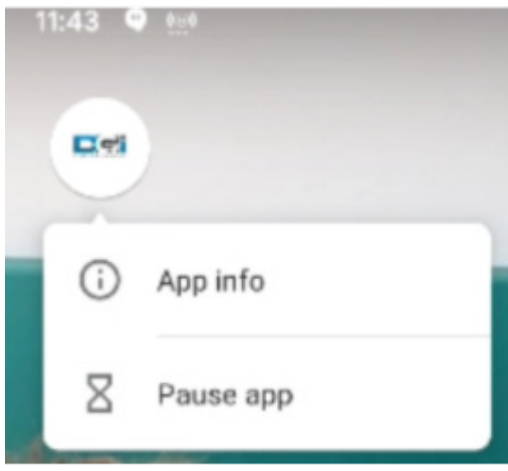


The user should un-install and re-install the mobile app again even if they already did so. The goal here is to have the mobile app reset completely so that the system identifier screen displays when the user re-installs the mobile app. If after un-installing and re-installing the mobile app, the system identifier screen does not display, then that most likely means their mobile device has automatic restore enabled. Please see further steps and instructions below on how to resolve mobile app issue for Android user. Please let me now if this resolves it. Thank you!

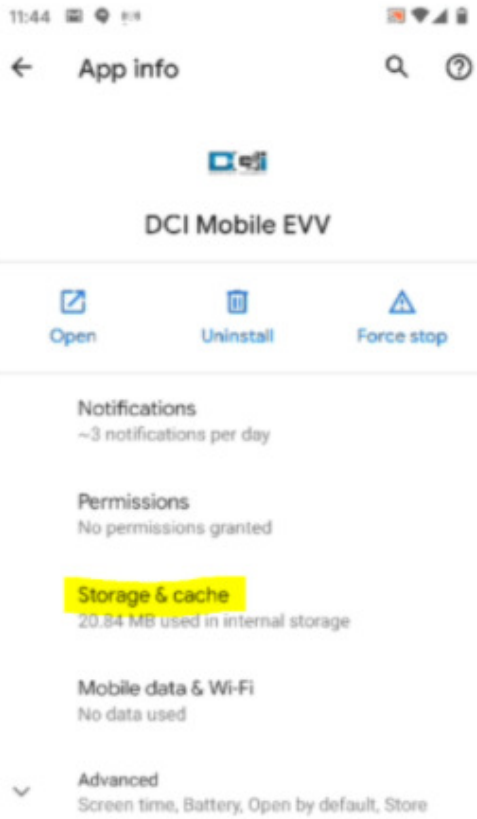
For Android users:

The following steps below have resolved the issue for other Android users. Please have the employee follow the exact steps (1-4) below. If the employee is not prompted for the System Identifier after uninstalling and reinstalling the mobile app, it is possible their device is set to automatically restore backed up settings and data. If this occurs, please follow the steps after step 4 below.

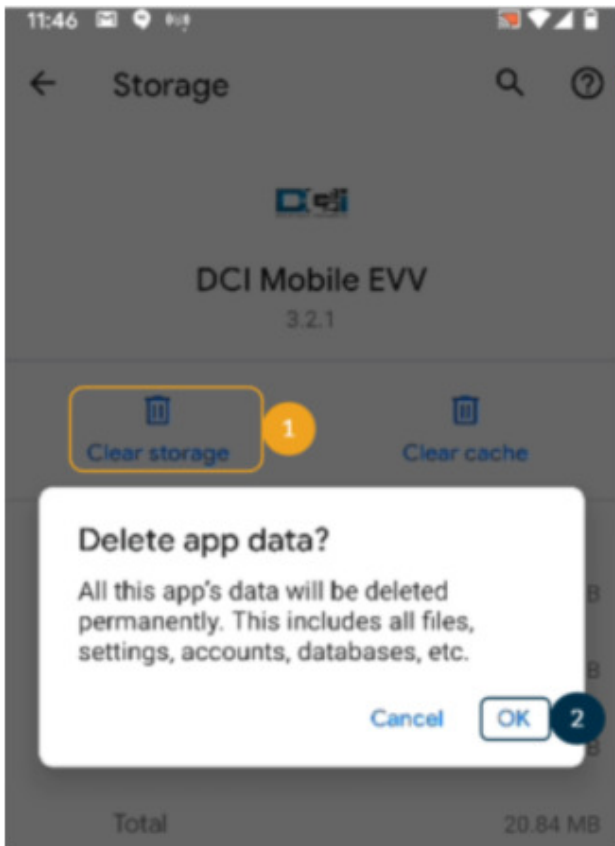
1. Select App Info in the DCI App's settings.



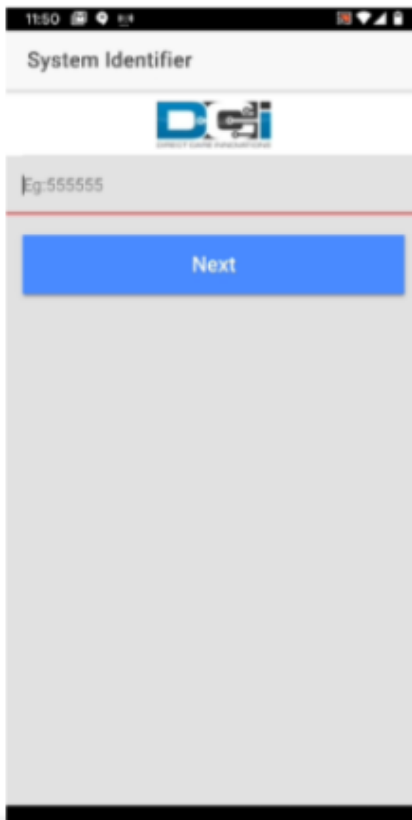
2. Select Storage & cache.



3. Select Clear storage and then OK for Delete app Data.



4. Open app and the System Identifier is now available. Enter the System Identifier



You might be able to trigger the System Identifier by clearing the app data:

1. Open Settings and select Apps
2. Locate and select the DCI app
3. Select Storage
4. Select Clear Data and OK
5. Launch the DCI app

If you still are not prompted for the System Identifier, here are instructions for disabling Automatic Restore:

1. Open Settings and select Accounts and backup
2. Select Backup and Restore
3. Make sure Automatic restore setting is disabled/unchecked
4. Uninstall and reinstall app and launch it

Note: The exact steps may differ slightly depending on your device/OS.

Note: In addition to the System Identifier prompt, you should be prompted to allow the DCI app to access some settings and your location.