

Attention OR PTC DCI Users



***If you do not use OR PTC DCI, please disregard this message*

Mobile App Spinning and Offline Mode



The PTC Team has been hearing reports of the OR PTC DCI Mobile App “spinning” while a provider is attempting to clock in or out. This is reportedly an intermittent issue for multiple users.

Offline Mode is a feature that allows the provider to use the mobile app for up to 10 real-time punches in a row before needing to connect to a cellular or Wi-Fi network. The PTC Team suspects one cause of the mobile app spinning is the app not converting to Offline Mode when a weak internet signal is present.

Based on testing of Offline Mode and working with the software vendor, the team has assembled some guidance on troubleshooting Offline Mode.

Based on what the team has found, there appear to be three major contributing factors to the mobile app’s Offline Mode not kicking in and allowing the user to clock in and out:

1. Device registration issues

Staff should deregister the device associated with any profile the provider has ever logged into, ****including the provider's own profile****.

- If the provider's device was ever used to log into a different provider's profile, it must be deregistered from that profile. It must also be deregistered from the provider's own profile to properly troubleshoot registration issues.
- You can see if a device is registered by checking the Mobile Device ID field on a provider's profile. If there is a string of numbers and letters, then there is a device registered to this profile.

Username: shaggy.rogers
Time Zone: PT (UTC-8)
Type: Hourly Non Exempt
SSN: ###-##-#### [Show](#)
Allow SSN Retrieval: No ⓘ
Mobile Device Id: E93FCBD5-A33A-4D7F-BA81-1696C
Status: Active

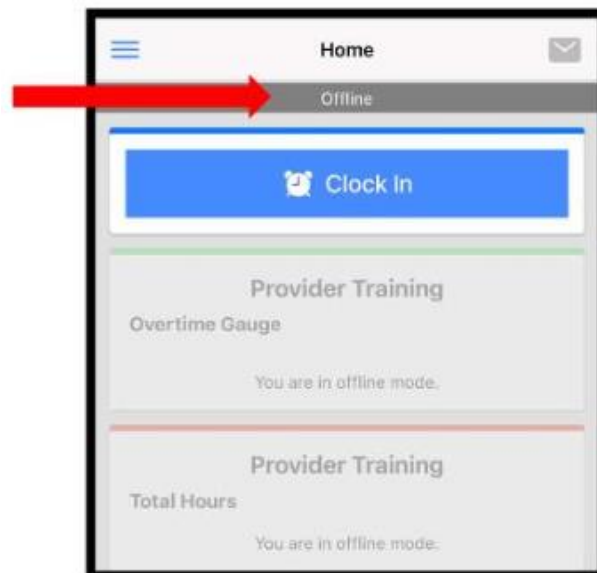
- To deregister the device, navigate to the user's profile, click the Actions tab, and click Deregister Mobile Device. A Mobile Device Id should no longer be displayed.
- **After the device is completely deregistered from any profile, and the provider has no registered devices on their profile**, the provider should log in using their current device. If everything was deregistered, the provider's device will be registered automatically the next time they log into the mobile app. There is no way to double check that the device was deregistered from all profiles and you must rely on the provider's account of which profile(s) were logged into.
- If a provider used a different device other than their current one to log into the mobile app for the first time, their current device is not registered to their profile. If this might be the case, you should deregister the device currently on their profile.
- **Important: If the provider ever gets a new device, their old one will need to be deregistered in order for the new device to be registered on their next login. Their current device must be registered for Offline Mode to work.**

2. Wi-Fi/cellular data need to be disabled

- If the provider's device is connected to a weak Wi-Fi or cellular data signal, Offline Mode may not kick in.
- A provider who experiences spinning in the mobile app, or who suspects a weak signal at the location of clock-in/out, should try turning off the device's Wi-Fi and cellular data by going to Settings on the device **prior** to logging into the mobile app.
- **The provider should only take this step if and when they intend to use Offline Mode. They will need to re-connect to Wi-Fi or cellular data within 5 days or 10 offline punch entries to sync the data.**

3. Attempting to select items not available in Offline Mode

- If a user's device connects to Offline Mode but then suddenly freezes or spins, they may have attempted to view an item that is not viewable in Offline Mode.
- While in Offline Mode, the only functions available are clocking in, clocking out, and logging out. Selecting another function, such as Messages or Entries, may cause the mobile app to freeze.
- Providers should not attempt to use any functions other than clocking in/out or logging out while in Offline Mode. When Offline Mode is enabled, there is a grey indicator bar at the top of the screen.



Still need help?

If a provider has completed troubleshooting all of these issues and they still experience spinning or freezing in the mobile app, please contact PTC Support at PTC.Support@odhsoha.oregon.gov or ask the provider to email the support team directly.

The DCI Help desk (the software vendor's help line) is not able to deregister devices.

Please reach out to PTC Support with any questions about Offline Mode, deregistering devices, or mobile app issues.

See the [OR PTC DCI Mobile App Offline Guide](#) to learn more about Offline Mode.