

# Mobile App Offline Mode

## User Guide

### Overview

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. You will be limited in what you can do when you're in Offline Mode.

### How do I Use Offline Mode?

You can use Offline Mode on a registered device. Your registered device is the first device you use to login to the Mobile App. You can only have one registered device. If you need to change your device, please contact your Acumen Agent or Customer Service.

The Mobile App will check for an internet connection and automatically switch to Offline Mode if it can't connect or loses connection. A banner will display across the top of the Mobile App screen when it is in Offline Mode. You don't need to do anything to switch to Offline Mode.



### What Can I do in Offline Mode?

The only tasks you can do in Offline Mode is real-time punching and logging out. Real-time punching includes:

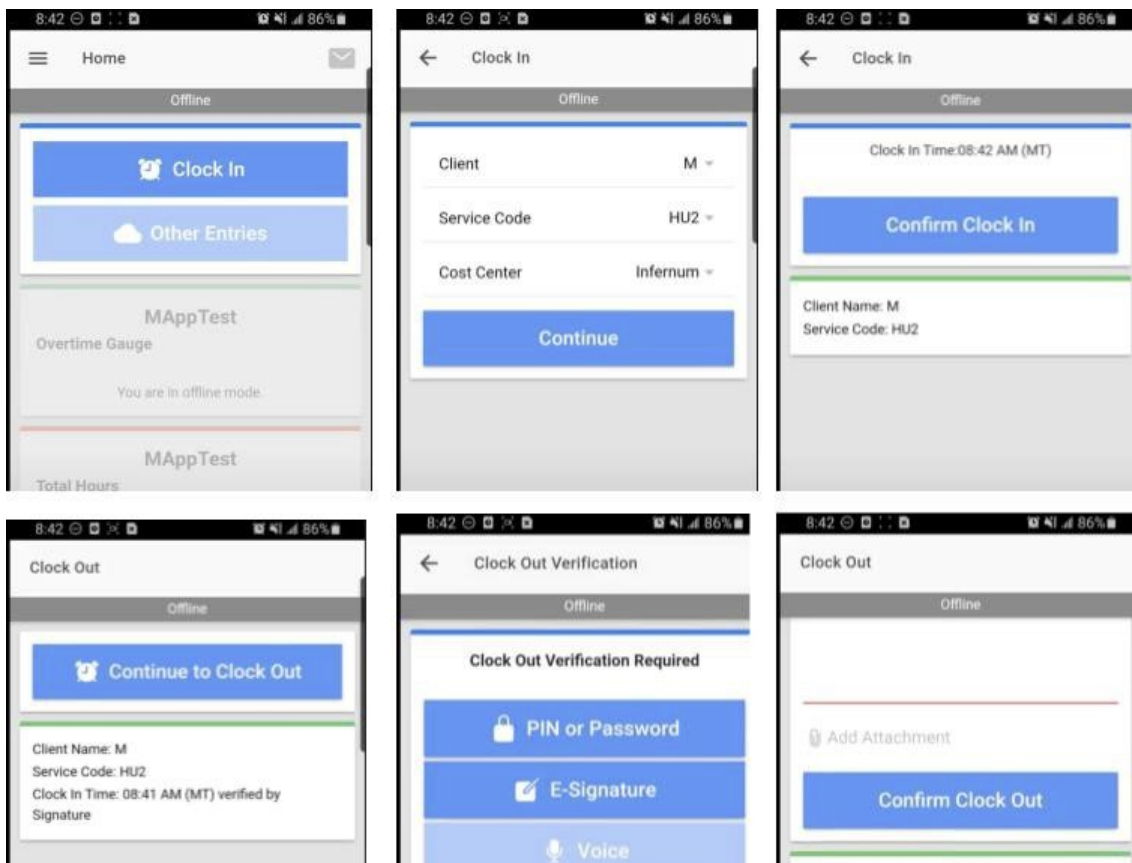
- a. Selecting Clock In
- b. Completing EVV on an open punch
- c. Selecting Clock Out

All other tasks are unavailable in Offline Mode. Unavailable tasks will be grayed out and you will not be able to select them. Also, sensitive information that is usually displayed will be shortened or blank for security reasons. This includes details such as Client name, remaining balance, if all business rules were met, successful EVV PIN verification, etc. Users must be connected to the internet to view those details.

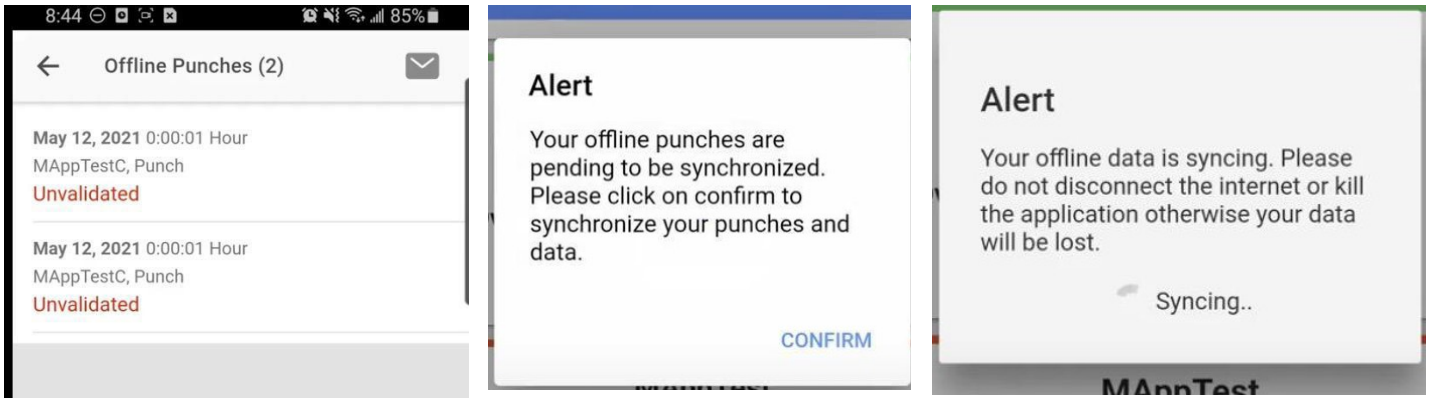
## How do I Make a Punch in Offline Mode?

To make a real-time punch in Offline Mode:

1. Select “Clock In” on the Home screen as usual.
2. Complete Clock In information and select “Continue.” *Please note that the Client Name is shortened in Offline Mode for security purposes.*
3. Select “Confirm Clock In.”
4. Complete Clock In Verification. *If necessary*
5. At the end of your shift, select “Continue to Clock Out.”
6. Complete Clock Out Verification.
7. Select “Confirm Clock Out.”



Your punches will be saved in the Mobile App in Offline Mode as Offline Punches. Once your device is back online, you will be asked to sync your offline punches. This may take a few minutes. Do not disconnect from the internet or close the app, or the data may be lost. After the offline punches have been synced, they will appear in the Entries table.



### **I'm Getting an Internet Connectivity Error; 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's an issue with your device registration. Contact your Acumen Agent or Customer Service for assistance.

### **Glossary & FAQ**

- EVV – Electronic Visit Verification, how your Client/Employer will verify your shift
- Real-Time Punch – A time entry created by Clocking In/Out at the Start/End of your shift
- Registered Device – The first device you use to login to the Mobile App.
- Sync – Your phone's process connecting to the internet and adding your entries to the portal

### **What is the Maximum # of Punches I can enter, or Max Days I can be offline?**

Maximum # of Punches = 14 | Maximum # of Days = 7

### **What happens if I reach my Maximum Offline Punches or Days threshold?**

Reconnect to the internet and sync your punches. This resets the offline punch threshold.

### **What do I need to do to switch to Offline Mode?**

The app will assess the connection and automatically switch to offline mode when needed.

### **How do I Clock in/Out when in Offline Mode?**

Follow the same workflow as you do when connected to the internet. No change is needed.

### **Customer Service Contact Info**

(877) 211-3738 – customerservice@acumen2.net