Why am I unable to access the DCI mobile app on an Android device?

- Android devices may occasionally experience difficulty accessing the DCI mobile app

- The device may not allow the user to open the DCI mobile app, or it may display a never-ending loading or spinning login screen.

- To reset the app, the user must clear the DCI app data by following the instructions below.

  - Please note: The instructions may vary slightly in the wording for settings or buttons as it varies by device and android version. If the exact match is not found, look for similarly named settings or buttons.

Clear the DCI app data on any Android device

1. Navigate to and select the device **Setting** icon
2. Select **Apps & notifications** from the setting list
3. Scroll and select the **DCI app**
4. Select **Storage**
5. Select **Clear Data**
6. Click **OK** to confirm the action
7. The app data has been successfully cleared. Try again to access the DCI mobile app.

Related articles

- What devices, operating systems (OS), and web browsers does DCI support?
- Why is the phone's battery draining after installing the DCI mobile app?
- Why am I unable to access the DCI mobile app on an Android device?