



Purpose: This covers what Mobile App Offline is, how to assist providers to determine if this is a good option for them, and how to help troubleshoot connectivity issues.

Outcome: Staff are confident in their ability to help providers with Mobile App Offline.

What is Mobile App Offline?

Mobile App Offline allows providers to create up to 10 entries in the OR PTC DCI Mobile App, for up to 5 days in a row, without needing to connect to a cellular or WiFi network. Mobile App functionality is limited in Mobile App Offline due to available data and to maintain security.

How do providers get started with Mobile App Offline?

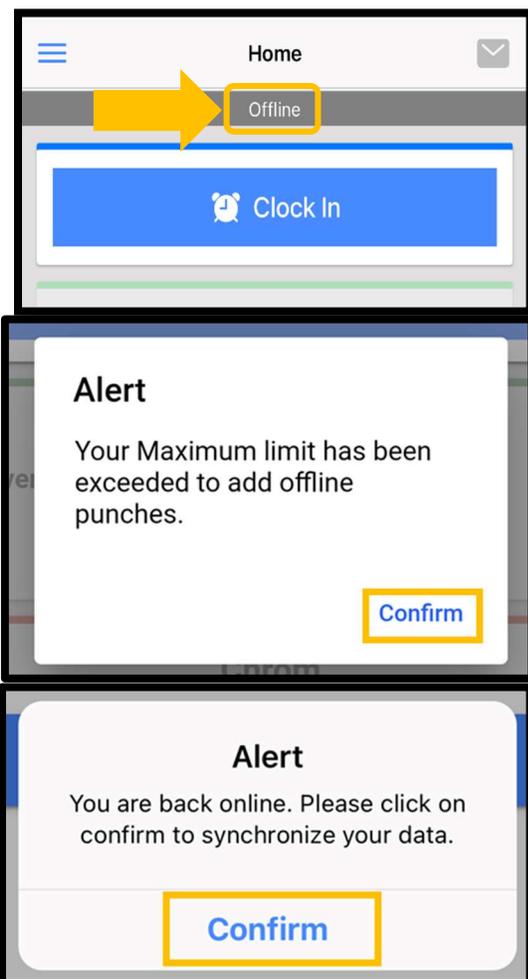
Providers will need cellular data or WiFi to begin. The first time the provider logs into OR PTC DCI from a mobile device (such as a tablet or smart phone) while connected to the internet, OR PTC DCI will automatically register the provider's device. The provider must use this device for Mobile App Offline to work. No other user can be registered to this device.

How can a provider tell if they are in Mobile App Offline?

After logging in, they will see a gray banner across the top of the screen reading "Offline."

A provider is getting an Alert stating, "Your Maximum limit has been exceeded to add offline punches." What should they do?

If a provider is offline for more than 5 days or tries to make more than 10 punches, they will see an alert that says: "Your maximum limit has been exceeded to add offline punches." They must click Confirm. When able, the provider must log into the OR PTC DCI Mobile App while their device is connected to the internet to load the entries created offline. Once the device is back online, they will receive an alert that reads: "You are back online. Please click on confirm to synchronize your data." Clicking confirm will load their entries. While their entries load, they will see a message that



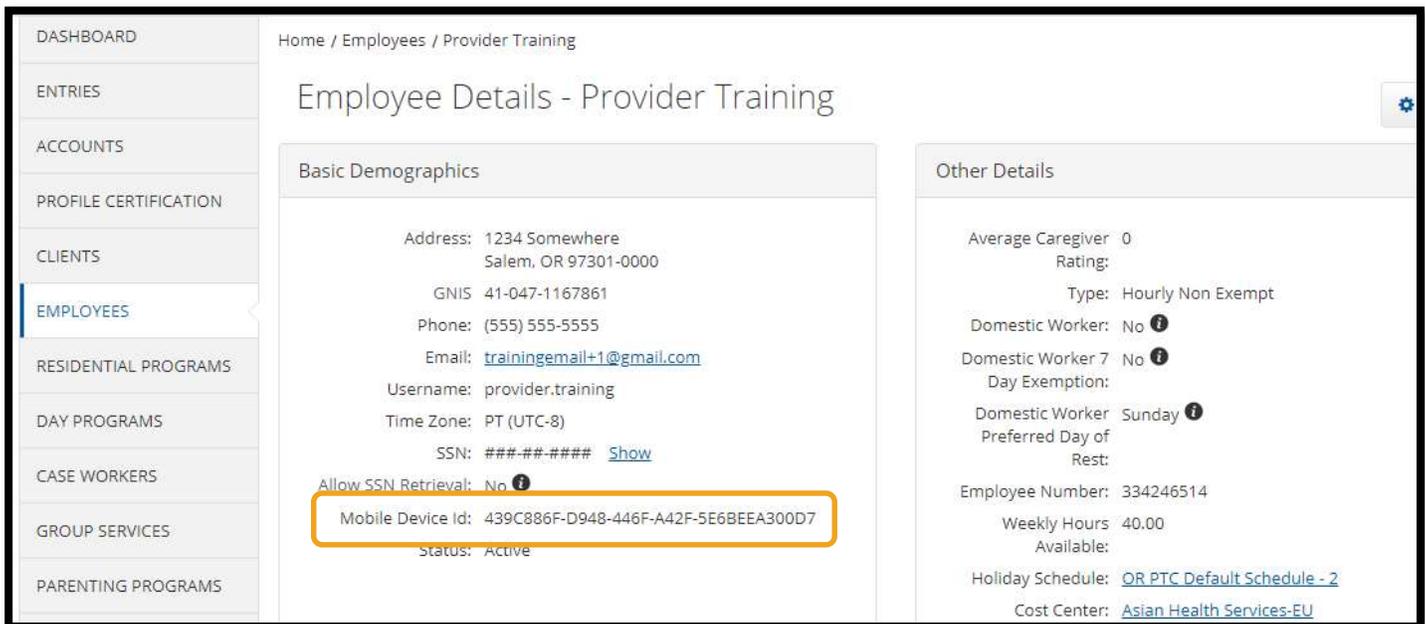
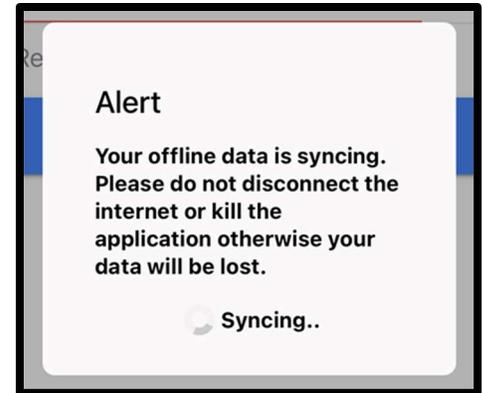
reads: “Your offline data is syncing. Please do not disconnect the internet or kill the application. Otherwise, your data will be lost.” When this is complete, the entries will appear in their Entries tab.

A provider is reporting a connectivity issue; what should I do?

On occasion, the provider may receive an internet connectivity error and Mobile App Offline will not work.

This means there's an issue with the device registration with OR PTC DCI. Providers are instructed to contact their Local Office for assistance.

When reported, the Local Office should first check to see if a device is already registered to the provider's profile in OR PTC DCI. On the Employee Details page, look for a Mobile Device Id.



Home / Employees / Provider Training

Employee Details - Provider Training

Basic Demographics	Other Details
Address: 1234 Somewhere Salem, OR 97301-0000	Average Caregiver: 0 Rating:
GNIS: 41-047-1167861	Type: Hourly Non Exempt
Phone: (555) 555-5555	Domestic Worker: No ⓘ
Email: trainingemail+1@gmail.com	Domestic Worker 7: No ⓘ Day Exemption:
Username: provider.training	Domestic Worker Preferred Day of Rest: Sunday ⓘ
Time Zone: PT (UTC-8)	Employee Number: 334246514
SSN: ###-##-#### Show	Weekly Hours: 40.00 Available:
Allow SSN Retrieval: No ⓘ	Holiday Schedule: OR PTC Default Schedule - 2
Mobile Device Id: 439C886F-D948-446F-A42F-5E6BEEA300D7	Cost Center: Asian Health Services-EU
Status: Active	

If a Mobile Device Id is present, the provider has a registered device. This means the provider is receiving this error because, either:

1. The provider is attempting to use a device other than their registered device; or
2. The provider uninstalled and reinstalled the OR PTC DCI Mobile App.

You need to deregister the provider's device and tell the provider to log in from the device they wish to use moving forward. To deregister the device:

1. Go to the Employee Details page.
2. Click Actions.
3. Click Deregister Mobile Device.

The screenshot shows the 'Employee Details - Provider Training' page. The left sidebar contains a navigation menu with 'EMPLOYEES' highlighted. The main content area is titled 'Employee Details - Provider Training' and is divided into 'Basic Demographics' and 'Other Details'. The 'Basic Demographics' section includes fields for Address, GNIS, Phone, Email, Username, Time Zone, SSN, Allow SSN Retrieval, Mobile Device Id, and Status. The 'Other Details' section includes fields for Average Caregiver Rating, Type, Domestic Worker status, Day Exemption, Preferred Day of Rest, Employee Number, Weekly Hours Available, Holiday Schedule, Cost Center, Preferred Language, Hire Date, Employment Status, Authentication Status, Photo Set, Signature Set, and Email confirm. A dropdown menu is open over the 'Other Details' section, showing various actions. The 'Deregister Mobile Device' option is highlighted in the dropdown menu.

If no device is registered to the provider, it may be that the provider shares the device with another user and the device is registered to that user. If this occurs, instruct the provider to select a device that only the provider will be using if they wish to use Mobile App Offline.

If the device was registered to another user by mistake:

1. Follow the steps above to deregister the device from the other user.
2. Instruct the provider to log into that device to register the device to their profile for future use.