

# 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.



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## 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.

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## 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.



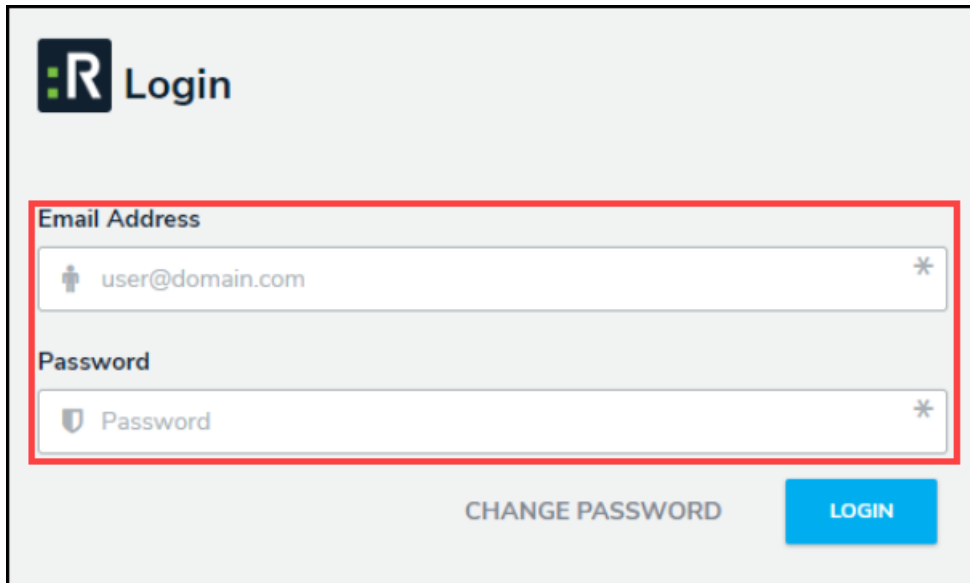
*Core URL Field*

3. Tap the **Next** icon.



*Next Icon*

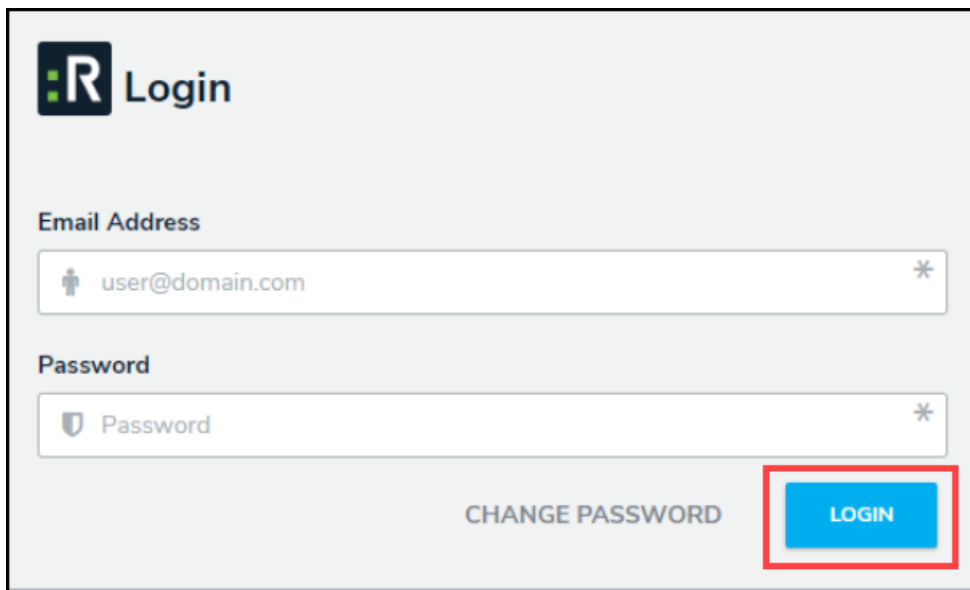
4. From the **Officer Mobile Core Login** screen.
5. Tap the **Email Address** field and enter the primary email address from your Resolver Core login credentials.
6. Tap the **Password** field and enter your Resolver Core password.



The screenshot shows the Resolver Login interface. At the top left is the Resolver logo, a stylized 'R' in a dark square. To its right is the word 'Login'. Below the logo are two input fields: 'Email Address' containing 'user@domain.com' and 'Password' containing 'Password'. Both fields have a small asterisk icon on the right. Below the input fields are two buttons: 'CHANGE PASSWORD' and a blue 'LOGIN' button. A red rectangular box highlights the 'Email Address' and 'Password' input fields.

*Login Credentials*

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



This screenshot is identical to the previous one, showing the Resolver Login interface. However, a red rectangular box highlights the blue 'LOGIN' button at the bottom right of the screen.

*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.*