

Mobile App - Logging into the Mobile App

Description: In this topic, the user will learn how to log into the DCI mobile app.

Role Required: Employee (base user)

Permission Required: N/A

To use the DCI Mobile App, the user must:

- Have a smart device (phone or tablet)
 - A list of compatible devices can be found in the help center in the article [What Devices, Operating Systems \(OS\), and Web Browsers Does DCI Support?](#)
- Have downloaded the DCI Mobile EVV app from the Apple App Store or the Google Play Store. See [Mobile App - Download App](#) for details.
- Have internet access or mobile data available
 - Please note: The DCI mobile app does work in areas of low or no network availability using Mobile Offline Mode, which is an instance-level setting. In order to use Mobile Offline Mode, a device must be connected to the internet the first time the user logs in. View the article [Mobile App Offline - Employee](#).

Before Initial Login

- **Username** and **Password** will be provided by the organization
- The organization will also provide a **System Identifier**, which is a code connecting the user to the organization's instance of DCI.

First Login

1. Upon opening the app at initial login only, a system alert will appear stating, "This app collects and stores location data at the moment of clock in/out to enable visit verification per your employer's requirements. If you transport a client as part of services or need to track reimbursable mileage, your location will be captured to determine your travel route, even when the app is not in use." Users must click either **Not Now** or **Acknowledge** to proceed.
2. If the user selects **Not Now**, they do not receive the "Allow 'DCI Mobile EVV' to use your location?" alert, and will be prompted for location permissions at a later time.
3. If the user selects **Acknowledge**, a system alert will appear asking, "Allow 'DCI Mobile EVV' to use your location?" Click **Allow While Using App**.
4. Enter the provided **System Identifier**
5. Enter **Username** and **Password**
6. Click **Login**

Subsequent Logins

1. Enter **Username** and **Password**
2. Click **Login**

Related articles

- [What are the password requirements in DCI?](#)
- [Change Password](#)
- [Authentication Guide](#)
- [Password Reset](#)
- [Authorization Remaining Balances as Time in the Mobile App](#)