



## Crew Mobile App Device Reauthorization

### Introduction

Unlike mTime, the *Crew Mobile* app is not accessed through a browser, and therefore not dependent upon browser cookies to remain authorized. There are three ways the *Crew Mobile* app can become unauthorized.

### How Does Reauthorization Occur?

#### 1. Deactivated in Administration

System Administrators have access to the *Manage Devices*  icon and the *Manage Users*  icon, where they can manually deactivate individual devices.

#### 2. Manually Resetting the App

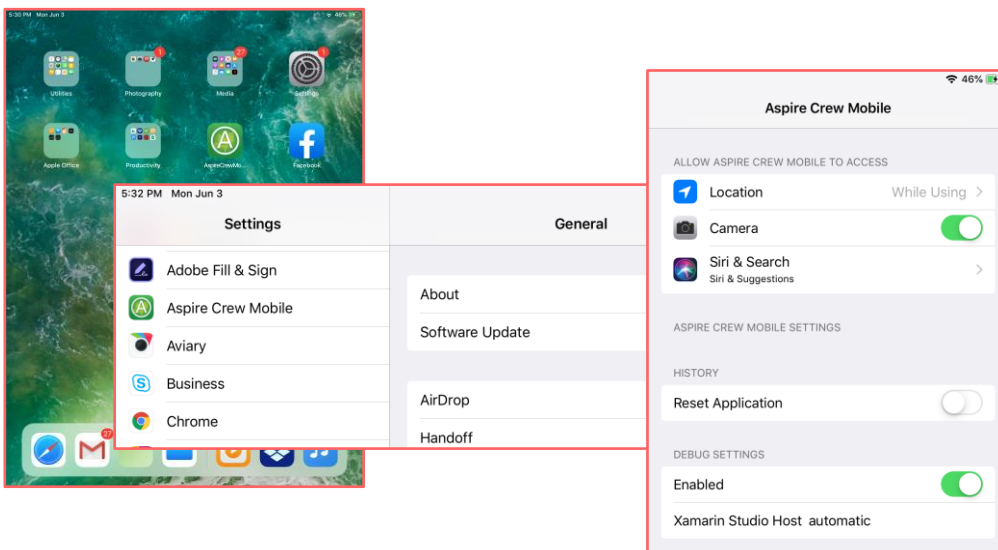
Apple (iOS) and Android devices can both reset the *Crew Mobile* app, which is useful when assigning the device to a different crew leader. Instructions are provided below for reauthorizing [Apple \(iOS\) devices](#) and for [Android devices](#).

#### 3. Reinstalling the App

If the Crew Mobile app is uninstalled, when reinstalling reauthorization is necessary.

### Apple (iOS) Reauthorization

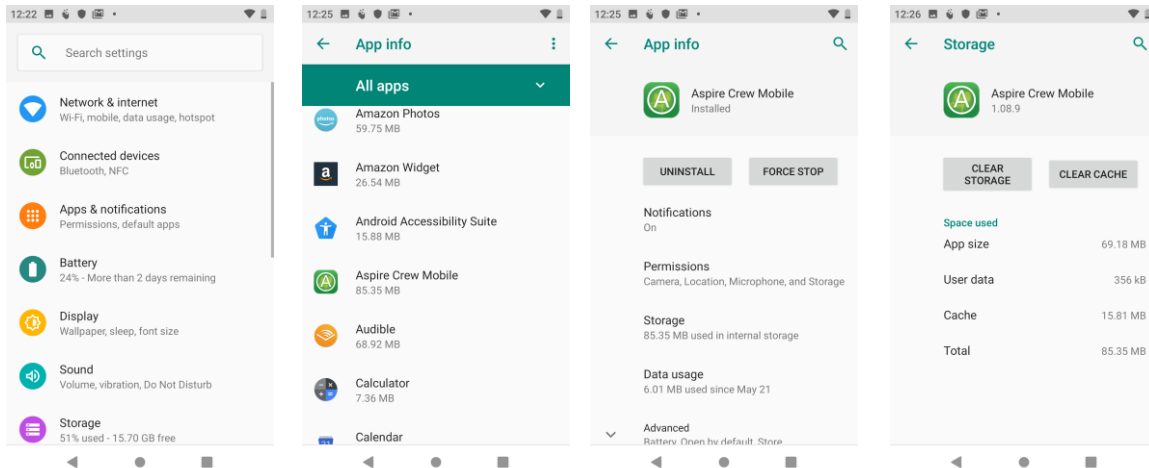
1. From the Homescreen, drill into *Settings*
2. Scroll down and drill into the *Aspire Crew Mobile* app
3. Slide the *Reset* switch so that it turns green (on)



### Android Reauthorization

*Steps may differ slightly depending on the device's Android version.*

1. From the *Settings* screen, drill into *Apps & notifications*
2. Scroll down and drill into the *Aspire Crew Mobile* app
3. Drill into the *Storage* option
4. Click the *CLEAR STORAGE* button



## Device Security System

It has been observed that mobile device management/security systems (e.g. Hexnode, ManageEngine, etc.) can be setup to automatically delete app data, which could also cause the app to require regular reauthorization. See your internal IT support to ensure app data is not being deleted.