



Acumen powered by DCI Software

Phone EVV Guide

California

Why DCI & Phone EVV?

- **Online platform to help manage Employee Time**
 - Better tools for both Employers & Employees
 - Faster and easier time entry & payroll processing
- **DCI is compliant with the 21st Century Cures Act**
 - As long as DCI is used properly to enter time with EVV.
- **Real-Time = Clock In/Out at Start/End of Shift**
 - Historical = Entering a full shift after that fact
 - Used only for missed punches and corrections



Phone EVV Setup

- **Confirm Client phone number on file w/ Acumen**
 - This is the number all Employees must call from
- **Client Phone number must be a Landline or VOIP**
- **Employees need the of the following info ready:**
 - Employee last 4 of SSN
 - Employee PIN (MMDD of Birthday)
 - MMDD of Birthday (Same as above)
- **Employees need Client Name & Service Code**
 - This is the Client & Service Code for that shift
- **Client PIN is needed for Historical time entry**
 - Client PIN is on Employer GTG Letter



Employee Sign-In

This is the Sign-In process for all Phone EVV Entries:

1. Employee calls (855) 807-9595 to start their shift
2. Enter last 4 of Employee SSN
3. Enter Employee PIN
4. Enter Employee Month/Day of Birth
5. Press any key to continue

Real-Time Entry: Clock In

Use these steps to clock in at the beginning of shift:

1. Press #1 for Hourly
2. Confirm Client Name with prompt given
3. Press #1 for Real-Time entry
4. Select Service Code with the prompts given
5. Press #1 to confirm and save punch
6. Recording will read back punch details and disconnect

Congratulations! You are now on the clock.

Real-Time Entry: Clock Out

Use these steps to clock out at the end of the shift:

1. Follow instructions for [Employee Sign-In](#)
2. Recording will announce that there is an open punch
3. Confirm if you want to Close punch
4. Punch will be closed – Employee is Clocked Out
 - Press #2 to disconnect or Press #1 to open new punch

Congratulations! Your shift is complete.



Historical Entries (1/3)

Historical Entries are used for a missed punch or punch correction.

Client or Employer must be present at the end of this process.

1. Follow instructions for [Employee Sign-In](#)
2. Press #1 for Hourly
3. Confirm Client Name with prompt given
4. Select #2 for Historical Punch
5. Select Service Code with the prompts given

Historical Entries (2/3)

Enter Date & Time in proper format

1. Enter Date of Service in MMDDYYYY format
 - Ex: August 1, 2019 = 08012019
2. Enter Clock-In time in HH:MM
3. Select AM (#1) or PM (#2)
4. Enter Clock-Out time in HH:MM
5. Select AM (#1) or PM (#2)
6. Recording will read back Punch Details - Press #1 to Confirm

Historical Entries (3/3)

Client or Employer must be present for this step

1. Initiate Client Validation > Hand the phone to Client/Employer
 - Client/Employer will Press #1 when ready
2. Client/Employer will review punch details
 - Press #1 to Accept or #2 to Reject
3. Phone will Disconnect and shift will be entered

Troubleshooting

- **Trouble Signing in?**
 - Confirm Date of Birth & Last 4 of SSN or [Change PIN](#)
- **Trouble Clocking In?**
 - Only call from Client Phone #, Call Acumen to confirm
- **Trouble with Historical Entries?**
 - Enter Date & Time in correct format (MM/DD/YYYY & HH:MM)
 - Don't overlap with other Employee shifts
- **Trouble with Client Validation?**
 - Client/Employer reach out to Acumen to reset Client PIN

Add/Change PIN

This step must happen in the DCI Web Portal

1. Select Username > Then Settings
 - Located in the top right corner
2. Select Change PIN or Add New PIN
 - Add New PIN after Reset
 - Change PIN anytime
3. Enter New PIN & Confirm
 - Then Select “Change PIN”

The screenshot illustrates the DCI Web Portal interface for changing a PIN. At the top, there is a navigation bar with the DCI logo (Acumen Powered by DCI) and a 'HOME' button. Below this, a vertical menu contains 'CHANGE PASSWORD', 'CHANGE PIN', and 'CHANGE SECURITY QUESTION'. A user profile dropdown menu is open in the top right corner, showing 'Help', 'avalanche', 'Settings', and 'Logout'. A form below the menu contains three input fields: 'Current Pin' (with '0000' entered), 'New Pin' (with '1234' entered), and 'Confirm Pin' (with '1234' entered). A 'Change Pin' button is located at the bottom right of the form.

Where to go for help?

- Utilize our [DCI Training Materials](#) for more help
 - This will give you a full list of Training Materials for DCI
- Contact your Acumen Agent for more help
 - Contact Customer Service if you don't know your assigned agent



Phone: (877) 211-3738



[acumenfiscalagent.com](https://www.acumenfiscalagent.com)



Thank you!

Visit the **Acumen Help Center** to learn more at:
acumenfiscalagent.zendesk.com