



# New Default Password Format Mobile Guide

A decorative graphic consisting of several parallel blue lines of varying lengths, slanted upwards from left to right, positioned on the right side of the page.

Document Version: 1.0  
Released Date: 11.05.2026



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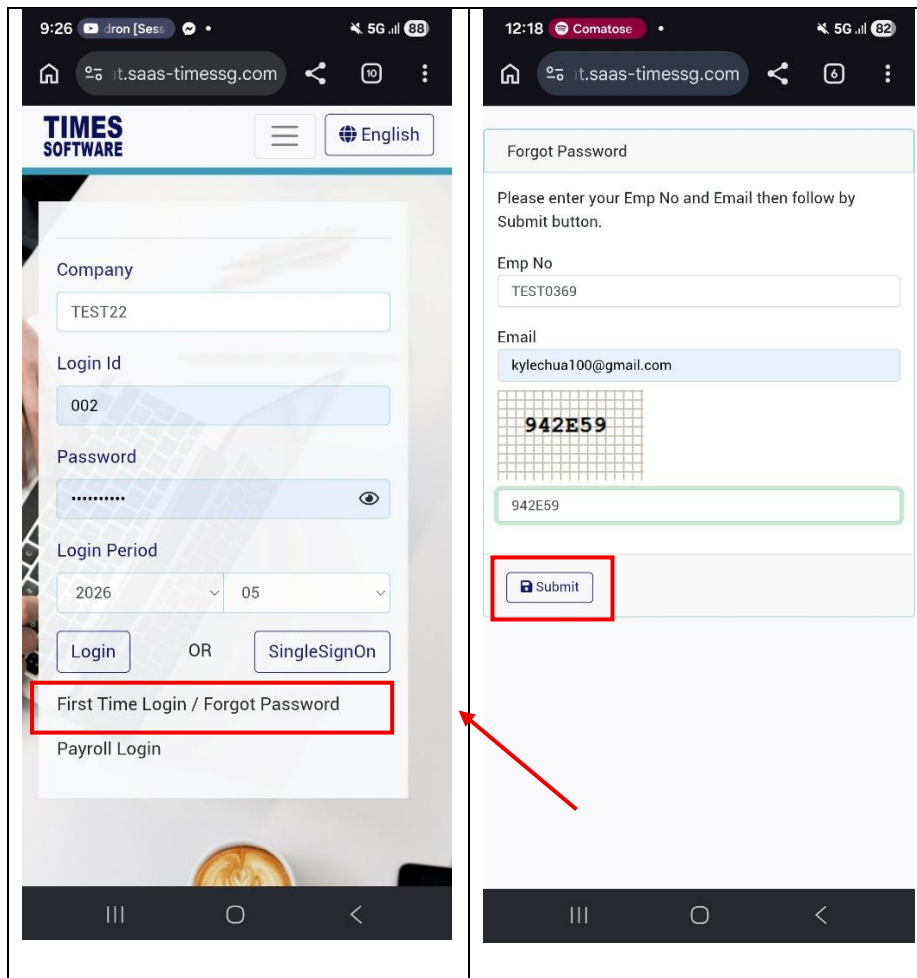
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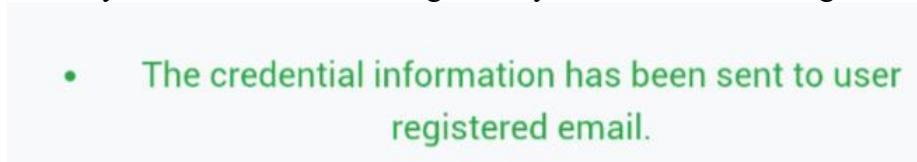
# 1) New Default Password Format Mobile Guide

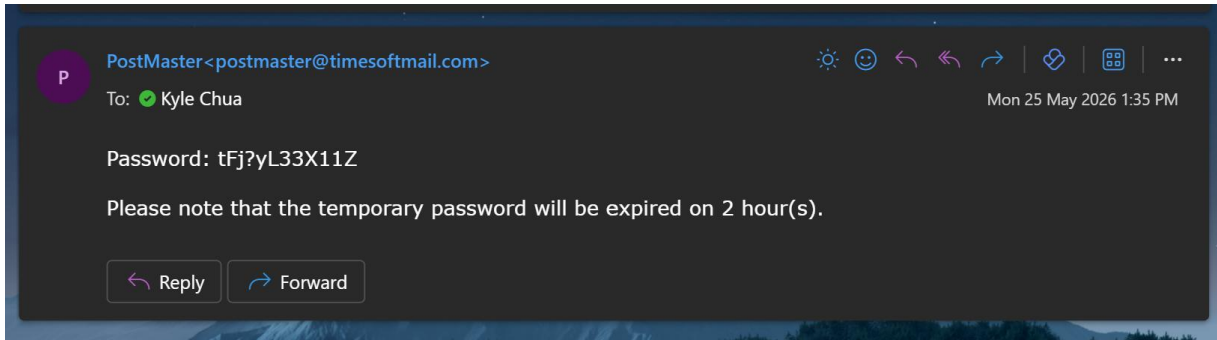
## 1.1) First-Time Login to Mobile Web Portal

1) When a new employee account is created, to retrieve their first time password on mobile, click on the “First-Time Login” Hyperlink, fill in their Emp No, Email and Captcha, and click “Submit”

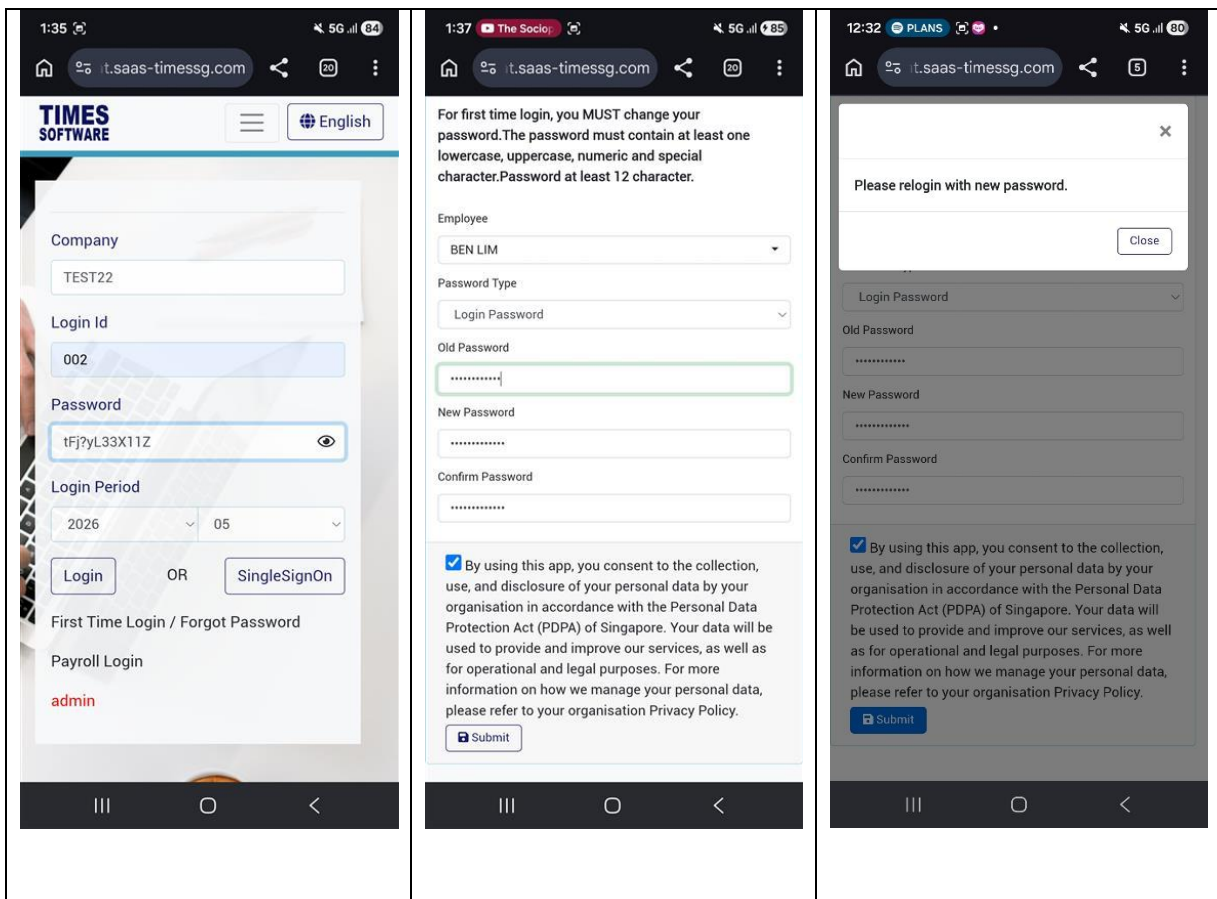


2) After the employee clicks “Submit” they will receive a temporary password in their email that they can use for first-time login. They will see the following success message





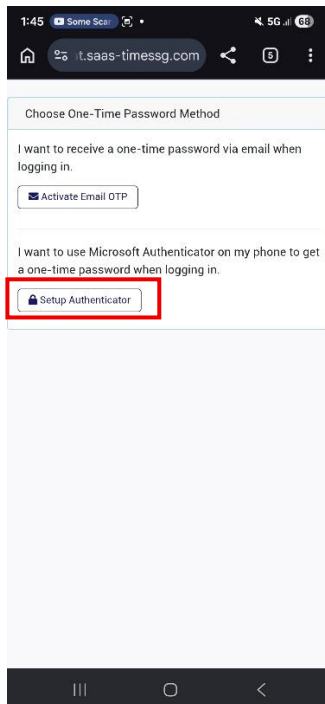
3) After the employee logs in with their employee number and temporary password provided, they will be prompted to reset their login password.



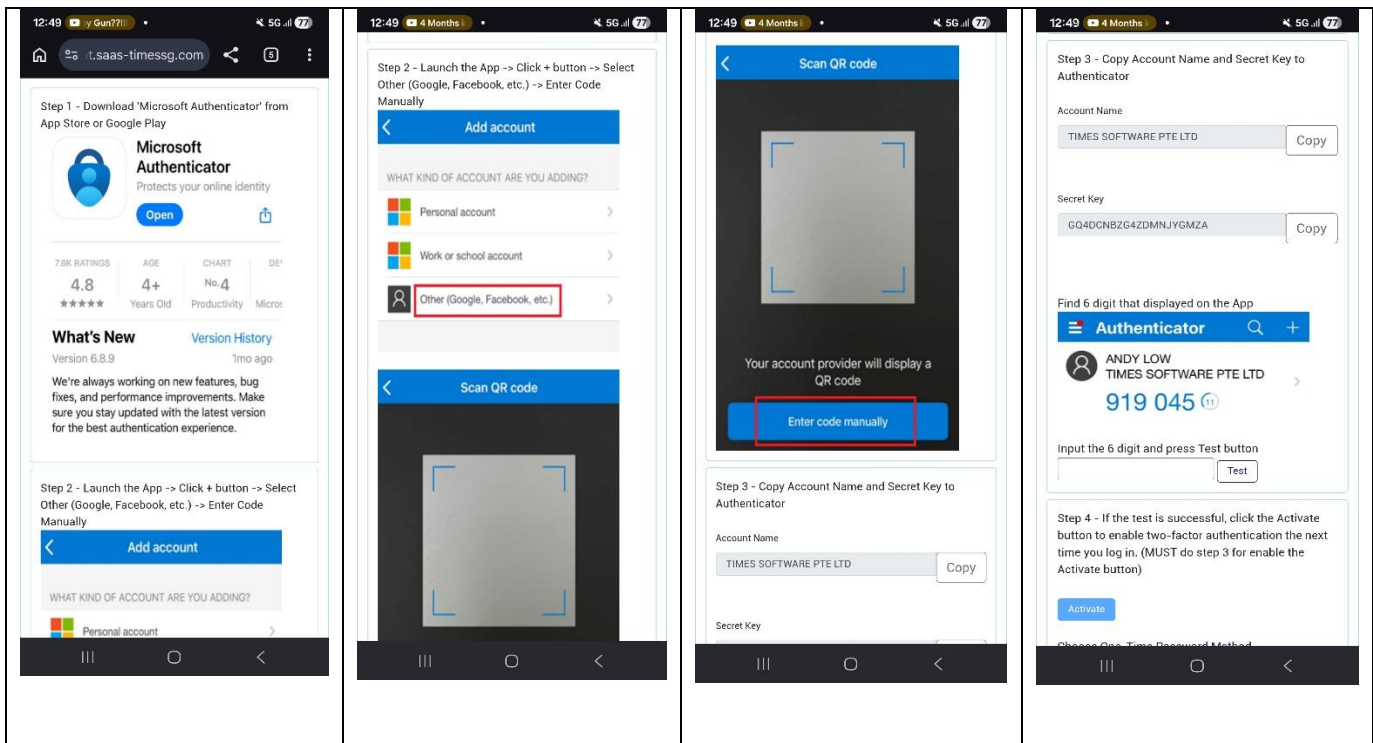
## 1.2) Setup MFA on Mobile Web Portal

### 1.2.1) Setup Microsoft Authenticator

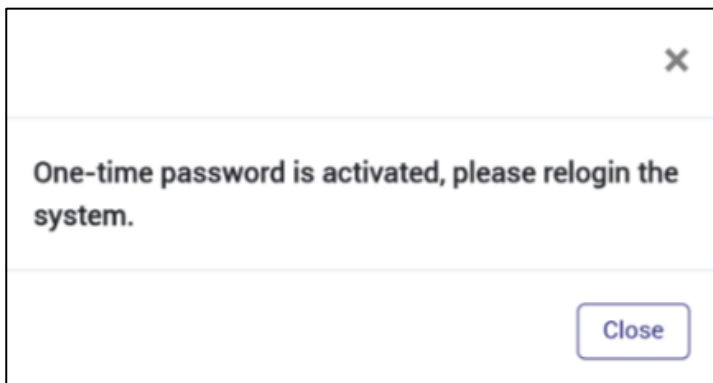
1) After an employee resets their password, they will be prompted to setup MFA (Multi-factor authentication) for their account



- a. Install the Microsoft Authenticator App
- b. Click on “+” → Other (Google, Facebook, etc)
- c. Click on “Enter Code Manually” and copy the Account Name and Secret Key
- d. After setting up the authenticator, key in the 6-digit pin shown in the authenticator and click “Test”
- e. Click “Activate” to activate MFA Login



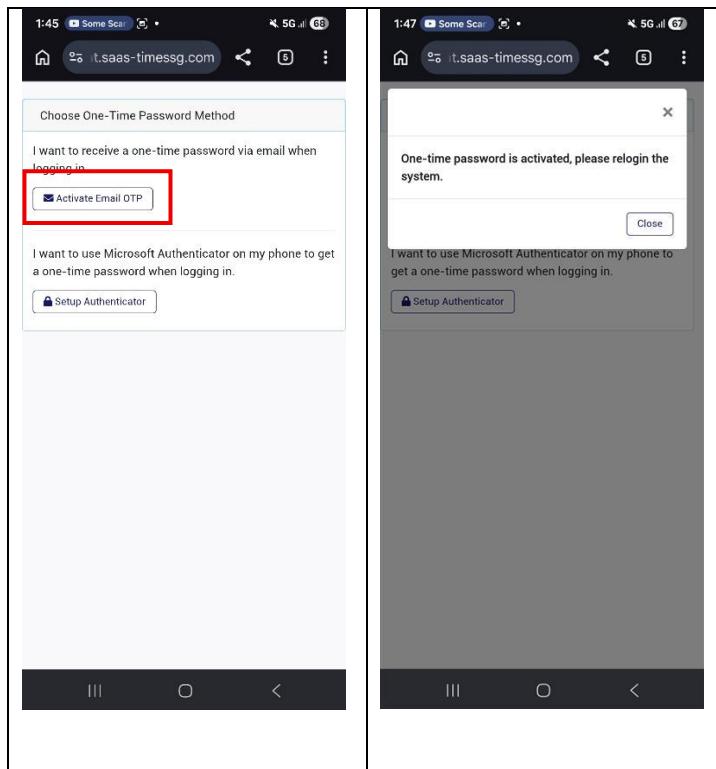
2) Once the user clicks on “Activate”, they will receive the following success message



### 1.2.2) Setup Email Authenticator

1) In the “Choose a One-Time Password” Method screen, click “Activate Email OTP”

2) if the employee has an email-address linked to their account, they will see the success message below.



### 1.3) Reset Password on Mobile Web Portal

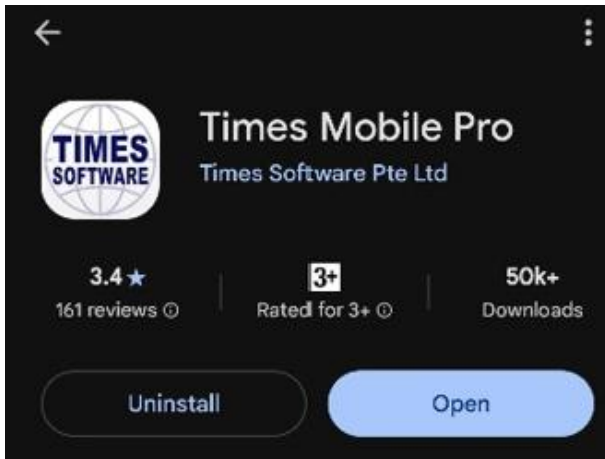
If the user has no access to their computer and strictly uses their mobile phone, they can proceed to reset their password via the times mobile web portal by following the steps in **Section 1.1**. After which they will be prompted to reset their MFA (Multi-Factor Authenticator) Login.



## 1.4) Setup Times Pro Mobile App

After the user logs in for the first-time and sets up their MFA on the web portal, they can proceed to install the mobile app

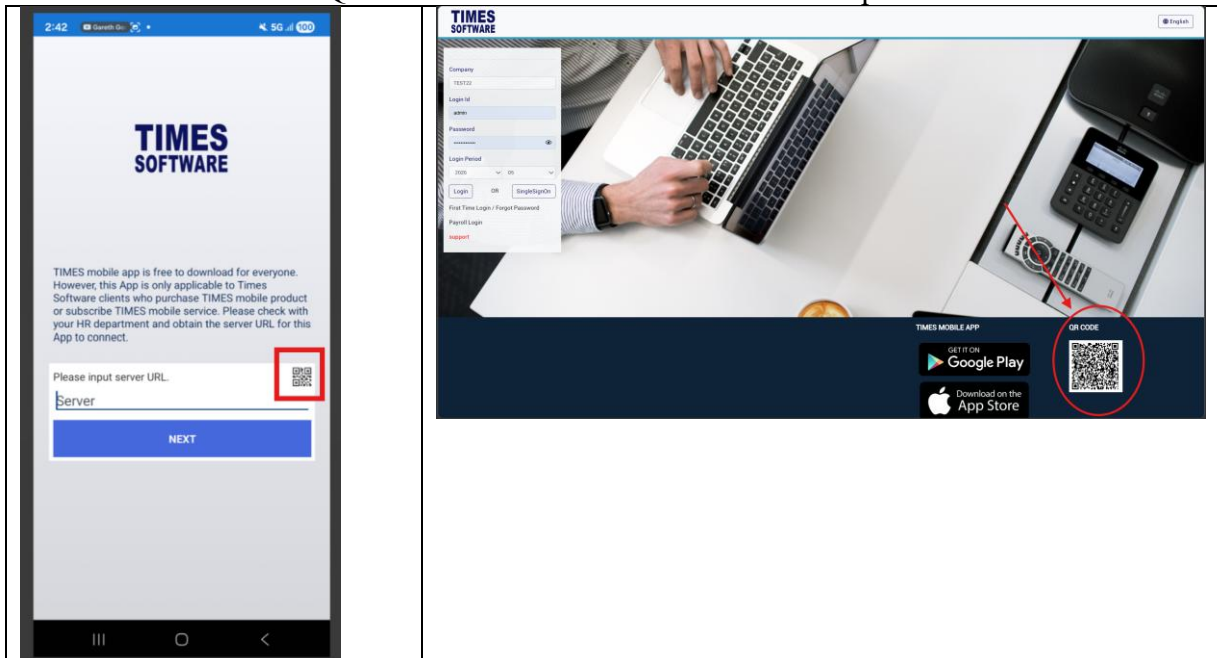
1. Navigate to the app store on IOS/Android, find the application “Times Pro Mobile”, click “Install”



2. After installing the application, the employee will see the following screen. Click on the

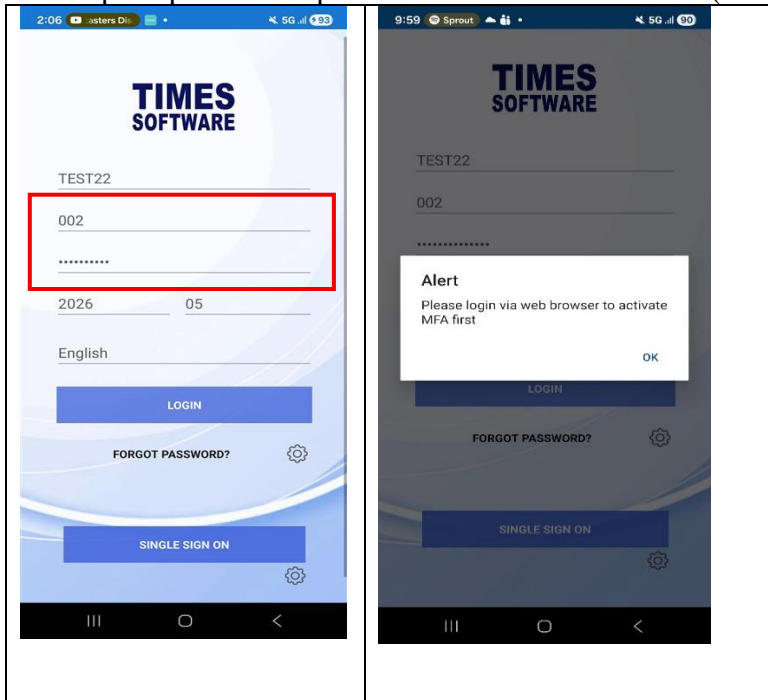


button to scan the QR Code located on the SolutionPro web portal

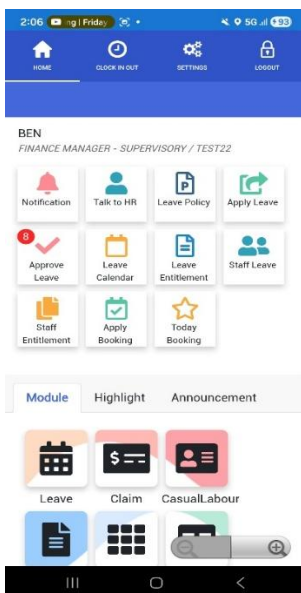




3. After scanning the QR Code, the employee will be prompted to login to their company’s Times Pro application. Fill in the username and password, click “**Login**”. After which they will be prompted to setup Multi-Factor Authentication (MFA) via the mobile web portal.

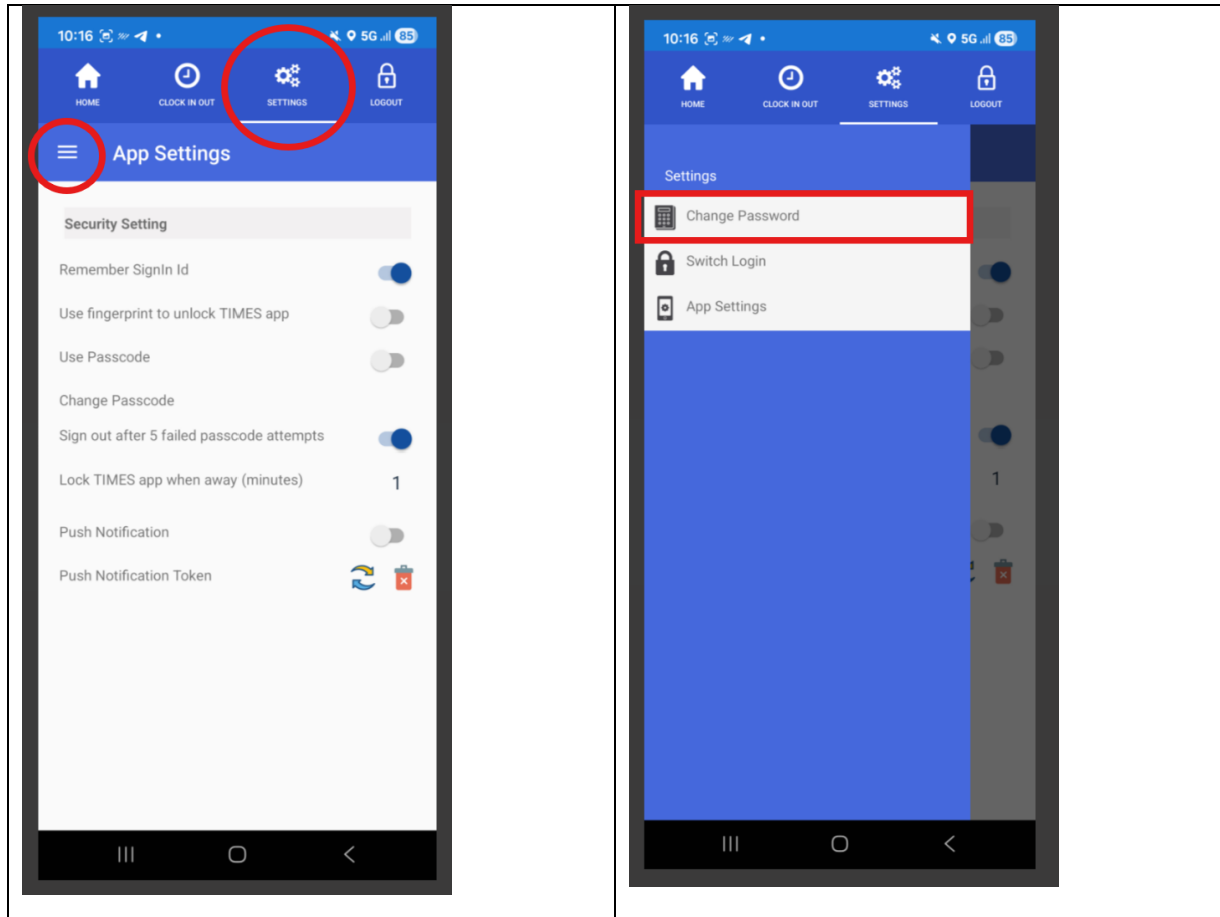
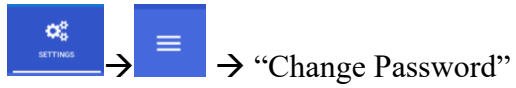


4. After the employee can login to the mobile application, they will be re-directed to the home screen with all the tabs

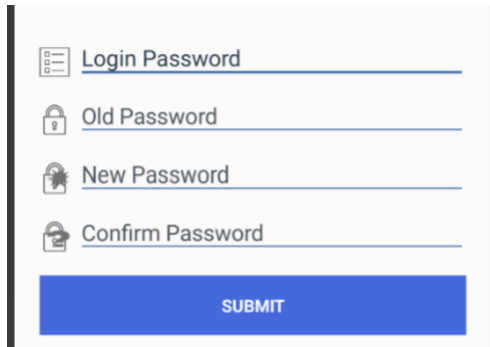


### 1.5) Reset Login Password (Times Pro Mobile App)

1) An employee can reset their password via the Times Mobile App by clicking on:

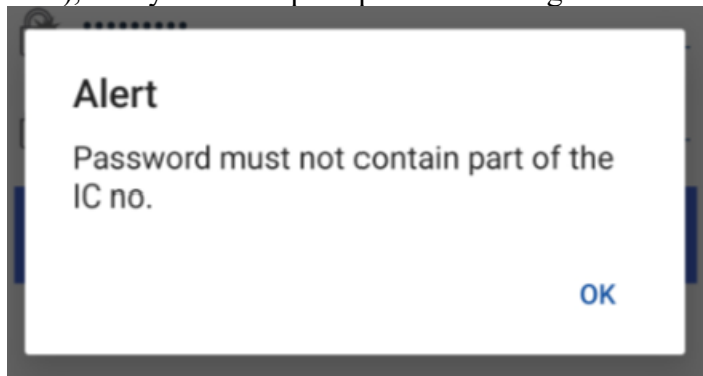


2) In the change password screen, user will see the following fields. Fill in the fields mentioned below and click “SUBMIT”

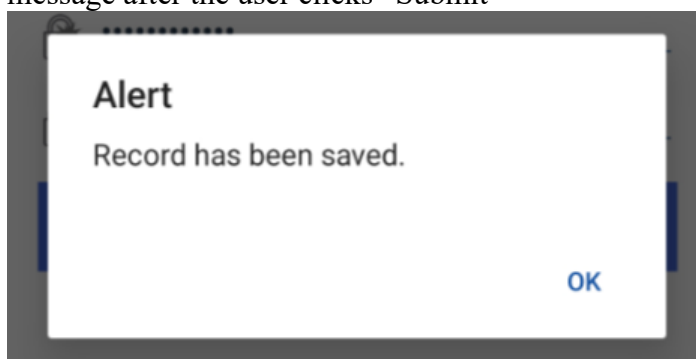


The screenshot shows a mobile application interface for changing a password. It features four input fields, each with a small icon to its left: a key icon for 'Login Password', a padlock icon for 'Old Password', a key icon for 'New Password', and a padlock icon for 'Confirm Password'. Below these fields is a blue button labeled 'SUBMIT'.

If the password contains the employee’s NRIC (Full NRIC/Partial NRIC – First, Middle, Last), the system will prompt the following error after the user clicks “Submit”



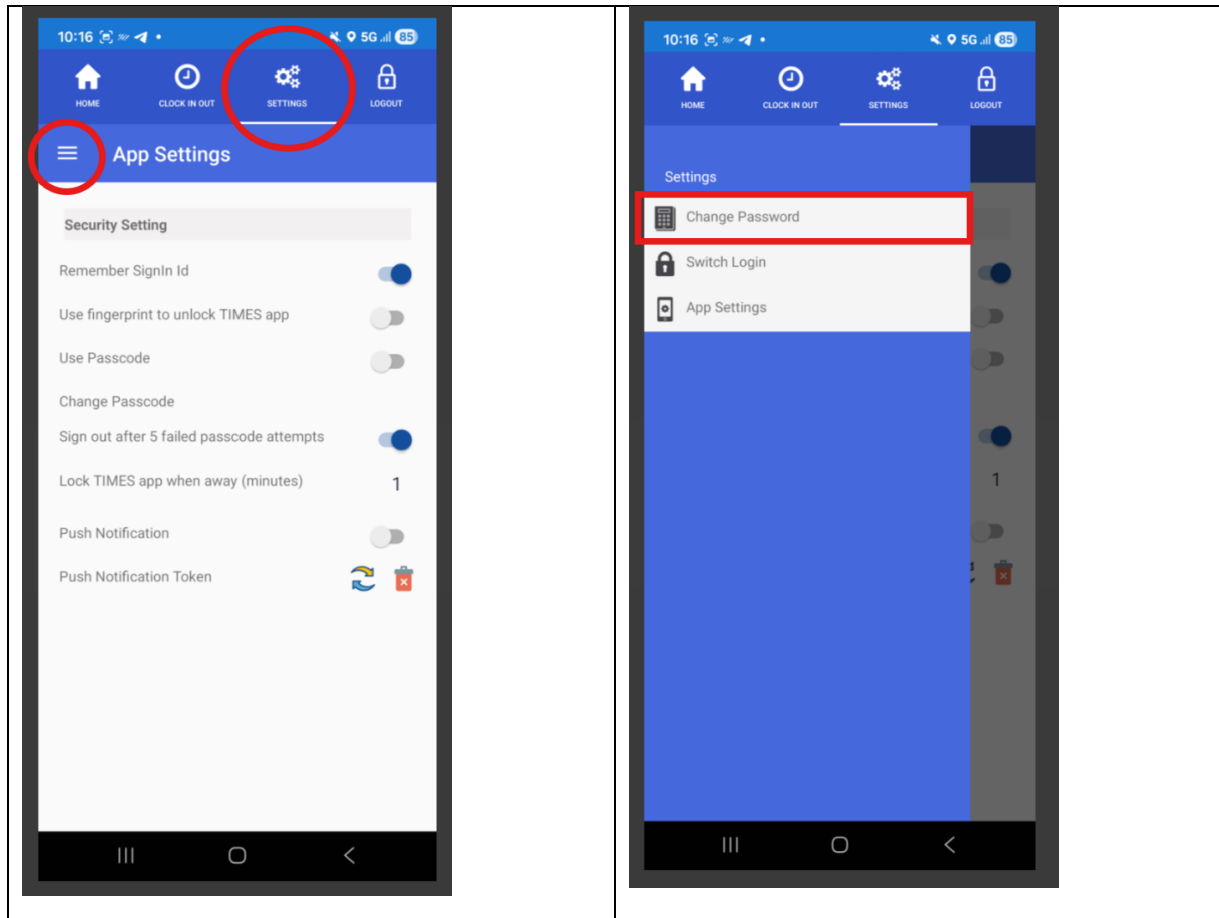
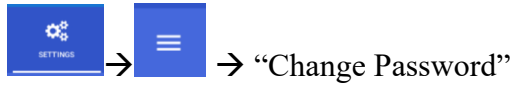
If the password meets all the requirements, the system will prompt the following success message after the user clicks “Submit”



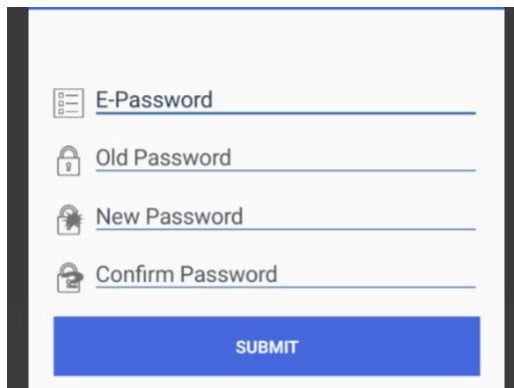
## 1.6) Reset Payslip Password (Times Pro Mobile App)

### 1.6.1) Forgot existing payslip password

1) An employee can reset their password via the Times Mobile App by clicking on:

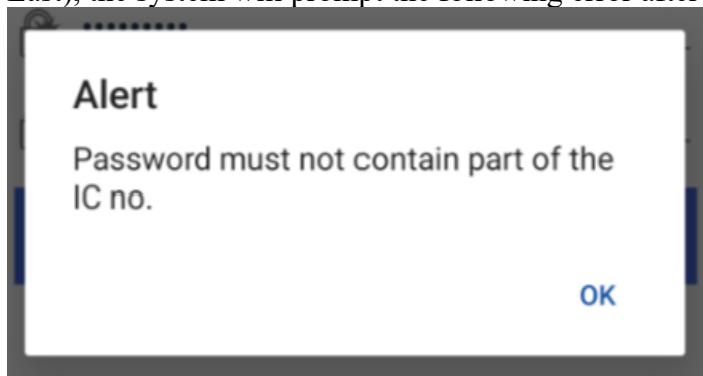


2) In the change password screen, user will see the following fields. Fill in the fields mentioned below and click "SUBMIT"

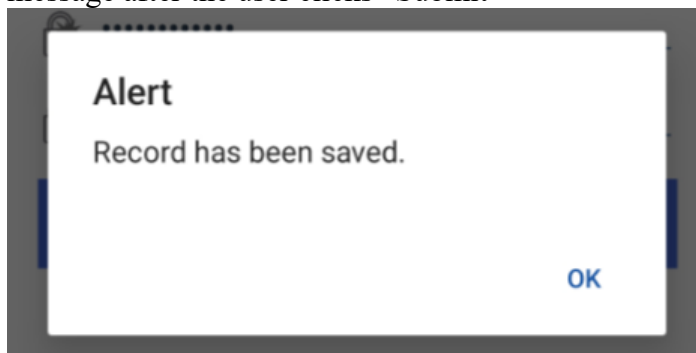


The screenshot shows a mobile app interface for changing a password. It features four input fields, each with an icon to its left: a list icon for 'E-Password', a lock icon for 'Old Password', a key icon for 'New Password', and a lock icon for 'Confirm Password'. Below the fields is a blue 'SUBMIT' button.

If the password contains the employee's NRIC (Full NRIC/Partial NRIC – First, Middle, Last), the system will prompt the following error after the user clicks "Submit"

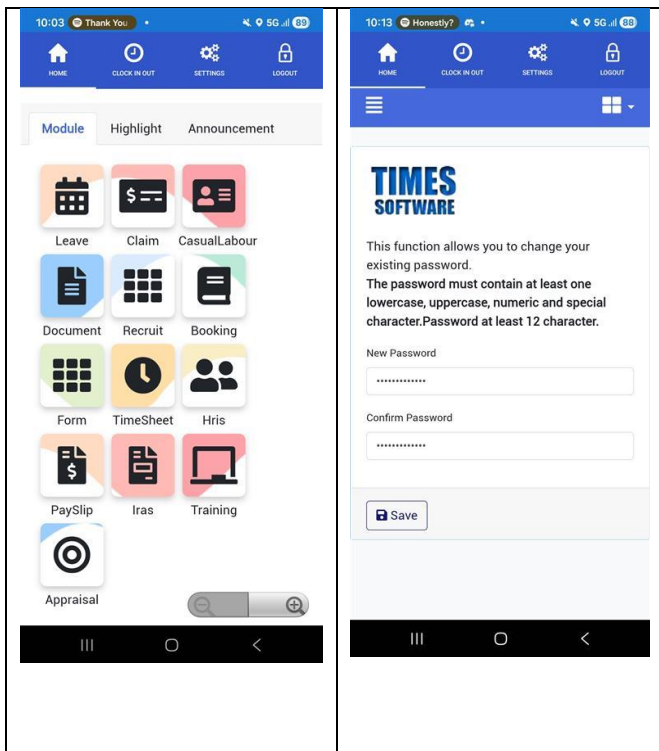


If the password meets all the requirements, the system will prompt the following success message after the user clicks "Submit"

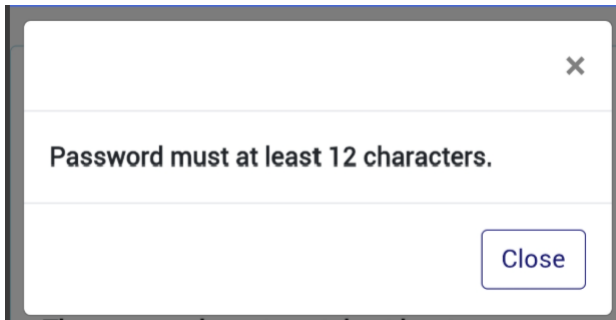


### 1.6.2) Empty Payslip password

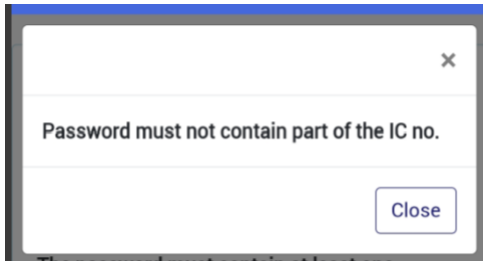
If the user does not have a payslip password, they will be prompted to create one when clicking on "Payslip" in the mobile app. The following screen will be shown



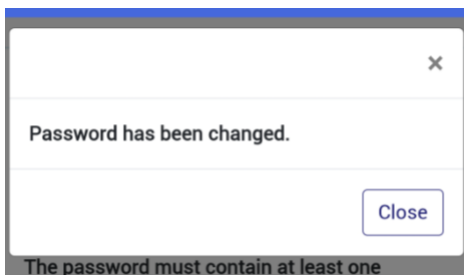
If the password length does not match the criteria (12 characters) the system will prompt the following error message:



If the user has their NRIC as their password (**Full NRIC/First 4 digits/Middle 4 digits/Last 4 digits**) the system will prompt the following error message



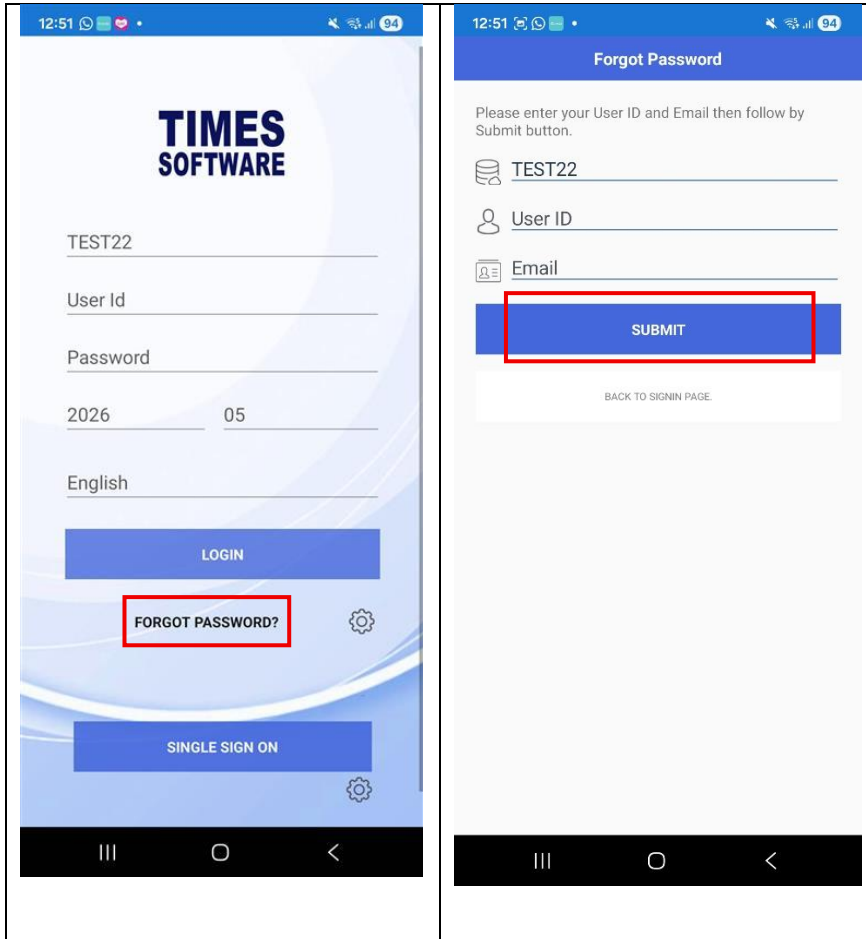
If the user fills in a password that matches the criteria specified, they will get the following success message:





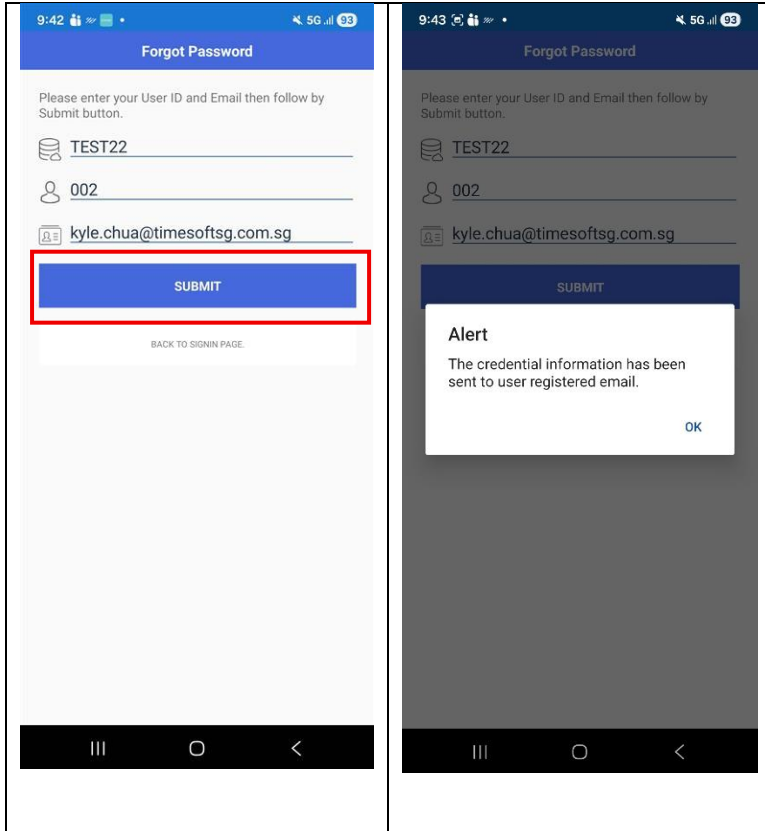
### 1.7) Forgot Password (Times Mobile App)

If a user wants to reset their password via the times mobile app, they have to click on “Forgot Password” and fill in the fields “User ID” and “Email”, followed by clicking “Submit”





After the user clicks “Submit”, they will get a success message shown below



The user will see the following password reset link sent to their email address:

