

Mobile App Offline - Admin

Description: In this topic, the user will learn how to set up the mobile app for offline mode. This guide is for system administrators. Offline mode allows the end user to use the mobile app on a registered device when the device is not connected to the internet or loses connection while the app is in use. This feature is useful for those who have limited or no cellular or WIFI connections at their service location.

*Please note: Using Mobile App Offline Mode requires an instance-level setting change. Please contact DCI to enable this feature.

Role Required: Super User

Permission Required: Funding Source Admin

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Overview

Offline mode allows end users to use the mobile app on a registered device when the device is not connected to the internet or loses connection while the app is in use. A user can only have one registered device. Mobile app functionality is limited due to available data and to maintain security.

- The mobile app will assess the internet connection and automatically switch to offline mode in the event that no connection is found or a connection is lost
 - The user does not need to do anything to switch to offline mode
- A red bar stating Offline will display across the top of the mobile app screen when it is in offline mode
- Client Transportation is not available
- Users are limited to logging in and making real-time punches:
 - Selecting Clock In
 - Completing EVV on an open punch
 - Selecting Clock Out
- All other tasks are unavailable in offline mode
 - Unavailable tasks are grayed out and not able to be selected
 - Information that is usually displayed (such as client name and remaining balance) will be abbreviated or blank for security purposes

Instance-Level Settings

There are several instance-level settings that must be enabled in order to use mobile app offline mode. These settings include:

1. Mobile App Offline Enabled - Determines whether or not offline mode can be used in the system
2. Offline Days Threshold - Determines the maximum number of days in a row a device can be offline. This value can be between 1 and 7. After the offline days threshold is reached, the user will not be able to enter any more punches until the device is reconnected to the internet.
3. Maximum Offline Punches - Determines the maximum number of offline punches a user can make in a row. After the maximum offline punches are reached, the user will not be able to enter any more punches until the device is reconnected to the internet.
4. Multi-Factor Authentication - Determines if the system will require two-step authentication for logging into the mobile app
 - a. If enabled, is only available on devices that support biometric authentication (fingerprint and/or face recognition) and for users that have verified a mobile phone number in DCI.

Funding Source Settings

After instance-level settings have been enabled, mobile app offline must be enabled for each funding source that is allowing offline mode.

- Allow Offline Mobile App - Determines whether or not offline mode can be used for the specific funding source. This funding source level setting will only be visible if the instance-level setting Mobile App Offline Enabled is set to Yes.

Offline Mode Functionality

End users can use offline mode on a registered device. The end user's registered device is the first device used to log in to the mobile app. An end user can only have one registered device.

The mobile app will assess the internet connection status and automatically switch to offline mode if no connection is present or if the connection is lost. A red bar will display across the top of the mobile app screen when in offline mode. No action is needed from the end user to switch to offline mode.

When the mobile app is in offline mode, end users are limited to real-time punching. All other mobile app functionality is unavailable in offline mode. Additionally, data that is usually displayed (such as client name and remaining balance) will be abbreviated or blank for security reasons.

End users follow the same workflow for real-time punching in offline mode as when the device is connected to the internet. Punches made in offline mode are saved in the mobile app as offline punches. The end user will be prompted to confirm synchronization when an internet connection is made. When offline punches are synced, they will appear in the Entries table.

If the end user exceeds the Offline Days Threshold or the Maximum Offline Punches limits, they will receive a message directing them to bring the device online to sync their offline punches before they can enter more. They cannot clock in again until this happens.

Resolving Connectivity Issues

On some occasions, the end user will receive an internet connectivity error and the mobile app will not operate in offline mode. This means there's an issue with the device registration in DCI. Deregister the end user's device and ask them to log in from the device they wish to use moving forward. To deregister the device:

1. Log in to the DCI portal
2. Click **Home** on the main menu
3. Click **Employees** on the submenu
4. Enter the employee's name in the filter and click **Search**
5. **Click anywhere in the employee row** to open the Employee Details page
6. Click **Actions**
7. Select **Deregister Mobile Device** from the drop-down menu
 - a. If no device is registered to the end user, Deregister Mobile Device will not be an option.
 - i. Does the end user share the device with another user? If that user logged in first, the device is registered to them. The solution is either:
 1. The end user must use a different device OR
 2. If the device was registered to another user by mistake, the supervisor/employer must deregister the device from the other user then the user may log in from the device.
8. Click **Yes** to confirm deregistering the device

Related articles

- [Import Formats - Admin Guide](#)
- [Reports Guide](#)
- [Authorization Remaining Balances as Time in the Mobile App](#)
- [Mobile App - Logging into the Mobile App](#)
- [System Set-Up - Admin Guide](#)