



DCI Time Entry Guide

**South Dakota
Family Support 360**

Welcome to EVV Training!

**We are committed to helping
guide you through this process**

Acumen Fiscal Agent facilitates freedom,
choice and opportunity through
innovative fiscal agent solutions.

Thank you for taking the time to learn
more about our time-entry process



Acumen Fiscal Agent
Innovation • Opportunity • Freedom

What is DCI?

**DCI is an online platform to help manage
Employee Time and Service Budget**

- Better tools for both Employers & Employees
- Quick & easy time entry & payroll processing

**DCI also keeps you compliant with EVV
regulations in the 21st Century Cures Act**

- Our Real-Time Entry options will help you enter EVV compliant time with ease.



Roles & Responsibilities

Client



- This is the person who is receiving the care
- Sometimes referred to as participant or individual
- DCI profile is not logged into very often

Employer



- This is the person who manages the process
- Some Clients may be their own Employer of Record
- Logs into DCI to manage budgets and time entries
- Authorized Reps can also help complete these tasks

Employee(s)



- This is the person who provides the care
- Sometimes referred to as the attendant or aide
- Logs into DCI often to enter time & notes
- Employee PIN can be used for easier DCI login

Three Ways to Enter Time

Mobile App



- Preferred Method
- Real Time Entry
- Quick & Easy
- EVV Compliant

Phone EVV



- Alternate method
- Landline use only
- Real-Time & Historical
- EVV Compliant

Web Portal



- Time Management
- Historical Entries
- Easy Time Approval
- Non-EVV Compliant

DCI Mobile App

Most Common Time-Entry Method

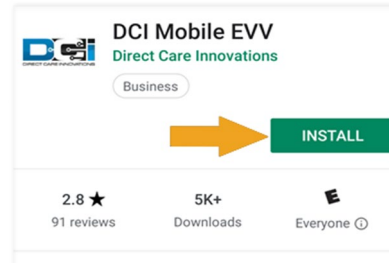
Mobile App Basics

- **The DCI Mobile App is meant for Real-Time Entry**
 - Clocking In/Out of each shift
- **Time Management is done in the DCI Web Portal**
 - ER/DR will review time in DCI Web Portal
- **The Time Entry process is very quick & easy**
 - Real-Time Verification required for PCS



Download DCI Mobile EVV

1. Download the *DCI Mobile EVV* App



1. Set App Permissions



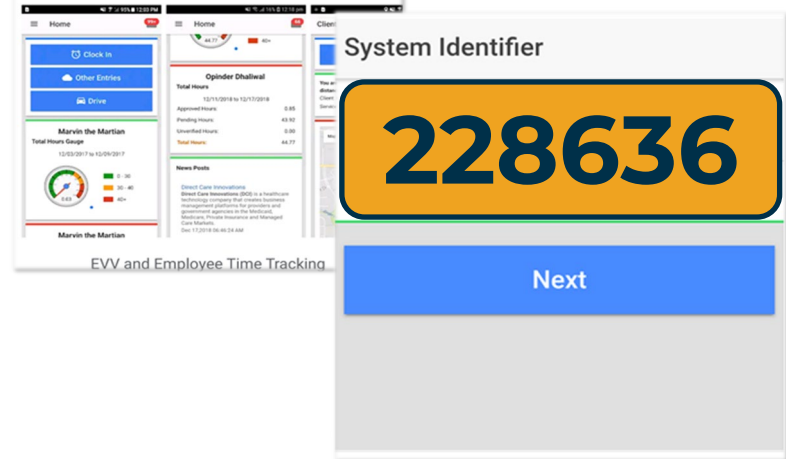
- Location is Required



- Media access is not necessary

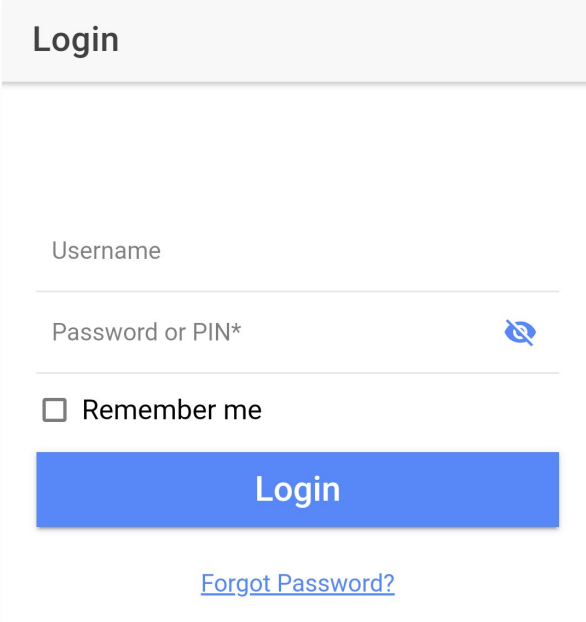
3. Enter System Identifier: **228636**

4. Select Next to login



Log into the DCI Mobile App

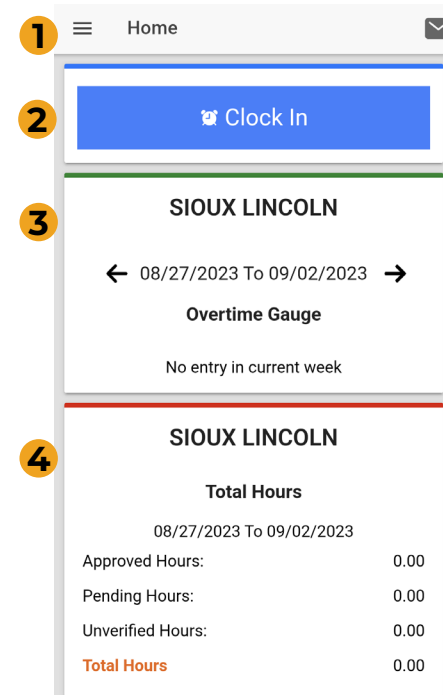
- Enter Employee credentials
 - Provided by Acumen on GTG Letter
- Select Login to access Mobile App
- Select “Remember Me” on your device
- Use Forgot Password link if necessary
 - Requires a valid email on file
- Contact Acumen with any login issues



The screenshot shows a mobile app login interface. At the top, there is a header labeled "Login". Below the header, there are two input fields: "Username" and "Password or PIN*", each with a horizontal line underneath. To the right of the "Password or PIN*" field is a blue eye icon for toggling password visibility. Below the input fields is a checkbox labeled "Remember me". At the bottom of the form is a large blue button with the text "Login" in white. Below the button is a blue underlined link that says "Forgot Password?".

Mobile App Home Page

1. Menu Button
 - Use to navigate in Mobile App
2. Clock In Button
 - Begin Clock In/Out process
 - See next slide for details
3. Overtime Gauge
 - Shows OT hours
4. Total Hours Breakdown
 - Shows the current calendar week



Clock In/Out Process

Clock In on Mobile App

1. Tap Blue Clock In Button
 - Auto-filled for a single client
2. Select Client Name
 - Auto-filled for a single service
3. Select Service Code
 - Auto-filled for a single service
4. Cost Center is auto-filled
5. Select Continue

Clock In 1

SIOUX LINCOLN

← 08/27/2023 To 09/02/2023 →

Overtime Gauge

No entry in current week

Client MATT RU... 2

Service Code PCS 3

Cost Center SD-010 P... 4

Continue 5

Service Codes	Descriptions
SE	Supported Employment
CC	Companion Care
RSP	Respite Services
PCS	Personal Care Services

Confirm Clock In

1. Select Confirm Clock In

* *This will Start the time for the shift*

2. Select one EVV Verification

- PIN/Password entered by Client
- E-Signature from Client or Employer
- Portal Signoff

← Clock In

Clock In Time: 02:20 PM (GST)

Confirm Clock In 1

← Clock In Verification

Client Name: MATT RUSHMOF
Service Code: PCS

Clock In Verification Required

Client PIN or Password 2

E-Signature

Portal Signoff

Client Name: MATT RUSHMORE
Service Code: PCS

Note:

*Visit Verification only required
for the PCS Service Code*

EVV: Client PIN or Password

1. Select Client PIN or Password
2. Client will enter the Client PIN or Password
3. Select Submit
4. Select Confirm to validate EVV is complete

Setup:

Employer or Client should log into the Client Profile in the Web Portal to set EVV PIN.

The image displays a sequence of four mobile app screenshots illustrating the EVV verification process:

- Screenshot 1:** Shows the 'Clock In Verification' screen. A blue button labeled 'Client PIN or Password' is highlighted with a yellow circle containing the number 1.
- Screenshot 2:** Shows the 'Clock In Verification' screen with a masked input field '....' highlighted by a yellow circle containing the number 2.
- Screenshot 3:** Shows the 'Clock In Verification' screen with a blue 'Submit' button highlighted by a yellow circle containing the number 3.
- Screenshot 4:** Shows an 'Alert' dialog box with the text 'EVV Confirmed' and a blue 'Confirm' button highlighted by a yellow circle containing the number 4.

EVV: E-Signature

1. Select E-Signature
2. Client or Employee can sign screen with finger or stylus
3. Select Save
 - Select Clear to try again
4. Select Confirm to validate EVV is complete

The image displays three sequential screens from a mobile application used for EVV (Electronic Verification of Work).

Screen 1: Clock In Verification
Title: Clock In Verification
Section: Clock In Verification Required
Options:

- Client PIN or Password
- 1** E-Signature
- Portal Signoff

Client Name: MATT RUSHMORE
Service Code: PCS

Screen 2: Signature
Title: Signature
Content: A handwritten signature "MATT" with a yellow circle containing the number **2** next to it.
Options:

- Clear
- Save **3**

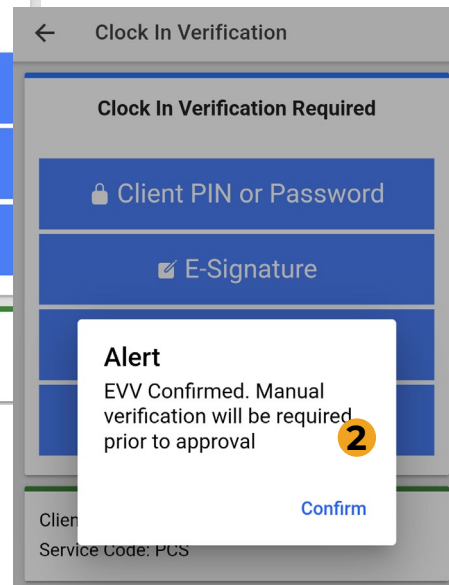
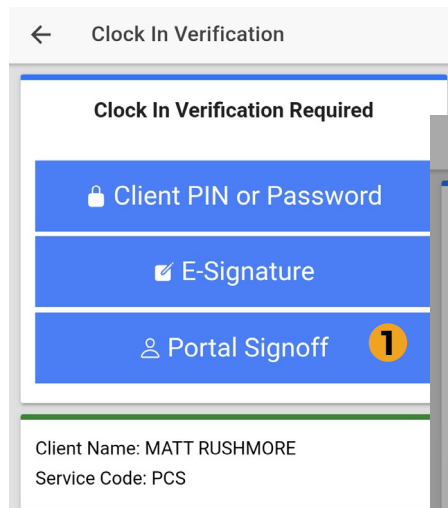
Screen 3: Alert
Title: Alert
Content: EVV Confirmed
Option: **4** Confirm

EVV: Portal Signoff

1. Select Portal Signoff
2. Select Confirm to validate portal signoff

Reminders:

- Employers must log in to the DCI Portal to manually approve the shift.
- The Portal Signoff option is only available during Clock In.



Visit Verification Complete

After EVV is complete

1. Employee will see “Continue to Clock Out” screen
2. Clock In details will be shown
 1. Client Name & Service Code
 2. Clock In Time & EVV Method

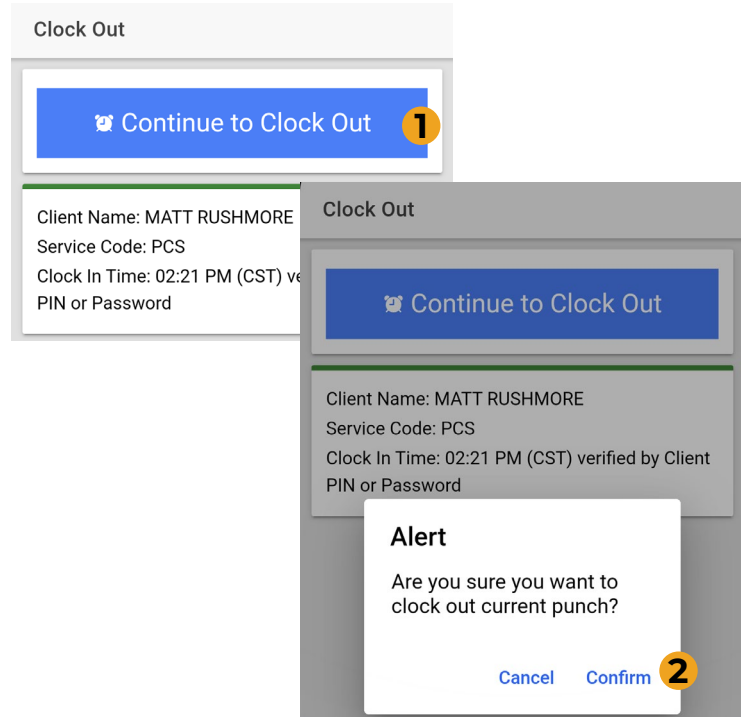
The screenshot shows a 'Clock Out' screen. At the top, it says 'Clock Out' with a yellow circle containing the number '1'. Below this is a blue button with a white clock icon and the text 'Continue to Clock Out'. Below the button is a white box with a green border containing the following information: 'Client Name: MATT RUSHMORE', 'Service Code: PCS', and 'Clock In Time: 02:21 PM (CST) verified by Client PIN or Password'. A yellow circle containing the number '2' is positioned to the right of the client name.

Congratulations!
You are now on the clock.

Clock Out on Mobile App

Employee logs into Mobile App

1. Select Continue to Clock Out
2. Alert will ask to confirm



Electronic Visit Verification (EVV)

EVV is required at Clock In & Out

1. Select one EVV Verification
 - PIN/Password entered by Client
 - E-Signature from Client or Employee
 - Portal Signoff Unavailable
 - If not selected on Clock In

← Clock Out Verification

Clock Out Verification Required

🔒 Client PIN or Password

✍️ E-Signature

👤 Portal Signoff

Client Name: MATT RUSHMORE
Service Code: PCS
Clock In Time 1: 03:21 PM (CST) verified by
Client PIN or Password

Confirm Clock Out

1. Notes are Required
 - Discuss details w/ ER
2. Select Confirm Clock Out
 - * *This will Stop the time for the shift*
3. Punch Confirmation
 - Punch details are shown
 - Select Home when ready

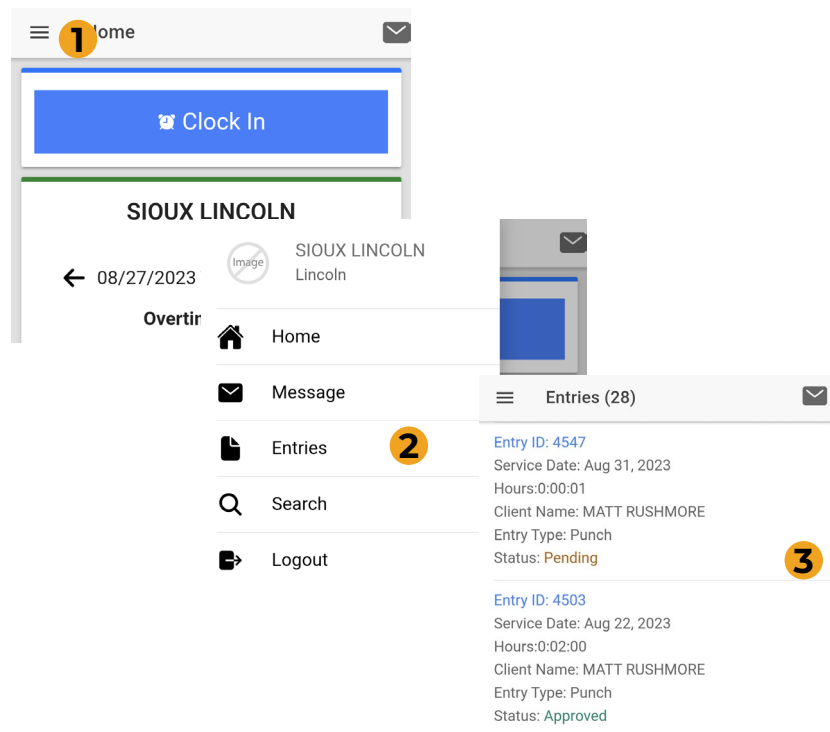
The screenshot displays the 'Clock Out' interface in three stages:

- Stage 1:** Shows the 'Clock Out Time: 02:22 PM (CST)' and a red banner with the text **Notes are required** (marked with a yellow circle '1'). Below this is an 'Add Attachment' button.
- Stage 2:** A blue button labeled **Confirm Clock Out** (marked with a yellow circle '2') is highlighted.
- Stage 3:** Shows the 'Punch Information' screen (marked with a yellow circle '3') with the following details:
 - Client Name: MATT RUSHMORE
 - Service Code: PCS
 - Clock In Time : 02:21 PM (CST) verified by Client PIN or Password
 - Clock Out Time : 02:22 PM (CST) verified by Client PIN or PasswordA blue button with a home icon and the text **Home** is at the bottom.

Congratulations!
Your shift is complete.

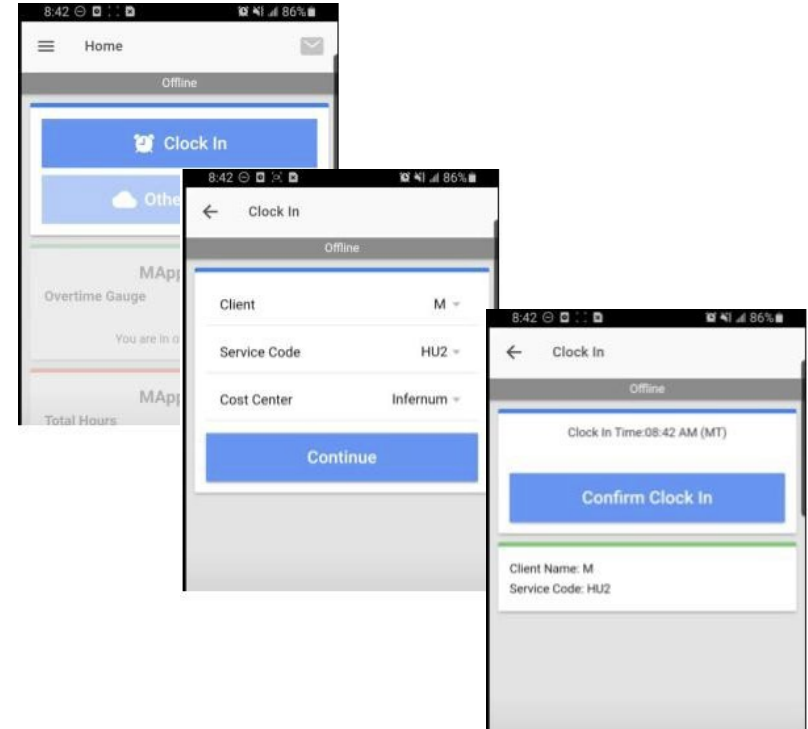
Review Employee Entries

1. Select Menu on top left of screen
2. Select Entries to view list
3. View complete list of entries
 - Employees should verify all time is submitted
 - Employer will approve time as needed



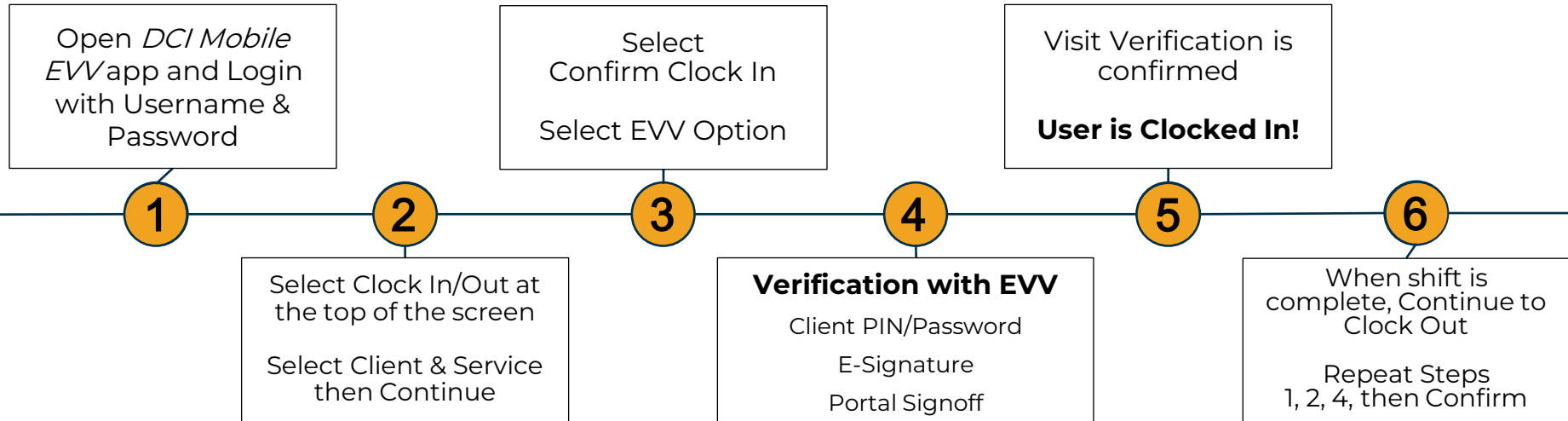
Mobile App Offline

- Offline Mode is available if needed
- Users can Clock In/Out offline
- Entries will sync when back online
- Offline mode will only work on the Employee's "Registered Device"
- Contact Acumen if issues arise with Offline Mode



Mobile App Process Timeline

Follow these steps when the Employee is ready to begin their shift.



Telephone EVV

Alternative Time-Entry method when needed
***Landline required**

Telephone EVV Setup

- **Confirm Client phone number on file w/ Acumen**
 - Contact Acumen Customer Service to begin
- **Client must have a Landline or VOIP phone number**
- **Employees need the of the following info:**
 - Employee last 4 of SSN
 - Employee PIN (MMDD of Birthday)
 - MMDD of Birthday (Same as above)
 - Client Name & Service Code
- **Client PIN is needed for Historical time entry**
 - Client PIN is on Employer GTG Letter
- **Employees must log into Web Portal to enter notes**



Employee Sign-In

This is the sign-in process to begin using Telephone EVV :

1. Employee calls [\(855\) 807-9595](tel:8558079595) to start their shift
2. Enter last 4 of Employee SSN
3. Enter Employee PIN
4. Enter Employee Month/Day of Birth

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 prompt given
5. Press #1 to confirm and save punch
6. Recording will read back punch details and disconnect

Service Codes	Descriptions
SE	Supported Employment
CC	Companion Care
RSP	Respite Services
PCS	Personal Care Services

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

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, 2023 = 08012023
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. Client/Employer will validate with Client PIN
 - Punch will be created with EVV
4. Phone will Disconnect and shift will be entered

DCI Web Portal

Web Portal Basics

- The DCI Web Portal is accessible via the internet on multiple devices
- Desktop and laptop computers will give you access to the Full Site
- The Mobile Web Portal is optimized for smartphones & tablets
- Employees use this portal to view, enter, or edit their time as needed
- Employers use this to manage their employee's time and service budget



acumen.dcisoftware.com

Accessing the DCI Web Portal

1. Open up an Internet Browser on a computer or mobile device
2. Navigate to the [DCI Web Portal](#)
3. Enter Username and Password
 - Credentials provided by Acumen
4. Utilize Forgot Password link if necessary
5. Contact Acumen with login issues

acumen.dcisoftware.com

Sign In

Username

Password

Remember me

[Forgot your password?](#)

Sign In

Or

[Create a profile](#)

Employee Web Portal

Full Site – Computer or Laptop

Home Page Details

Employee Dashboard is the landing page

1. Entries tab to view a complete list of submitted time entries
2. Overtime Gauge & Total Hours for the current calendar week
3. Add Entry to enter a Historical time punch - *See next slide*

The screenshot displays the Employee Dashboard interface. On the left is a navigation menu with tabs: DASHBOARD, ENTRIES (marked with a yellow circle '1'), ACCOUNTS, and PROFILE CERTIFICATION. The main content area shows the breadcrumb 'Home / Dashboard' and a date range selector for 'SIOUX LINCOLN' set to '08/20/2023 To 08/26/2023'. Below this is an 'Overtime Gauge' for 'SD-010 PIERRE HUGHES' showing a gauge with a needle pointing to 2.14. A legend indicates three categories: 0 To 30 (green), 30 To 40 (yellow), and 40+ (red). To the right of the gauge is a 'Total Hours' summary table for the same date range, with a blue 'Add Entry' button (marked with a yellow circle '3') above it. The table shows: Approved: 2.14, Pending Hours: 0.00, Unverified Hours: 0.00 (highlighted in red), and Total Hours: 2.14. A yellow circle '2' is placed over the gauge and the total hours table.

Total Hours	08/20/2023 To 08/26/2023
Approved:	2.14
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	2.14

Add New Entry

Add New Entry (Computer/Laptop)

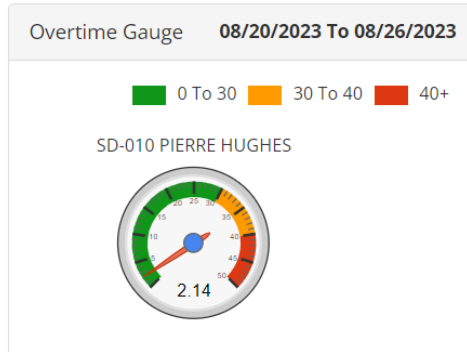
Once logged in

1. Select Add New Entry

Home / Dashboard



SIOUX LINCOLN ← 08/20/2023 To 08/26/2023 →



Total Hours	08/20/2023 To 08/26/2023
Approved:	2.14
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	2.14

Complete New Entry

1. Enter Client Name & Select
2. Select Service Code
3. Select Service Date
4. Enter Check In and Check Out times
5. Select Portal Signoff
6. Select EVV Location if necessary

Add New Entry

Entry Type:

Employee Name:

Account Type:

Client:

Service Code:

Service Date:

Remaining Balance:

Check In: Check Out:

EVV Method:

Clock In EVV Location:

Clock Out EVV Location:

1

2

3

4

5

6

Complete New Entry (Cont.)

7. Select Reason Code from drop-down list
8. Add Reason Code Note, if required.
 - An * will appear if a note is required
9. Notes are optional
10. Attachments are optional
11. Select Save
12. Select Yes to Submit

The screenshot shows a web form for adding a new punch entry. The form includes the following fields and elements:

- Add Reason Codes:** A dropdown menu with the selected option "Forgot mobile device - 4568".
- Add Reason Code Note:** A text input field containing "Lost my phone".
- Diagnosis Code:** A text input field containing "Diagnostic Code".
- Notes:** A text input field containing "Add Notes for Punch".
- Attachment:** A link labeled "Add Attachment".
- Buttons:** "Cancel" and "Save" buttons.
- Alert:** A modal dialog box titled "Alert" with the message: "Are you sure you want to add a new punch for 04:00 hour(s) for PATRICK - TX5678 for Jan 01, 2021?". It has "No" and "Yes" buttons.

Numbered callouts (7-12) are placed on the right side of the form, corresponding to the steps in the list on the left.

Review Entries

From Employee Dashboard

1. Select Entries Tab
 - Select Entry to view details
2. Review Entries
3. Review Punch Details

The screenshot shows the Acumen Employee Dashboard interface. At the top, there is a navigation bar with the Acumen logo and a 'HOME' button. Below this is a sidebar menu with 'DASHBOARD', 'ENTRIES', and 'ACCOUNTS'. The 'ENTRIES' tab is selected and highlighted with a yellow circle containing the number '1'. The main content area shows a breadcrumb trail: 'Home / Dashboard' and 'Home / Entries / 4551'. Below the breadcrumb is a table of entries for 'SIOUX LINCOLN'. The table has columns for 'Id', 'Service Date', 'Start Time', 'End Time', and 'Client Name'. Two entries are listed: one with Id '4551' on 'Aug 27, 2023' and another with Id '4550' on 'Aug 31, 2023'. The entry with Id '4551' is highlighted with a yellow circle containing the number '2'. To the right of the table is a 'Punch Detail - 4551' panel. This panel contains a 'Punch Details' section with the following information: Entry Id: 4551, Machine Details: 68.231.143.50, Service Date: Aug 27, 2023, Check In: 11:00 AM, Check Out: 03:00 PM, Hour(s): 0:04:00, Amount: 4.00 Hours, Pay Rate Name: Standard, Pay Rate: 15.50, Status: Pending, Created By: SIOUX LINCOLN, Created: Aug 31, 2023, and Input Method Type: Web Portal. A yellow circle containing the number '3' is placed next to the 'Status: Pending' line.

Id	Service Date	Start Time	End Time	Client Name
4551	Aug 27, 2023	11:00 AM	03:00 PM	MATT RUSHMO
4550	Aug 31, 2023	03:21 PM	03:29 PM	MATT RUSHMO

Punch Detail - 4551

Punch Details

- Entry Id: 4551
- Machine Details: 68.231.143.50
- Service Date: Aug 27, 2023
- Check In: 11:00 AM
- Check Out: 03:00 PM
- Hour(s): 0:04:00
- Amount: 4.00 Hours
- Pay Rate Name: Standard
- Pay Rate: 15.50
- Status: Pending
- Created By: SIOUX LINCOLN
- Created: Aug 31, 2023
- Input Method Type: Web Portal







Employer Web Portal

Full Site – Computer or Laptop

Approve Pending Entries

Pending Entries is the Employer landing page

- What shows up here?
 - Any punch that requires approval
- Scroll down to view list of Entries
 - Review each entry and Approve or Reject
 - Click any entry for more detail
- If Rejected, inform Employee to re-enter time correctly via DCI Portal

Approve	Id	Service Date	Start Time	End Time
 	3596	May 08, 2019	05:00 AM	11:00 AM
	Click Here to Approve Punch			
 	1448	Feb 08, 2019	08:35 AM	04:45 PM
	Click Here to Reject Punch			

How to Use “Employees” Page

1. Select the “Employees” Tab from the Home Page

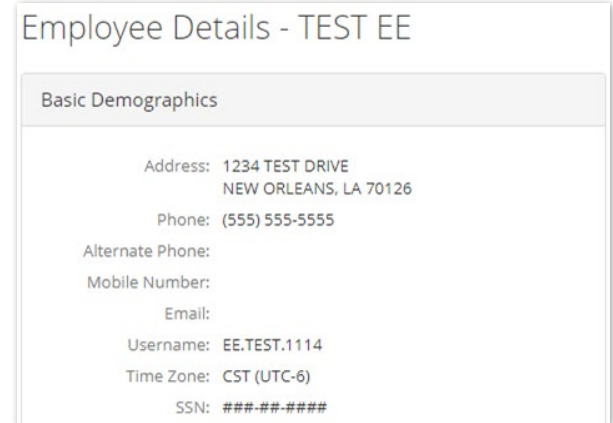
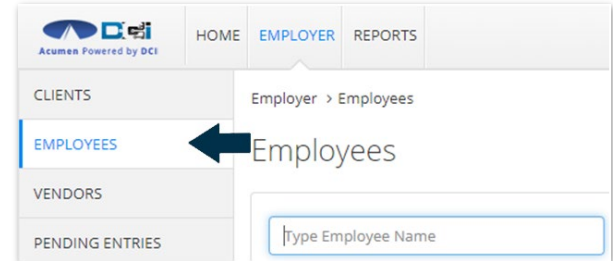
- Located on the left side of the screen
- Select Employee name from the list

2. Scroll Down to View List of Entries

- Here you will see a complete list of punches for this Employee

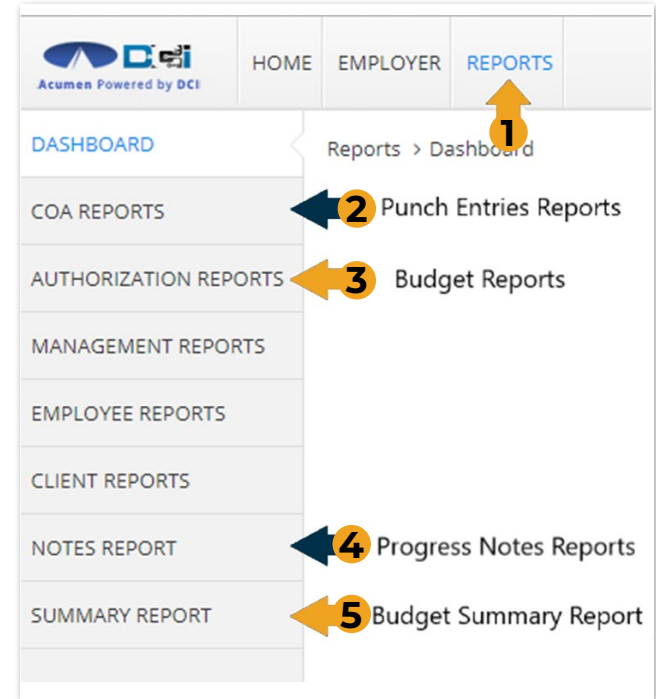
3. Great Resource for Payroll Deadlines

- Ensure all time for pay period is entered and “Approved” before submission due date



How to Use Reports (Computer/Laptop)

1. Select “Reports” Tab from **Employer Tab**
2. **COA Reports** - This will show you a full list of punches from the selected date range.
3. **Authorization Reports** - Authorization Run Rate Report will show budget usage breakdown.
4. **Note Reports** - Here you can pull any Service Notes entered on entries
5. **Summary Report** - Gives a breakdown of punches and percentages of budget remaining.



Home Page Basics

1. Select Home Tab
2. Search for Employee Name
 - View EE's weekly time
3. Overtime Gauge & Total Hours breakdown for selected Employee
4. Client Total Hours Per Week
 - Total hours worked for client
5. Authorization Widget
 - View details of all active budgets
6. Profile Settings

The screenshot shows the Acumen Home Page interface. On the left is a navigation menu with 'HOME' selected. The main content area includes a search bar for employees, an overtime gauge for 'MR. KRABS' for the week of 07/18/2021 to 07/24/2021, and a table of total hours. Below these are widgets for 'Client Total Hours Per Week' and 'Authorizations'. A user profile icon for 'mrkrabs' is in the top right.

Total Hours	07/18/2021 To 07/24/2021
Approved:	0.00
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	0.00

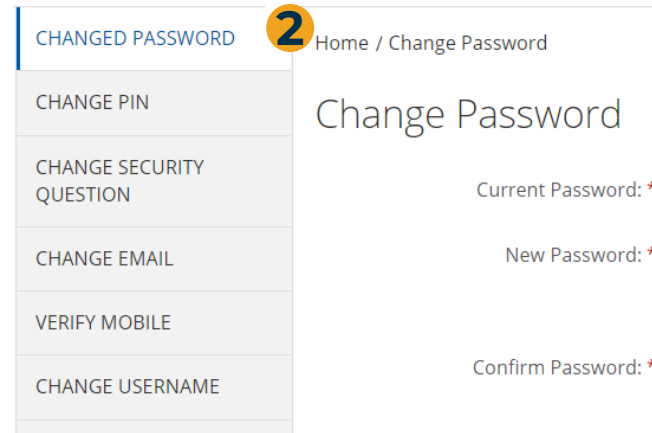
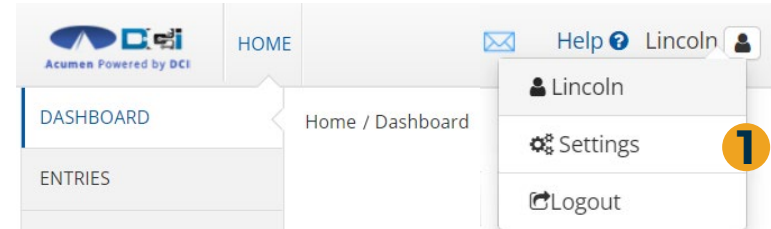
Profile Settings

Only available on Full Site

Profile Settings

Log into DCI with Username & Password

1. Select Username > Then Settings
 - Located in the top right corner
2. Select profile setting to change
 - Username/Password is used for login
 - Employee PIN can make the login process easier on a mobile device
 - Email is needed for password recovery



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: (866) 499-0624



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



Thank you!

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