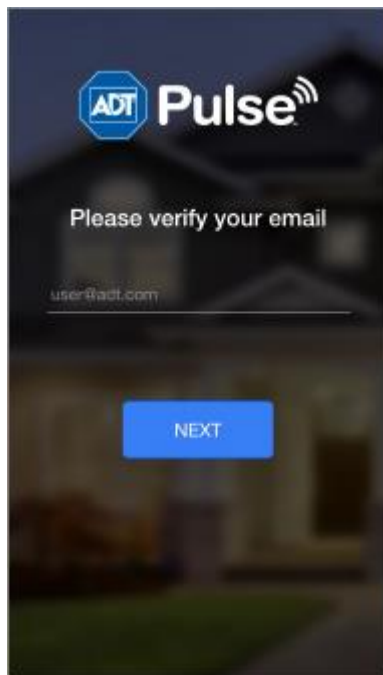
## Resetting Your Password

From the Sign In Help screen, you can reset your password.

To reset your password:

1. On the Sign In Help screen, select **I forgot my Password**, and then tap **Next**.

- In the screen that appears, enter the email address that ADT has on file for you, and then tap NEXT. ADT will send an email to this address with a link for resetting your password.



- Open the email with the reset password link, and tap the link. A browser page opens and the Reset Password screen appears.
- In the Reset Password screen, enter your username and click Continue.



- In the screen that appears, enter the answers to the security questions and click Continue.

**ADT Pulse**

### Reset Password

To reset your password, you must answer the following security questions correctly. Enter the answers that you provided when you originally set them up. Case, punctuation and spaces are ignored when comparing with your original answers.

What is your father's middle name?

What is your youngest sibling's middle name?

What is the last name of your childhood best friend?

**Continue**

6. In the New Password field, enter your new password, and in the Confirm New Password field reenter your new password, then tap Continue.

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### Reset Password

- Password must have at least 8 characters
- Password must not contain more than 2 of the same characters in a row
- Password must have at least 1 letter
- Password must not contain your email address, username or actual name
- Password must have at least 1 number or symbol (!, @, # etc.)

New Password

Confirm New Password

**Continue**

7. Click Sign In to log onto the Web Portal, if you choose. Or, at this point you can return to the app Sign In screen.

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### Password Created

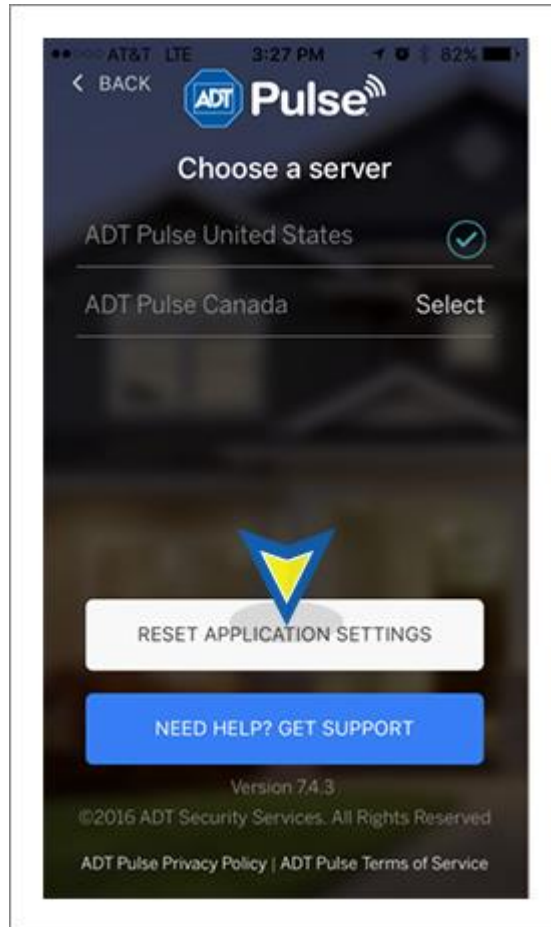
**Sign In**

## Reset Application Settings

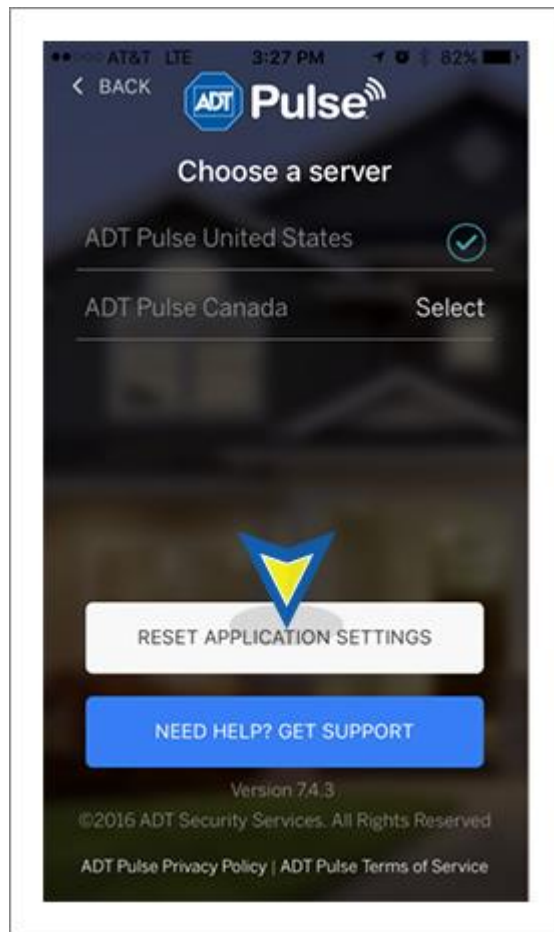
If you are having difficulty in getting signed on to the system through the mobile app, you may need to perform a reset of your login settings. This is accomplished by tapping the RESET APPLICATIONS SETTINGS button on the Choose a Server screen.

To reset your application settings:

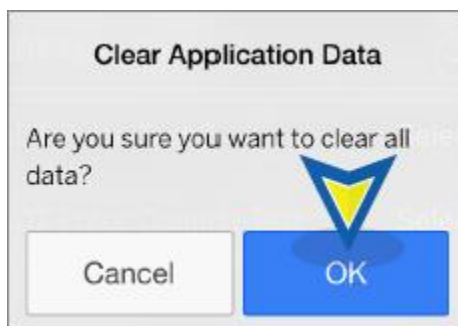
1. Tap the Settings icon located in the upper right corner of the Sign In screen.



2. Tap the RESET APPLICATIONS SETTINGS button.



3. Tap OK to confirm. Your settings are reset.



4. When prompted, select the appropriate server.

5. When you are returned to the Sign In screen, attempt to sign in again.

## Need Help?

Directly below the Reset Applications button on the Choose a server screen is the NEED HELP? GET SUPPORT button.

Tap this button to automatically create an email addressed to ADT App Support. Briefly describe the issue you are having and click Send. An ADT representative will reply to you by email.



To get step-by-step instructions, review the ADT [Pulse Mobile App User Guide](#) (7MB). For more precise questions, check out our ADT [Pulse Mobile App](#) page.



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