

What do I do if I am not prompted for the system identifier when downloading the mobile app?

Below are the processes for both Android and iOS users to prompt the DCI mobile app for the system identifier.

*Please note: The exact steps may differ slightly depending on the device and operating system (OS).

- [For Android Users](#)
 - [Uninstall and reinstall the DCI mobile app](#)
 - [Clear the app data/clear cache to prompt the system identifier](#)
 - [Disabling automatic restore for the prompt system identifier](#)
- [For iOS Users](#)
 - [Uninstall and reinstall the DCI mobile app](#)
 - [Clear the app data/clear cache to prompt the system identifier](#)
 - [Disabling iCloud Backup for the prompt system identifier](#)

[Related articles](#)

For Android Users

Uninstall and reinstall the app to prompt for the system identifier in the mobile app. If the user is not prompted for the System Identifier after uninstalling and reinstalling the mobile app, clear the app data/clear cache. If the user is not prompted for the System Identifier after clearing the app data/clear cache, follow the instructions to disable the automatic restore.

Uninstall and reinstall the DCI mobile app

1. Open the **Google Play Store** app
2. Select the **Profile icon**
3. Select **Manage Apps & Devices**
4. Select **Manage**
5. Select the **DCI app**
6. Select **Uninstall**
7. Select the **Menu Icon** on the home screen
8. Select **My apps and games**
9. Select **Library**
10. Locate the DCI app and select **Install**
11. Launch the **DCI app**
12. Enter the **System Identifier**
13. **Confirm** to allow the DCI app to access some settings and your location
14. If you are not prompted for a system identifier, proceed with the process to clear app data/clear cache.

Clear the app data/clear cache to prompt the system identifier

1. Open **Setting**
2. Select **App Menu**
3. Choose **Installed Applications**
4. Locate and select the **DCI app**
5. Select **Storage Tab**
6. Select **Clear Storage/Clear App Data** (clear cache)
7. Select **Clear storage**
8. Select **OK** to Delete app Data
9. Launch the **DCI app**
10. Enter the **System Identifier**
11. **Confirm** to allow the DCI app to access some settings and your location
12. If you are not prompted for a system identifier, proceed with the process to disable automatic restore.

Disabling automatic restore for the prompt system identifier

1. Open **Settings**
2. Select **System**
3. Select **Backup and Restore**
4. Select **App data**
5. Select **disable or uncheck the Automatic restore setting**
 - a. Disabling the Automatic Restore setting is temporary. After completing steps 6-18, you can reactivate the Automatic restore setting.
6. Open the **Google Play Store app**
7. Select the **Profile icon**
8. Select **Manage Apps & Devices**
9. Select **Manage**
10. Select the **DCI app**
11. Select **Uninstall**
12. Select the **Menu Icon** on the home screen
13. Select **My apps and games**

14. Select **Library**
15. Locate the DCI app and select **Install**
16. Launch the **DCI app**
17. Enter the **System Identifier**
18. Confirm to allow the DCI app to access some settings and your location

For iOS Users

Uninstall and reinstall the app so the system identifier is prompted when the mobile app is relaunched. If the user is not prompted for the System Identifier after uninstalling and reinstalling the mobile app, clear the app data/clear cache. If the user is not prompted for the System Identifier after clearing the app data/clear cache, follow the instructions to disable the iCloud Backup.

Uninstall and reinstall the DCI mobile app

1. Locate and select the **DCI app** on the home screen by touching and holding the app
2. Select **Remove App**
3. Select **Delete App**
4. Select **Delete App** in the pop-up box to confirm
5. Open the **App Store**
6. Search for the **DCI App**
7. Select the **Reinstall icon** (cloud with down arrow)
8. Launch the **DCI app**
9. Enter the **System Identifier**
10. **Confirm** to allow the DCI app to access some settings and your location
11. If you are not prompted for a system identifier, proceed with the process to clear app data/clear cache.

Clear the app data/clear cache to prompt the system identifier

1. Open **Settings App**
2. Select the **General** setting option
3. Select the **iPhone Storage** option
4. Locate and select the **DCI app**
5. Select **Offload App**
6. Select **Offload App** in the pop-up box to confirm
7. Launch the **DCI app**
8. Enter the **System Identifier**
9. **Confirm** to allow the DCI app to access some settings and your location
10. If you are not prompted for a system identifier, proceed with the process to disable iCloud Backup.

Disabling iCloud Backup for the prompt system identifier

1. Open **Settings**
2. Select **iCloud**
3. Select **iCloud Backup**
4. Select the radio button to **disable or uncheck iCloud Backup**
 - a. Disabling the iCloud Backup is temporary, after completing steps 5-14, you can reactivate the iCloud Backup.
5. Locate and select the **DCI app** on the home screen by touching and holding the app
6. Select **Remove App**
7. Select **Delete App**
8. Select **Delete App** in the pop-up box to confirm
9. Open the **App Store**
10. Search for the **DCI App**
11. Select the **Reinstall icon** (cloud with down arrow)
12. Launch the **DCI app**
13. Enter the **System Identifier**
14. **Confirm** to allow the DCI app to access some settings and your location

Related articles

- [Messaging Module - Navigation - Mobile App](#)
- [Who can I send a message to in the messaging module?](#)
- [Message - Send a Message](#)
- [What is the DCI Mobile Web?](#)
- [What is the "Needs Review" column on my employees' pending entries?](#)