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Can I use HSI Blue Ocean Brain on my mobile or tablet device?

HSI Blue Ocean Brain is accessible from the web browser and mobile app, if enabled by your company. To access HSI Blue Ocean Brain from the web browser, navigate to [HSI Blue Ocean Brain](#). HSI Blue Ocean Brain does not currently have a desktop app.

HSI Blue Ocean Brain is also available as a mobile app found in the [Apple App Store](#) or on [Google Play](#).

Note: The HSI Blue Ocean Brain mobile app is web-based, so you will need to be connected to the internet to use the app.

What should I do if I can't access HSI Blue Ocean Brain from my mobile app?

If you cannot access the HSI Blue Ocean Brain mobile app and are subscribed, connected to the Internet, and your app is updated, you may need to reinstall the HSI Blue Ocean Brain mobile app.

Please confirm the following:

- **Does your organization have a current subscription to HSI Blue Ocean Brain, and do you have an account in HSI Blue Ocean Brain?** If your organization has a current subscription and you do have an account, ensure your email address and password are spelled correctly.
- **Are you connected to the internet?** HSI Blue Ocean Brain is a web-based app, so you will need to be connected to WiFi or a hotspot to access the app.
- **Have you updated your HSI Blue Ocean Brain app?** If an update is available in the App Store for your mobile device, update your mobile app and try accessing again.
- **If your organization uses single sign-on for HSI Blue Ocean Brain, is your device enabled to use single sign-on?** If you input your email address/username into the "Login" page on HSI Blue Ocean Brain and are directed to another page to input your company's login credentials, your organization uses single sign-on.

If you've answered "Yes" to the questions above and are still unable to access the mobile app, please uninstall your app and then reinstall it.

If you are still unable to access the app, please [email support@blueoceanbrain.com](mailto:support@blueoceanbrain.com) with your name, organization, and a short description of your issue and our Support Team will be happy to troubleshoot!