

# Mobile App - Download App

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Description: In this topic, the user will learn how to download the DCI mobile app. The DCI Mobile EVV app is a free application that is available in both the Apple App Store and Google Play Store. It does not take up much room on a smart device.

**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)
- Have a smart device that runs Android version 8.0 or later or Apple iOS version 13 or later operating systems, or the device will not be compatible. See [What Devices, Operating Systems \(OS\) and Web Browsers Does DCI Support?](#) for more detailed information.
  - Device operating system information can be found in the system settings
- Have internet access or mobile data available
  - The DCI mobile app does work in areas of low or no network availability using Offline Mode. This is an instance-level setting. If offline mode is enabled, the device must be connected to the internet at initial login to first register the device. Unregistered devices cannot use offline mode.

## **Download the Mobile App**

1. Open the Apple App store or Google Play store on the smart device and enter **DCI Mobile EVV** into the Search bar
  - a. Please note: There are multiple DCI application options. Make sure to choose the right one for the program. Contact a supervisor or employer with questions.
2. Click on **DCI Mobile EVV** from the list of available apps
3. Click **Get** or **Install**
4. After installation, click **Open** to launch the app.
  - a. A shortcut will be placed on the desktop

## **Before Initial Log In**

- The Username and Password will be provided by the organization
- The organization will also provide a System Identifier, which is a code that connects the user to the organization's instance of DCI.
- See Help Center article [Mobile App - Logging into the Mobile App](#) to log in

## **Related articles**

- [Authorization Remaining Balances as Time in the Mobile App](#)
- [Mobile App - Logging into the Mobile App](#)
- [What devices, operating systems \(OS\), and web browsers does DCI support?](#)
- [Mobile App - Download App](#)
- [Attestation \(\\*EVV\) Workflow for Clients and Guardians](#)