

How to Clear App Data & Cache

If DCI users are experiencing mobile app login issues, clearing the app data and/or cache will remediate the issue. Clearing the app data/cache on a mobile device helps free up space on your phone by deleting temporary data (cache) or permanently removing an app's saved settings and data, which can help improve performance if the app is experiencing issues. Navigate to the [help center article](#) or view the steps below.

Clear the DCI app data on an 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.

Clear the DCI app cache on an 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 App Data. (clear cache)
6. Click OK to confirm the action.
7. The app cache has been successfully cleared. Try again to access the DCI mobile app.

Clear the app data/clear cache & uninstall and reinstall for iOS device

1. Open Settings App.
2. Select the General setting option.
3. Select the iPhone Storage option.
4. Locate and select the DCI app.
5. Select Offload App.
6. Select Offload App in the pop-up box.
7. Confirm the app cache and data have been cleared.
8. Select Remove App.
9. Select Delete App.
10. Select Delete App in the pop-up box to confirm.
11. Open the App Store.
12. Search for the DCI Mobile EVV App.
13. Select the Reinstall icon. (cloud with down arrow)
14. Launch the DCI app.
15. Enter the System Identifier or Agency Name.
 1. **Type at least three consecutive characters of the agency name OR the system identifier** in the Search Agency field.
 1. The Acumen system identifier for North Carolina NCCAP is **2015**
 2. The Acumen system identifier for all other states is **228636**
16. Confirm to allow the DCI app to access some settings and your location.