



Frequently Asked Questions Downloading and Registering

Q1: I tried to register for the app and the system is not recognizing my Employee ID. How can I download the app?

A1: The EMPLOYEE app has a level of security to ensure that only authorized users can access the app. If the system does not recognize your Employee ID, please contact Communications@RC-HR.com with the ID you are entering as well as with the email that you used to register for the app.

Q2: I have successfully downloaded the County of Riverside Employee Mobile App to my iPhone. How can I install it on other devices?

A2: Download the County of Riverside Employee Mobile App on any other device by going to: <http://get.theemployeeapp.com/riverside>. Once the app has been downloaded, tap "Sign In" and enter the same Email and Password you used to register for the app on the initial device.

Q3: I forgot my password and cannot log onto the app. How can I change my password?

A3: If you forgot your password, open your app, tap "Sign In" and then tap "Forgot password?" Then enter the email address you used to register for the app. Tap the "Submit" button and you will receive an email with further instructions on how to reset your password. If you do not receive the email within a few minutes, please check your spam or junk mail folders. After completing this, and if you still cannot reset your password, please contact Communications@RC-HR.com with your unique employee ID as well as the email address that you used to register for the app.

Q4: After I download the app to my Apple device, I receive a message that says "Untrusted App Developer." What should I do?

A4: This message only will appear if you have updated the operating system of your Apple device to iOS 9. This will not occur with Android devices. To complete the download process, you will need to take these additional steps. The instructions can be found by watching this video (<http://get.theemployeeapp.com/ios9/ios9.mp4>) or following the steps below:

- Go to Settings on your Apple device
- Tap on "General"
- Tap on "Profiles and Device Management"
- Find County of Riverside Employee Connection profile and select trust
- Confirm your selection by pressing trust again
- Close out of your settings and launch the app

Q5: How much space does the County of Riverside Employee Mobile App take up on my device?

A5: The County of Riverside Employee Mobile App takes up about 35 MB of space which is very small in comparison to other apps. For example, games on average take up about 100 MB and social media apps, such as Facebook and Twitter, can take up as much as 400 MB. As an alternative to downloading the app to your device, you can access the app through a web browser by entering <http://get.theemployeeapp.com/riverside>.