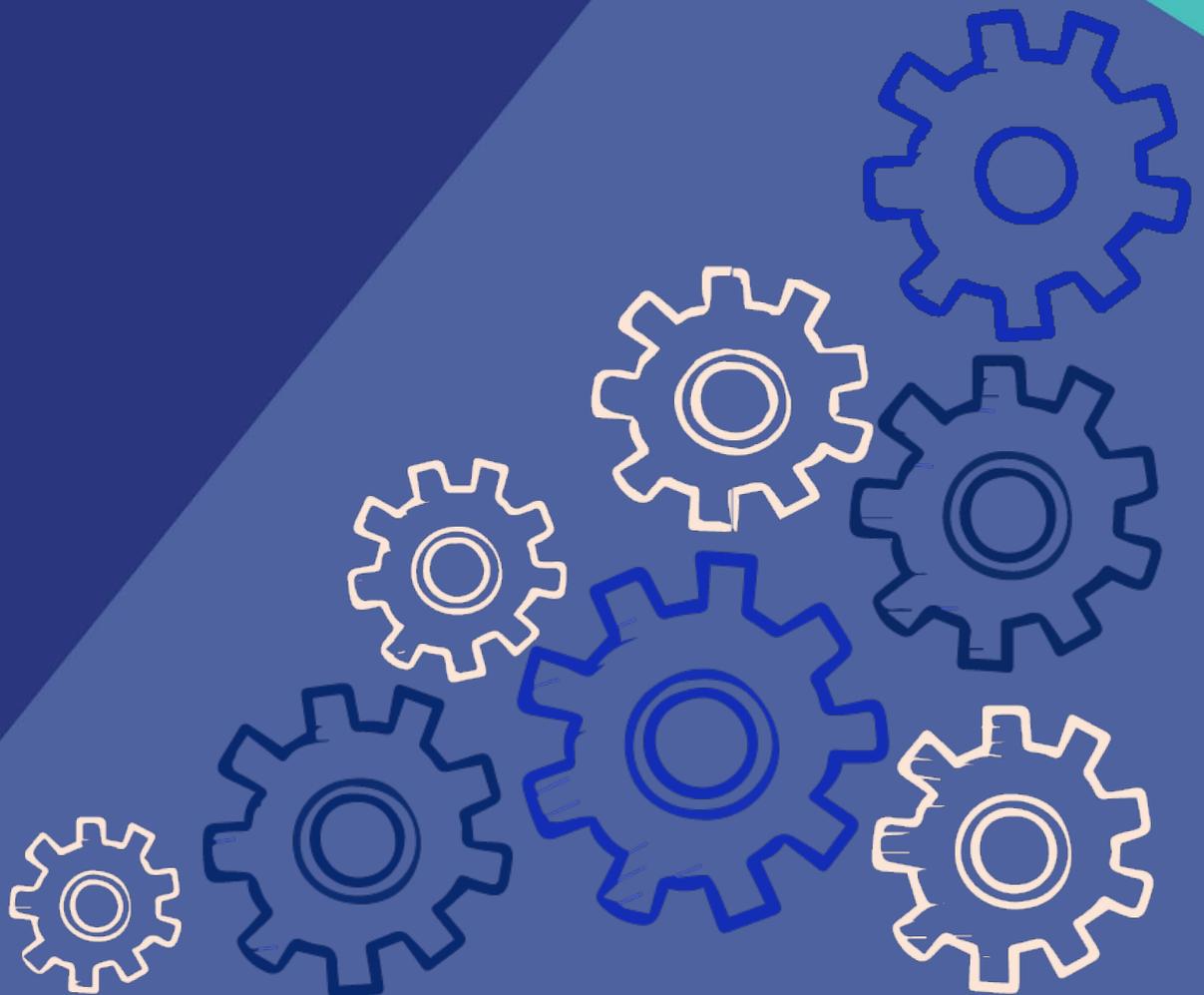


# **DYCD** CONNECT

## ***PARTICIPANT TRACKING SYSTEM:***

### ***Workforce Innovation and Opportunity Act docUP - Application Installation Guide***



## *Table of Contents*

<b>Introduction .....</b>	<b>3</b>
Purpose .....	3
Assumptions.....	3
<b>Apple iOS.....</b>	<b>4</b>
<b>Android.....</b>	<b>6</b>
<b>DYCD <i>Connect</i> Help Center.....</b>	<b>9</b>

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## *Introduction*

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### Purpose

This document outlines the steps required to download and install the **docUP** mobile application. The below describes the flow for both iOS and Android users with screenshots added throughout.

### Assumptions

#	Description
1	Users must have iTunes installed on their device (iOS users only)
2	Users device has sufficient space to download and install the app
3	Users must have received a redeem code link (iOS users only)

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# Apple iOS

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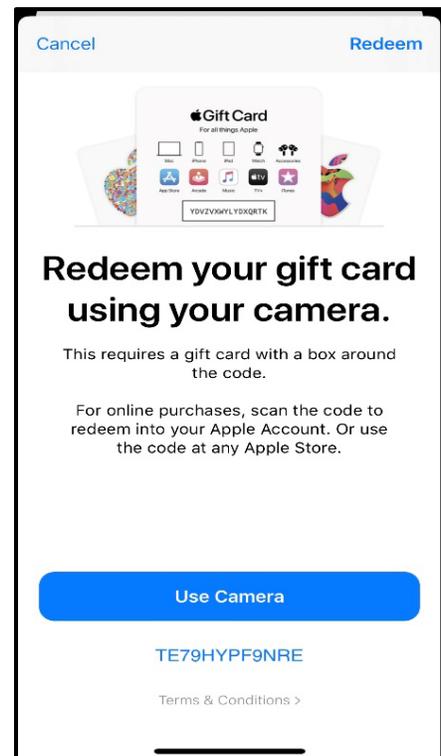
The following outlines the steps required for iOS users to download and install the **docUP** app onto their mobile device:

1. Providers should receive a 'Redeem Code' embedded within a link - this could be shared via an email or text message, depending on Provider preference. Providers need to open their email account, locate the email and click on the link.

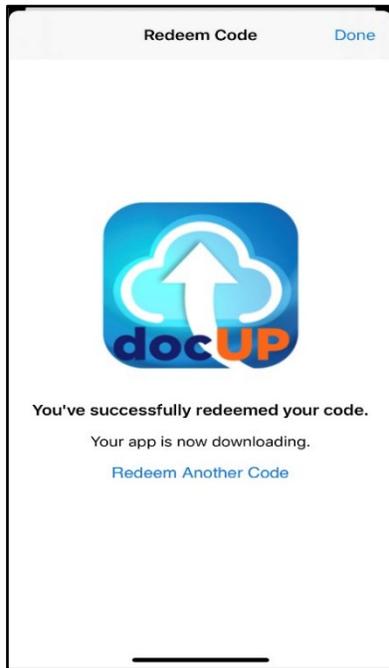
Sample redeem code:

TE79HYPF9NRE	<a href="https://buy.itunes.apple.com/WebObjects/MZFinance.woa/wa/freeProductCodeWizard?code=TE79HYPF9NRE">https://buy.itunes.apple.com/WebObjects/MZFinance.woa/wa/freeProductCodeWizard?code=TE79HYPF9NRE</a>
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2. The iTunes app will launch and display the redeem code page, displayed in the image
3. The iTunes app will launch and display the redeem code page, displayed in the image below

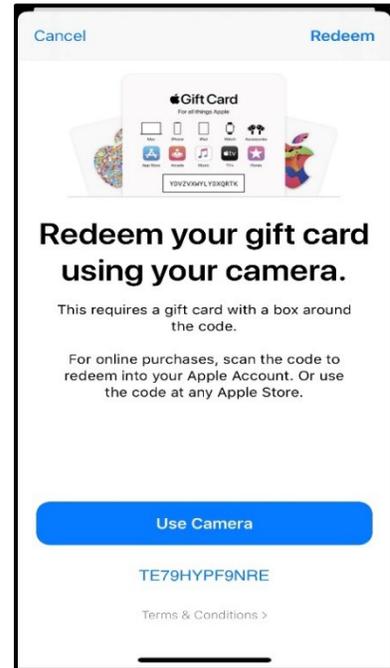


4. Click on the [Redeem] button here to initiate the download



**NOTE:** this may vary for some users depending on the security setting set on their mobile devices. If face recognition is set up, the redeem process may automatically kick in.

5. Once the device successfully connects, the app will proceed to download



6. When download is complete, a success message will be displayed, as shown in the screen below. Tap [Done] to close this window

7. The mobile app is now successfully downloaded and installed on your device. From the device home page, locate the recently downloaded app and tap on the [docUp] icon to launch. You're now ready to upload supporting documentation for DYCD applicants.



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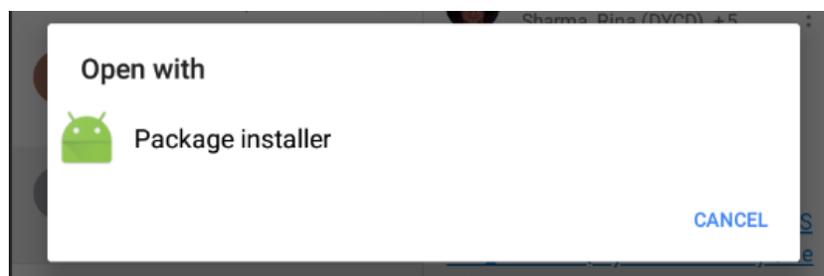
## Android

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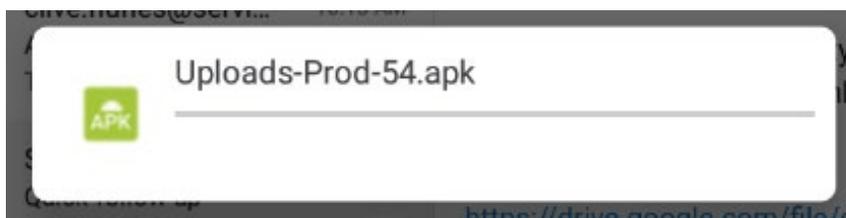
The following outlines the steps required for Android users to download and install **docUP** onto their mobile device:

1. From your Android device, click on the link to initiate the download:  
<https://tinyurl.com/dycd-app-download>
2. A pop-up window will display, as highlighted below. Tap on the 'Package installer' button to and wait for the screen to load

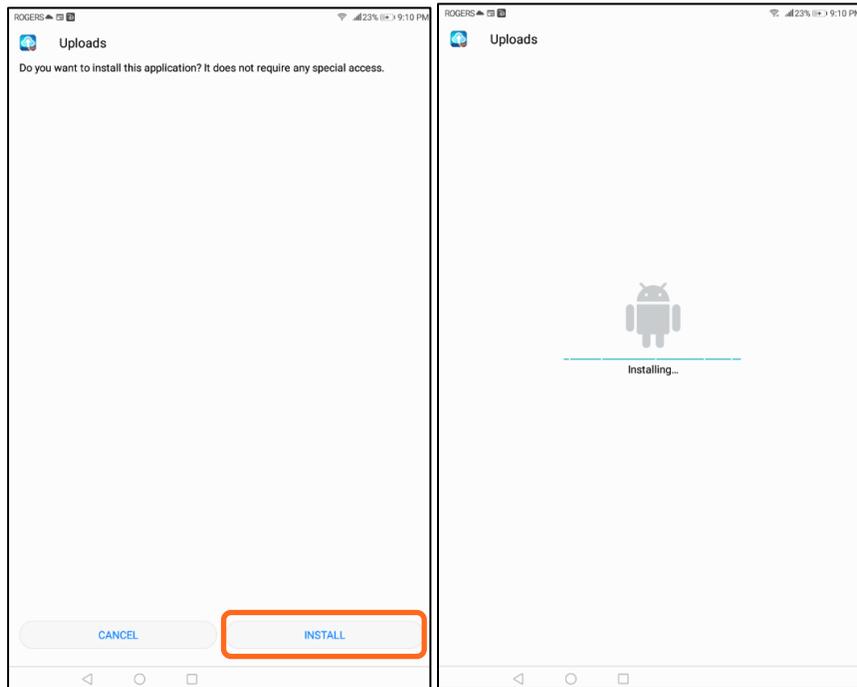
**NOTE:** users may be asked to grant permission to install apps from an unknown source (such as Diona) before being permitted to download the mobile app. In such scenarios, users must accept and grant permission to proceed.



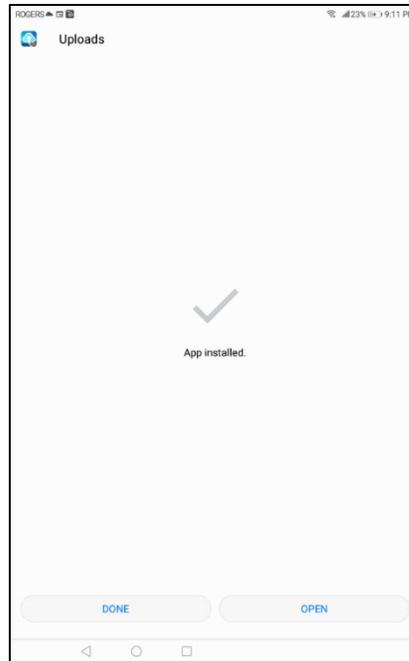
3. Once the device successfully connects, the app will begin to download. A progress bar is displayed to highlight the progress



4. After the app is successfully downloaded onto the device, a final step to install the app is required as shown in the following images. Click **“Install”** to begin the installation process.



5. Once installation is done, the process is now complete. The following screen will display to see if the user wishes to close the window or launch the app. Tapping [Open] will launch the app.



6. App download and installation is now complete and you're ready to upload supporting documentation for DYCD applicants.



**NOTE:** Shared access to the Application is not permitted. Each user must always maintain security of their individual accounts.

# DYCD Connect Help Center

If you have any questions or concerns, please submit a ticket or help request to the DYCD Connect Help Center. You may navigate to the Help Center directly from the banner at the top of DYCD Connect by clicking on the question mark as shown below.



Alternatively, you may submit a ticket through the [Help Center](#) on the DYCD Connect homepage.

