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Customer Care Mobile Application User Guide

Application Security

5/5/2025

Application Security

Genesys has a strict Privacy Policy that applies to the Genesys Care Mobile App. You will need to accept the Genesys Care Mobile App terms and conditions for login into the application. You can also view the Terms and Conditions by clicking on the link. The sign-in button will be enabled ONLY if you accept the Terms and Conditions.

In addition to the [Mobile App Terms and Conditions](#) that you agree to during installation, the [Genesys Care Tools Terms and Conditions](#) also apply to use of the mobile app.

If the device is in idle mode for 10 or more minutes, then the application will log out and you have to re-enter into the application by logging in. Also, you have to login again if the app has terminated.