QUESTCO

PrismONE Mobile App FAQs

Frequently Asked Questions

Getting Started

Is the PrismONE Mobile App free to use?
Yes, the app is free to download and use for all eligible employees.

What devices are supported?
The PrismONE Mobile App is supported on recent versions of iOS devices and Android devices. For the best experience, make sure your device is updated to the latest operating system.

Can I access the app on more than one device?
You can install the app on multiple devices, but we recommend using one primary device for security purposes.

What happens if I sign out of the app?
If you sign out, you will need to scan your QR code again to log back in. We recommend closing the app instead of signing out so you can simply enter your PIN the next time you open it.

Where can I download the PrismONE Mobile App?
The app is available in the **Apple App Store** and **Google Play Store**. Search for **"PrismONE"** and install the app published by PrismHR.

Do I need a PrismONE ID to use the mobile app?
No, but it is strongly recommended. Users with a PrismONE ID can log in more easily.

How do I get my QR code to set up the mobile app?
Log in to your **Employee Portal** on a desktop or mobile browser. Click your **name in the upper-right corner**, then select **QR Code** to generate your setup code.

Can I use the app if I already access the Employee Portal on a computer?
Yes. The mobile app provides the same functionality as the Employee Portal but in a mobile-friendly format.

Login, PINs, and Security

What should I do if I forget my PIN?
If you forget your PIN, you will need to uninstall and reinstall the app, then scan your QR code again to set up a new PIN. We recommend securely recording your PIN when you first create it.

I enabled biometrics, but it's not working. What should I do?
Ensure your device has biometrics set up (Face ID or fingerprint) before enabling it in the app.

Is my personal data secure in the app?
Yes. The app uses secure authentication methods—such as PINs, biometrics, and PrismONE ID—and follows PrismHR's standard security protocols.

How do I log out of the app?
Tap the menu icon and select "Log Out." (**Note**: Logging out requires you to rescan your QR code on next login.)

Using the App

What displays on the app home screen?
- **My Pay**: View your most recent pay and access detailed pay stubs.
- **My Time Off**: See available PTO hours (if your company uses PrismHR for timekeeping).
- **My Benefits**: Shows the number of benefit plans you're enrolled in.
- **Messages**: Displays relevant HR or company communications.

What do I see if I click on the Full Portal?
You'll access the mobile version of your full employee portal, including tax documents (W-2, 1095-C), timekeeping tools, Questco services (FinFit, ExpensePath, etc.), and additional personal info (address, emergency contacts, etc.).

How do I change my Prism password?
Go to the Full Portal, click the action bar (upper right), then select **"My Preferences"** to change your portal password. This is the same password you will use on a desktop computer.

Can I enroll in benefits through the mobile app?
Yes. During open enrollment or a qualifying life event, you can review and select benefits through the Full Portal in the mobile app.

How can I update my marital status on the mobile app?
Tap your **initials in the upper-right corner** of the home screen. Scroll down to your personal information to update your **marital status, preferred name, or nickname**.

I'm a manager. How do I get to the manager section of the PrismONE Mobile app?
Navigate to the Full Portal in the mobile app, click the Action bar on the upper right
hand side of the screen (QUESTCO ≡), then toggle over to the Manager side
of the screen.

Troubleshooting and Support

What should I do if the app crashes or freezes?
Try closing and reopening it. If that doesn't work, uninstall and reinstall the app.

Do I need to update the app regularly?
Yes. Enable automatic updates or check for new versions in the app store to get the
latest features and fixes.

The QR code won't scan. What should I do?
Make sure the QR code is fully visible on your screen and adjust the distance between
your phone and the code. You can also refresh the QR code and try again.

If you continue having trouble scanning the QR code, you can log in using **PrismONE
ID** instead.