



How To:

Troubleshoot a “Failed To Authenticate” Message on the Mobile Apps

The following applies to all Mobile Apps (TechLinc, TimeLinc, and ChangeLinc):

- Make sure the username entered in the app matches what is in **UMT – User ID Maintenance**.
- Verify the password that is entered in the app is correct in **CPW – Change Password**. If it is correct, a message will pop up stating that you cannot use the same password.
- Make sure the Mobile tab in **UMT** has the correct company selected and the user’s employee number in the Employee ID field.
- Make sure that if the device is in the office when they are trying to log in that Wi-fi is turned off.
- Also make sure that the web service address is entered correctly on the settings screen of the mobile app. Call C/F Data Support if you are unsure of your web service address.

TimeLinc and ChangeLinc users:

- Make sure the Device Name entered in the app matches the Mobile Device name set up in **FID – Mobile Device ID Maintenance**.