

Mobile Pass Access FAQ

1. What is Mobile Pass?

Mobile pass is a free software installed on Mobile Device to enable customer to retrieve one time password to access ADOT Network.

2. How do I obtain a mobile pass?

Fill out the three (3) page application packet located at <http://www.azdot.gov/business/engineering-consultants/consultant-resources>

3. How long does it take to process a mobile pass?

It takes 5-7 business days.

4. What is the cost?

There is no charge for mobile pass.

5. What do we do if the employee who had the mobile pass leaves the firm?

You will need to contact ECS (602-712-7525) to have access cancelled for that individual.

6. Can the mobile pass be shared or transferred to somebody else in the firm?

No, Mobile Pass cannot be shared or transferred.

7. Is there any specific module of the phone that I need to have for Mobile Pass Application?

Any phone that supports this application as I Phone, Android, BlackBerry or Tablet

8. I have trouble login in, who do I contact to have my password reset?

You will need to contact ADOT Support Desk at 602-712-7249.

9. I would like to change my device; do I need to go through enrollment again?

You will need to contact ADOT Support Desk at 602-712-7249 so they can issue you a new mobile pass.

10. I didn't log in for more than 120 days, can I still log in?

No you would not be able to log in to your account. ADOT will remove your profile after 120 days of no use.

11. What I do if my profile was deleted for 120 days of non-use, how I activate my account again?

When your account if deleted due to 120 days of non-use, you will need to complete three (3) page application packet and submitting it to ECS.