

Log Into the Officer Mobile App

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Overview

Before a user can access the Officer Mobile App, a Dispatcher or Dispatch Administrator must provide the organization's Resolver Core URL and password to log into the Officer Mobile App.



Note:

Resolver recommends Officer Mobile users connect to the application using a mobile network instead of a WI-FI network to reduce signal disruptions.

Before logging into the Officer Mobile App, you will need to download and install the Officer Mobile App. Click the store icon below that corresponds with your device's OS (Operating system) to download and install the App.



Related Information/Setup

Please refer to the [Install Officer Mobile](#) article for more information on installing the Officer Mobile App.

Please refer to the [Logging out of Officer Mobile](#) article for more information on logging out of the Officer Mobile App.

Logging into Officer Mobile

1. Tap the **Officer Mobile** App icon on your device's **Home** screen.



Officer Mobile App Icon

2. From the **Officer Mobile Home** screen, enter your organization's Resolver Core URL into the **Core URL** field.



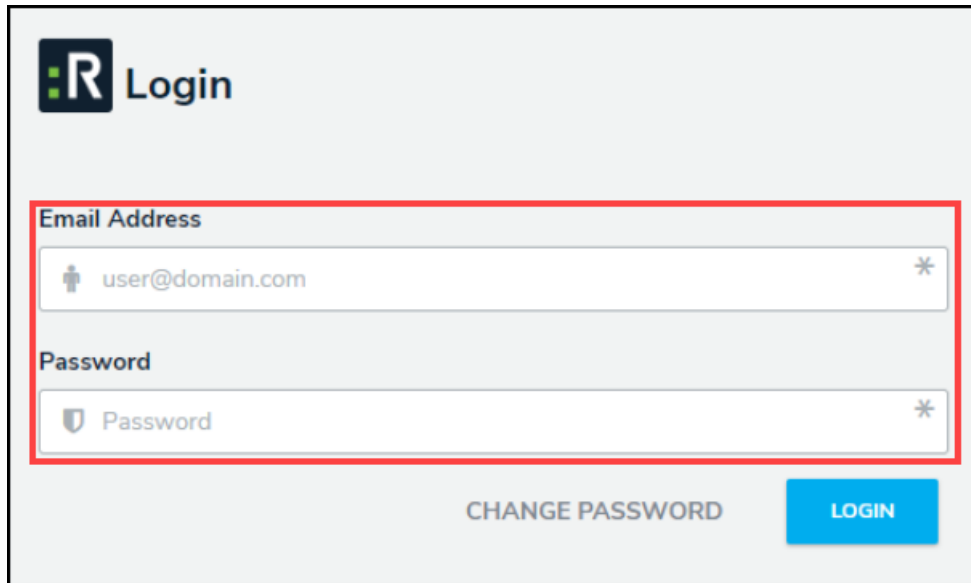
Core URL Field

3. Tap the **Next** icon.



Next Icon

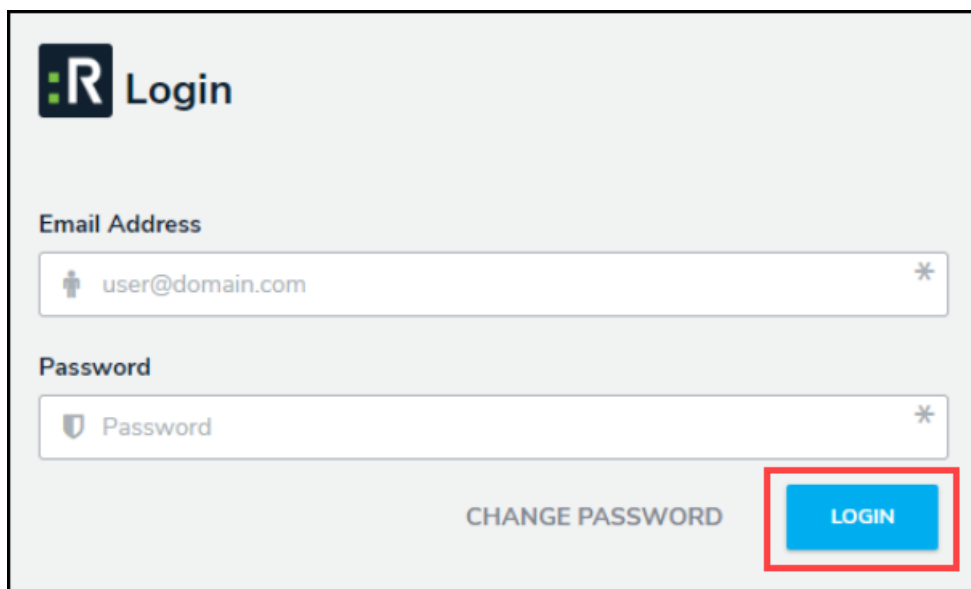
4. From the **Officer Mobile Core Login** screen.
5. Tap the **Email Address** field and enter the primary email address from your Resolver Core login credentials.
6. Tap the **Password** field and enter your Resolver Core password.



The screenshot shows the Resolver Login interface. At the top left is the Resolver logo, a stylized 'R' with a green dot. To its right is the word 'Login'. Below the logo, there are two input fields. The first is labeled 'Email Address' and contains the text 'user@domain.com'. The second is labeled 'Password' and contains the text 'Password'. Both fields have a small asterisk icon on the right side. A red rectangular box highlights both the 'Email Address' and 'Password' fields. Below the input fields, there are two buttons: 'CHANGE PASSWORD' and 'LOGIN'. The 'LOGIN' button is blue with white text.

Login Credentials

5. Tap the **Login** button to log into the Officer Mobile App.



This screenshot is identical to the one above, showing the Resolver Login interface. However, in this version, the 'LOGIN' button is highlighted with a red rectangular box. The 'Email Address' and 'Password' fields are no longer highlighted.

Login Button



Note:

If you cannot log into Officer Mobile and receive an error message that you need to reset your password or your password is invalid, contact your Dispatch/Core Administrator for assistance.