



1. **Q: Is there a separate app for CAP vs. MCO?**
A: No. The *same* app is used for both CAP and MCO.
2. **Q: What do stakeholders select under “Agency”?**
3. **A: CAP = “2015”**
4. **A: MCO = “228636”**
5. **Q: What if a stakeholder chooses the wrong agency?**
They can add another agency within the app.
Q: A stakeholder sees two agencies and wants only one. How do they remove the extra?
A: They must delete and redownload the app to reset settings, then select the correct agency during setup.
6. **Q: Can users select “Remember Me” on a shared device?**
A: No. Avoid using “Remember Me” on shared devices for security reasons.
7. **Q: Does “Forgot Password” always work?**
A: Only if the stakeholder has a valid email on file.
8. **Q: Where can stakeholders access paystubs?**
A: On both the Portal and the App, inside the messaging module. Make sure to be on the attachment tab inside the message.
9. **Q: What auto-selects during shift entry?**
 - A. If there is only one option for:
 - B. Code
 - C. Client
 - D. Cost Center
...it will auto-select.
10. **Q: What must the stakeholder choose manually?**
 - A. **A:** Pay rate type.
11. **Q: Can shifts be adjusted once clocked in?**
12. **A:** No. Adjustments cannot be made after clock-in.
13. **Q: What is important at clock-out?**
 - A. Select the correct **EVV location**.



- B.** Verification should occur at **clock-out after attestation.**
 - C.** The **Employer must review** submitted shifts.
- 14. **Q: If the client and EOR are the same person, which profile do they use?**
A: The **EOR profile.**
- 15. **Q: What if the EOR role isn't assigned in DCI?**
They will not see the Employer tab.
- 16. **Q: If using Portal sign-off, does it happen automatically?**
A: No. The EOR must manually sign off.
- 17. **Q: What is required to sign in?**
A password.
- 18. **Q: What if a stakeholder dislikes their digital signature?**
They can use the “**Clear**” button and sign again.
- 19. **Q: Do signatures need to be added before using DCI?**
A: Yes. Approved signatures must be added *before* stakeholders begin.
- 20. **Q: What is required for facial recognition to work?**
A photo must be uploaded to the user's account.
- 21. **Q: If the EOR hasn't submitted a photo?**
A: They must send it to the Acumen inbox so an agent can upload it.
 - A. Additional Notes:**
 - B.** Photos are stored in a **cloud-based system**, not on the device.
 - C.** Photos must meet specific quality requirements.
 - D.** Submissions must come from a **DCI-verified email address.**
- 22. **Q: How does voice verification work?**
A: The EOR must repeat the pre-set phrase.
The recording is sent to Acumen and added to their DCI account.
- 23. **Q: Online vs Offline Mode?**
 - A. Online Mode: Green bar** at top of screen
 - B. Offline Mode: Red bar** at top of screen



24. Q: Will punches sync automatically?

A: Yes — once the device connects to cellular or Wi-Fi.

25. Q: What is required for offline punches to sync?

A: The device must be **registered** (linked during first internet connection).

26. Q: Can stakeholders switch devices?

A: Only by calling Acumen to register a new device.

27. Q: Are corrected punches EVV compliant?

A: No.

Shifts that are rejected or edited are no longer EVV-compliant.

28. Q: Are multiple languages available?

A: Acumen offers several language options for both the App and the Portal.

29. Q: Are landline-based historical punches EVV compliant?

A: No — and they are time-consuming to enter.

30. Q: When are reason codes required?

A: Whenever:

- A.** A shift is edited
- B.** A historical punch is created
- C.** Reason codes must include:
 - i. Visit Edit Reason
 - ii. Visit Edit Action Taken

31. Q: What if the EOR cannot sign off at the end of the shift?

A. A: Most sign-off methods will not work.

The employee must use the **Portal** sign-off method.