

## Frontline Team Login Troubleshooting Guide

## **Dayforce App**

For employees without an Ingen (known as non-SSO users)

 Download the Dayforce App (Ceridian Dayforce)
 Scan the QR code to download the Dayforce App from the Google Play Store or Apple Store.



- Enter the Company ID Ingenia
- Enter your Username firstname.lastname e.g., tania.tripodi
- Enter your Default Password –
  first name [full stop] year of birth
  e.g., Tania1971 (Ensure you have a capital letter
  for the first name)
- Forgotten your Password?

Click 'Forgotten Password' option. Enter your username or email address. Access your emails to get the temporary password.

Log in to the Dayforce App again – you will be requested to update your password

Turn on Biometrics

If prompted, by using biometrics (your face scan or fingerprint), you won't need to enter your password access the app.

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## **Tribe Computer Access**

For employees without an Ingenia email address (known as non-SSO users)

- In your internet browser window, enter the URL https://dayforcehcm.com
- Company Name Ingenia
- Username firstname.lastname e.g., tania.tripodi
- **Default Password** first name [full stop] year of birth e.g., **Tania1971** (Ensure you have a capital letter for the first name)

## Still can't access either the app or the website? Try these steps:

- Contact your SuperUser or Team Leader and ask them to confirm your username
- If you have had your password reset already, use that one (not the default password of first name [full stop] year of birth e.g., Tania1971
- Still stuck? Contact OnPlatinum on 1300 428 667 to have your Tribe password reset.



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