Mobile App Offline - Employee

Description: In this topic, the user will learn about Mobile App Offline Mode. 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 reach out to a supervisor to discuss the need.

Role Required: Employee (base user)

Permission Required: N/A

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Overview

Offline Mode allows 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 device is registered automatically the first time the user logs into the mobile app while connected to a cellular network or internet. A user can only have one registered device. In the case of a connectivity error, the registered device may need to be deregistered. Please contact a supervisor/employer. 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 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

Clock In when in Offline Mode

1. Log in to DCI mobile app
   a. If offline, the red Offline bar will display above the top of the Dashboard and unavailable features and information will be grayed out.
2. Click the blue **Clock In** button on the Dashboard
   a. Please note: The **Clock In** button will not display if there is an open shift, meaning the user did not clock out of the last shift. If the blue **Continue to Clockout** button is displayed, clock out. Clock In will not be possible until clock out is completed.
3. Complete the Clock In page

   i. NOTE: The client name is shortened in offline mode for security purposes. If more than one client exists, pick the client's initial from the list.
      1. For example, clients Mary and John display as M and J. If working with Mary, select M from the list.
   a. Client - If there is only one client the field will be auto-populate. If the user provides service to more than one client, click on the field and then select the client from the list.
   b. Service Code - If there is only one service code the field will auto-populate. If there is more than one service code, click on the field and then select the service code from the list.
   c. Cost Center - The cost center will auto-populate
4. Click **Continue**
5. Click **Confirm Clock In** to complete the clock in process
   a. A summary of the clock in, including the authorization remaining balance (if enabled) will display
   b. If the information is incorrect, click the **Left Arrow** to edit.
   c. Please note: Client Transportation is not available in offline mode
6. The user is now clocked in and can log out or close the mobile app until the end of the shift

Clock Out when in Offline Mode

1. Log in to DCI mobile app
2. Click the blue **Continue to Clockout** button
3. Click **Confirm**
4. Choose the client attestation method. If not collecting client attestation, skip to step number five.
   a. There are five different attestation options: Client PIN or Password, E-Signature, Picture, Voice, and Portal Signoff. Options are dependent on the organization. The following is a brief overview of each method. Please visit the Help Center for more details on each method if needed.
   b. Client PIN or Password

        i. Click **Client PIN or Password**

        ii. Hand the device to the client or authorized representative who enters their PIN or Password and then hands the device back to the user

            1. *Please note: If the client or authorized representative enters their PIN or Password incorrectly too many times (as determined by the organization), the PIN or Password option becomes unavailable for this clock out and another verification method must be selected. The PIN or password option will be available again for the next shift.

        iii. Click **Submit**

        iv. Click **Confirm** to validate PIN or password

    c. E-Signature

        i. Click **E-Signature**

        ii. Hand the device to the client or authorized representative to draw their signature on the screen

            1. If the client approves their signature click **Save**

            2. If the client would like to try again click **Clear.** This process can be repeated if necessary**.**

        iii. Click **Confirm** to validate signature

        iv. Click **Confirm Clock Out**

    d. Picture

        i. Click **Picture**

        ii. Device camera will open

        iii. Click the **Camera** icon to take the picture

            1. Click **Check** icon to accept picture

            2. Click **Refresh** icon to retake picture

            3. Click **X** icon to delete picture

        iv. Click **Confirm** to validate picture

    e. Voice

        i. Click **Voice**

        ii. Optionally, if device requires, allow app to record audio by selecting **While using the app**

        iii. Voice verification window will open

        iv. Click the **Red Play** button at the bottom of the page to start voice recording

            1. A computer voice will recite a phrase for the client to repeat

            2. Hand the device to the client to record the verification message in their voice

        v. Click the **Red Stop** button at the bottom of the page again to stop voice recording

        vi. Click **Save**

        vii. Click **Confirm** to validate voice recording

    f. Portal Signoff - If the client is not present, willing or able to complete one of the real-time signoff options, then portal signoff may be an option. The signoff process is not complete until the client or client employer representative logs in and approves the punch in the web portal.

        i. Click **Portal Signoff**

        ii. Click **Confirm**

5. Add Notes and/or Attachments (optional based on organization requirements)
   a. Add notes functionality works using device keyboard. If talk-to-text is enabled as an option on the mobile device, microphone feature may be used to enter notes by speaking.
   b. Add attachment allows a picture to be taken and added to the note
6. Click **Confirm Clock Out**
7. Shift details will be displayed. Click **Home** to return to the dashboard.

Sync Offline Punches

1. Log in to the DCI mobile app while connected to a cellular or wireless network
2. Punches made in offline mode will be saved in the mobile app as offline punches. An alert will automatically appear when arrived at the Dashboard stating that offline punches are pending. Click **Confirm.**
3. The alert will display a status of Syncing. Please allow this process to complete with the app open.
   a. Do not disconnect from the internet or close the app while this process is running, or the data may be lost.
4. After the offline punches have been synced, they will appear in the Entries table.

I'm Getting an Internet Connectivity Error, so What Should I Do?

On some occasions, an internet connectivity error will be displayed and the mobile app will not work in offline mode. This means there is an issue with the device registration. Contact a supervisor/employer for assistance.

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