



Jarvis Mobile App FAQ

How do I access JarvisEnroll?

[Apple App Store](#)

[Google Play app Store](#)

iOS



Android



Do I need to create new sign-in credentials to access the mobile app?

No, your existing One Healthcare ID sign in will work on the Jarvis mobile app.

Is the mobile app secure?

Yes, the mobile app allows you to choose between Multi-factor Authentication (One-Time Passcode) or Bio-Metric Authentication (e.g., Face ID or Touch ID)

How do you enable Face ID or Touch ID?

1. Login to Jarvis mobile app using your existing Jarvis website One Healthcare ID username and password.
2. Click on menu icon at top right of screen.
3. Look for the Face ID/Touch ID option near the bottom of the menu.
4. Toggle Face ID/Touch ID option near the bottom of the menu
5. The next time you log in to the mobile app, click the smiling face icon (if you have Face ID) or the thumbnail icon (if you have Touch ID) at the bottom of the screen.

I have multiple Writing ID's. Can I access each of my accounts / Writing IDs in the mobile app?

Yes, you can toggle between each of your Writing IDs in two ways. Once you log in to the mobile app, select the down arrow next to your name to see a list of your Writing IDs that you can choose between. You can also select the menu drop down at the top right of your screen, then select agent profile. Scroll to the bottom to see your Party ID and a list of your Writing IDs (if you have

more than one) that you can choose between.

I have multiple Party IDs. Can I access each of my Party IDs in the mobile app?

Yes, the log in process for the mobile app is similar to the *Jarvis* webpage. A unique One Healthcare ID must be created for each Party ID. Login to *Jarvis* using the One Healthcare ID that is associated with the Party ID you would like to access.

How current is the information I see in the mobile app?

The mobile app and the Jarvis website will have the same information.

Do I need a new registration/one Healthcare ID to login to the mobile app?

No, you do not need a new One Healthcare ID. If you do not already have a One Healthcare ID, please login to www.uhcjarvis.com on your internet browser to register.

Which devices may I use to access the Jarvis mobile app?

Smartphones and tablets that have access to the Apple App store or the Google Play Store will work.