MCS360 (Mobile App) FAQ

1) What is the MCS360 Mobile App?
   a. MCS360 is the MCS mobile check-in application. The app should be used to check-in at properties for all clients.

2) Why are check-ins being required by MCS?
   a. Clients are requiring that MCS provide a mobile application "check-in" to provide documentation that the correct property was accessed by a field rep with a valid IC01 background check through Aspen Grove. For more information about the requirements contact your state RVM.

3) Do I have to use MCS360 or can I use a third party check-in application?
   a. You can use a Third Party application instead of MCS360 as long as the application meets all of the MCS requirements.
   b. All third parties can be viewed in Vendor 360. Go to manage user (user will need to have ADMIN permissions to access) → select a user → check user is web services → the 3rd party user list become active → listed are all 3rd parties MCS is integrated with. Once done reviewing the list just exit, do not save.

4) Will there be an application that is compatible for Windows phones?
   a. At this time the application will only be available for Apple and Android users.

5) Since the app is not compatible with Windows phones, what do I need to do to check-in?
   a. If you choose to use the MCS360 Mobile App, you will need to switch to an Apple or Android device.
   b. Not all Android devices are compatible with the MCS360 Mobile App at this time

6) How do I know if the MCS Mobile App is compatible before I purchase a phone?
   a. Make sure that the MCS360 Mobile App can download to the device prior to purchasing the phone

7) How do I download the Mobile App?
   a. Depending upon the type of Mobile Device that's used, one can either download the App from the Google Play Store on Android OS Devices or on the Apple Store through iOS.

8) What do I do if I receive invalid user name, password error, or Error in Response message?
   a. Make sure you are entering a valid ABC Number and Contact ID.
   b. In order to access the MCS360 Mobile app, the ABC Number and Contact ID needs to be associated to a mobile app user in Vendor 360
   c. If you are entering the correct code ABC Number and Contact ID and the user is associated to a vendor 360 login, verify the expiration date is not expired. If the expiration date is expired, renew the code with Aspen Grove, update the information in Vendor 360 (expiration date and upload a new screenshot). This information will then be verified by MCS and either approved or denied. Be sure to check your email and the user grid for the status of the user.
   d. The Contact ID is a Validation PIN which can be retrieved when logging onto the Aspen Grove Website. It is located near the picture ID, IC Level, and ABC Number.

e. There are certain situations where a User could have two Validation Pin's when doing work for another Vendor. If a User enters a Validation PIN in the Contact ID Field that does not coincide with the Check-In connected to the present Vendor in which the work is being done for, a message of 'Error in Response' will appear. Aspen Grove transmits and communicates with servers in order to establish a connection so always ensure that the correct Validation PIN is being used.

f. An image will need to be verified to confirm the identity of the person logging into the application. The picture that is uploaded into the Aspen Grove site will be the picture used to confirm identity. If no image is provided, a generic image will appear. If a generic picture does appear, login to the Aspen Grove site and upload a picture for verification.

g. Ensure that the ABC # Information is up-to-date in relation to the proper IC01 Level, Status (Approved), the Expiration Date matches what is in Aspen Grove's system, and a clear viewable Document/Screenshot has been uploaded to the Vendor 360 application which meets MCS guidelines

9) What if I do not have data connection?

a. The check-in can be taken off-line. The check-in will go to your saved queue and will need to be submitted as soon as you have service or connected to Wi-Fi. Be sure to upload any orders in your saved queue periodically. The app logs you out after 24 hours and any un-submitted check-ins will be lost.

b. NOTE: Must have connection to login to the app and to submit the check-ins. Performing the check-ins is the only thing that can be done off-line. Be sure to log-in with Wi-Fi prior to going out into the field, so in the event data connection is lost, the app will be able to perform check-ins off-line.

10) How do I know if I have a data connection?

a. You will see an icon that indicates you are connected via data (3 G, 4G, or Wi-Fi). Different brands have different looking icons, but they follow the same concept.

b. Below is a list of symbols that need to be active on your phone in order for you to login to the app or to submit check-ins to MCS. Note: If you are connected via G or E you may still experience some issues, as this connection is very weak. For optimal results, a connection of 3G or higher is best.

Symbol	Name	Generation
G	GPRS	2G
E	EDGE	2.5G
3G	3G	3G
H	HSDPA	3.5G
H+	HSDPA+	3.75G
LTE	LTE / 4G	4G

11) I am receiving an error that states, "Error: There was an error in the Network." What does this mean?

a. This error message means that you do not have connection to submit check-in to MCS. The check-in will go to your saved queue and will need to be submitted as soon as you have data service or you are connected to Wi-Fi. Be sure to upload any orders in your

saved queue periodically. The app logs you out after 24 hours and any un-submitted check-ins will be lost.

12) Do I receive a confirmation that the check-in went through?
   a. No. If a check-in was successful, there is no message received and it will go back to the main screen to start your next check-in. You will only receive a message if the check-in fails.

13) If the field service questions were answered incorrectly in the field, can I change them?
   a. Currently once the questions in the field are answered there is no way to correct them. It is important that the information is entered correctly but we understand that additional in-house Quality Reviews may result in different answers on the actual inspection/completion form. We are working on adding functionality to the system where you can view the information that was submitted, but right now that is not available.

14) Who do I contact about denied Mobile users?
   a. Contact the Compliance Team at Vendorcompliance.doc@mcs360.com

15) Who do I contact for technical questions about MCS360?
   a. Submit an incident through MCS Service Desk or contact the I.T. Liaison via phone at (813) 405-1045.