



# DCI Mobile App Guide

Texas

# Welcome to Acumen!

Thank you for joining the Acumen  
Family!

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

Helping create a positive, long lasting  
impact on people's lives.



# What is DCI?

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

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

DCI will also help keep you compliant with the  
21<sup>st</sup> Century Cures Act

- Our EVV compliant time entry options will keep you compliant with your program requirements



# Roles & Responsibilities

## Client



- This is the person who is receiving the care
- Sometimes referred to as Member or Individual
- DCI profile is not logged into very often
- Client PIN/Password is used for EVV

## Employer



- This is the profile that manages the process
- Some Clients may be their own Employer
- 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

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# DCI Mobile App

# 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
- Multiple Options for Verification with EVV
  - PIN/Password entered by Client
  - Picture taken of Client by Employee
  - Portal Signoff selected by Employee



# Download DCI Mobile EVV

1. Download the *DCI Mobile EVV* App



2. Set App Permissions



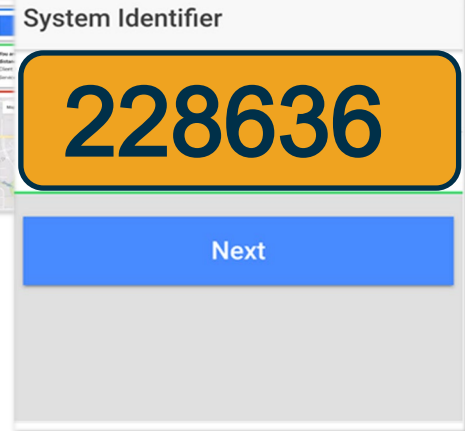
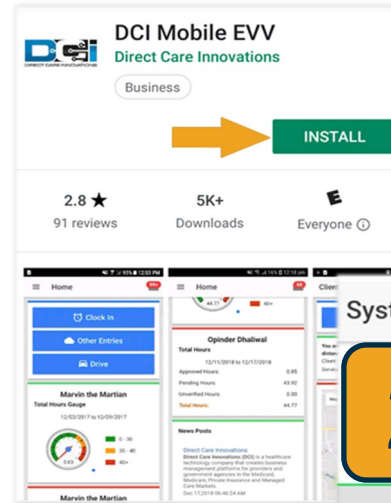
- Location is Required



- Media access is optional

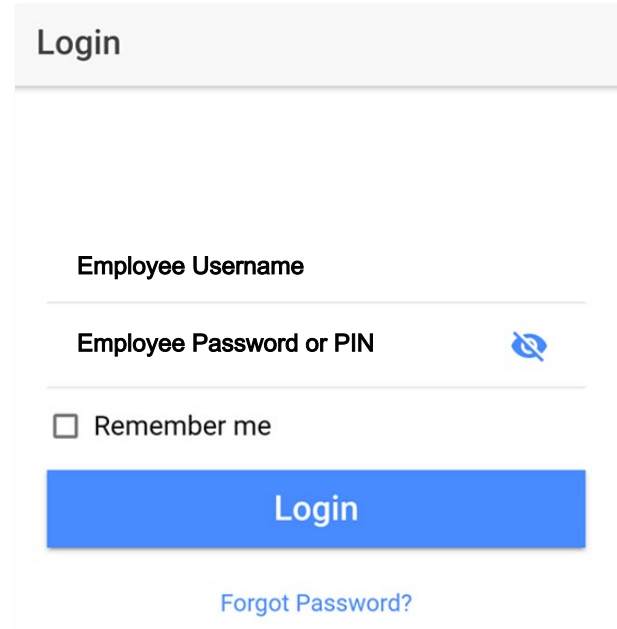
3. Enter System Identifier: **228636**

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 personal device
- Utilize Forgot Password link if necessary
  - Requires a valid email on file
- Contact Acumen Agent with login issues



Login

Employee Username

Employee Password or PIN 

Remember me

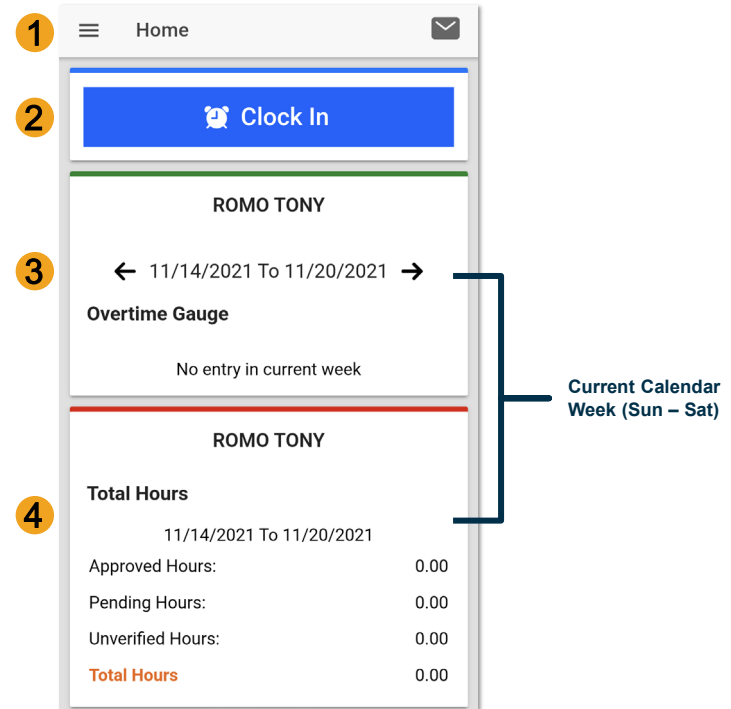
Login

[Forgot Password?](#)



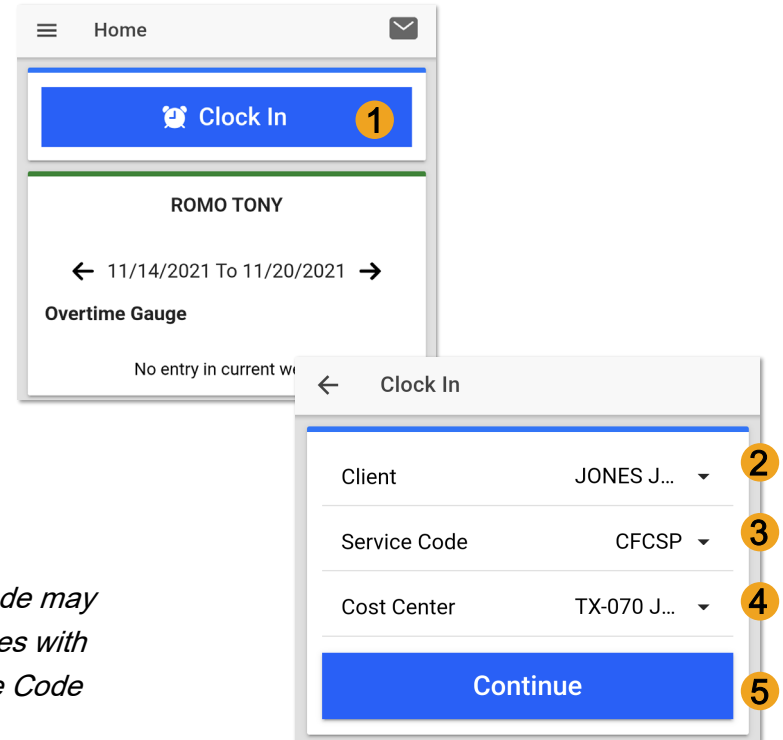
# Mobile App Home Page

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 a total of the hours worked
4. Total Hours Breakdown
  - Shows the current status of hours



# Clock In on Mobile App

1. Tap Blue Clock In Button
2. Select Client Name from dropdown
3. Select Service Code from dropdown
4. Cost Center is auto-filled
5. Select Continue



**Pro Tip:**

*Client Name & Service Code may be auto-filled for Employees with only one Client or Service Code*

# Confirm Clock In

## 1. Select Confirm Clock In

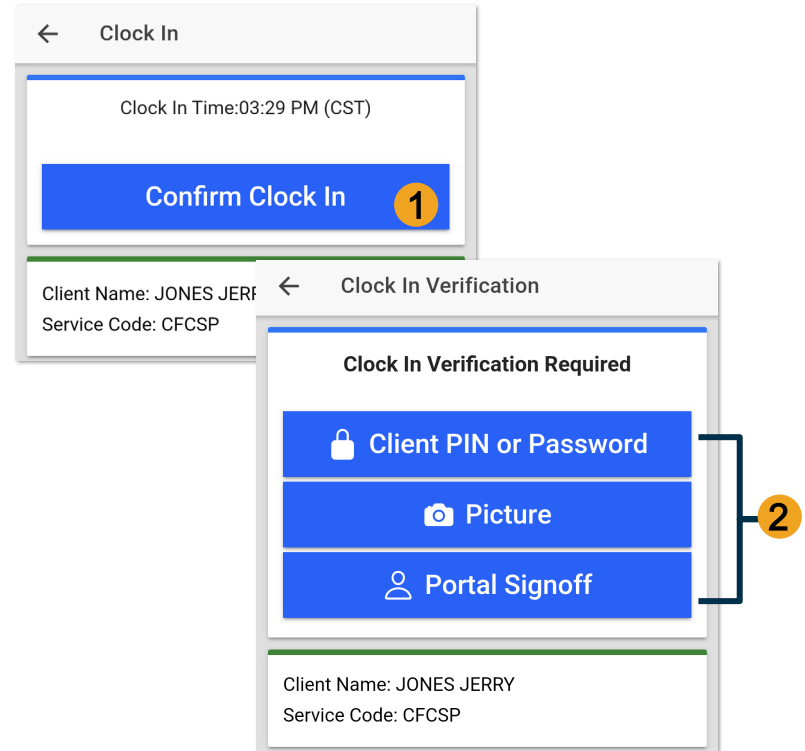
\* *This will Start the time for the shift*

## 2. Select one EVV Verification

- PIN/ Password entered by Client
- Picture taken of Client by Employee
- Portal Sign off select by Employee

*Options 1 & 2 will require some setup by the Client/Employer.*

*See next slide for details.*

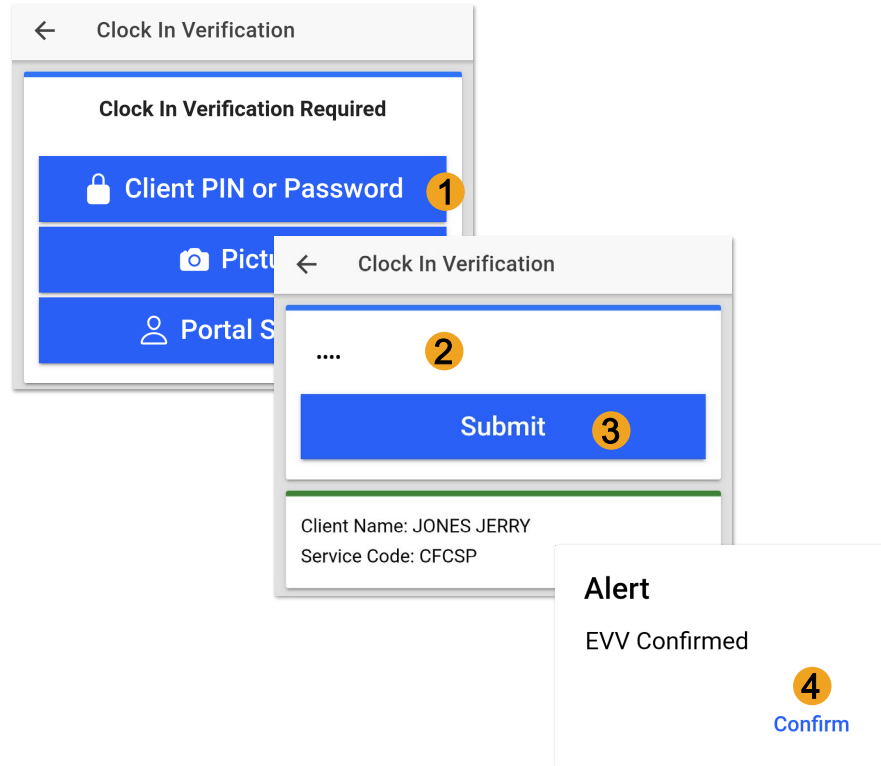


# EVV: Client PIN or Password

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.*

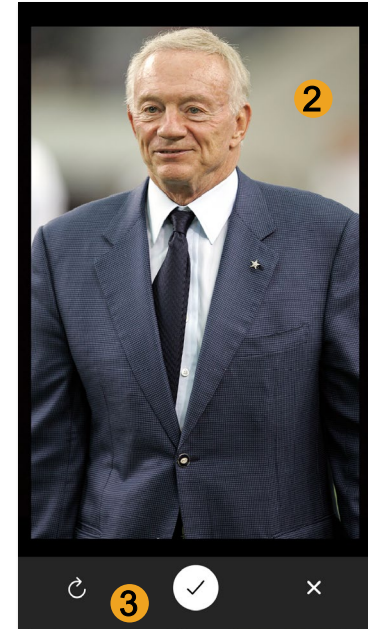
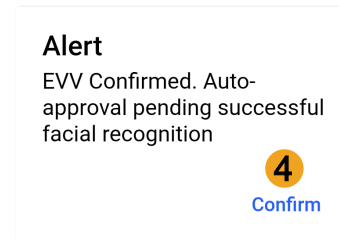
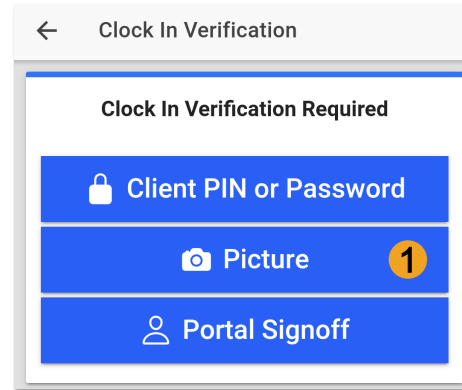


# EVV: Picture

1. Select Picture
2. Employee will take a picture of the Client
3. Select ✓ to Save picture
  - Select ↺ to try again
4. Select Confirm to validate

## Setup:

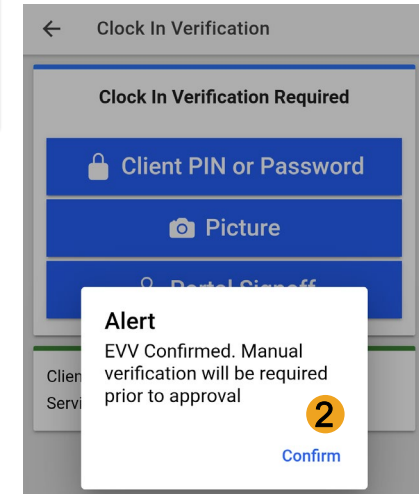
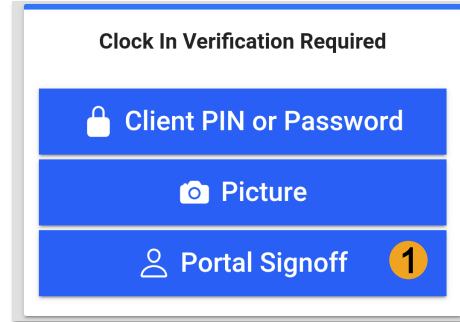
*Employer or Client should send picture of client to Customer Service for [Facial Recognition setup](#)*



# EVV: Portal Signoff

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

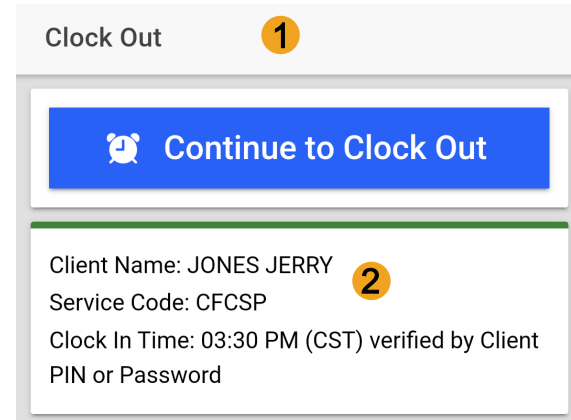
**Reminder** : The Employer will have to log in to the DCI Portal to manually approve the shift.



# Clock In 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

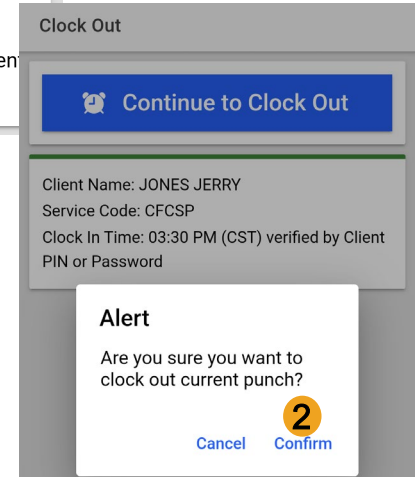
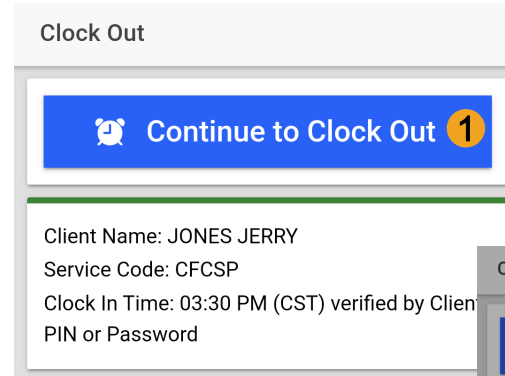


**Congratulations!**  
You are now on the clock.

# Clock Out on Mobile App

## Employee logs into Mobile App

1. Select Continue to Clock Out
2. Select Confirm





# Electronic Visit Verification

(EVV)

## EVV is required at Clock In & Out

1. Client PIN or password
  - Requires set -up. [Set Client PIN](#)
2. Picture
  - Requires set -up. [Facial Recognition](#)
3. Portal Signoff
  - Unavailable if option 1 or 2 were used at time of Clock In

*This is the same process as the  
Clock In verification.  
Choose only 1 and complete EVV.*

← Clock Out Verification

**Clock Out Verification Required**

🔒 Client PIN or Password

📷 Picture

👤 Portal Signoff

Click one to view slide with details

Client Name: JONES JERRY  
Service Code: CFCSP  
Clock In Time: 03:30 PM (CST) verified by Client PIN or Password

# Continue to Clock Out

Once EVV is complete


1. Service Notes are Optional
2. Select Confirm Clock Out
3. Review punch details
4. Select Home to return to dashboard

Clock Out

Clock Out Time: 03:32 PM (CST)

**Notes are Optional** 1

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 Add Attachment

**Confirm Clock Out** 2

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Client Name: JONES JERRY  
Service Code: CFCSP  
Clock In Time: 03:30 PM (CST) verified by Client PIN or Password

Punch Information

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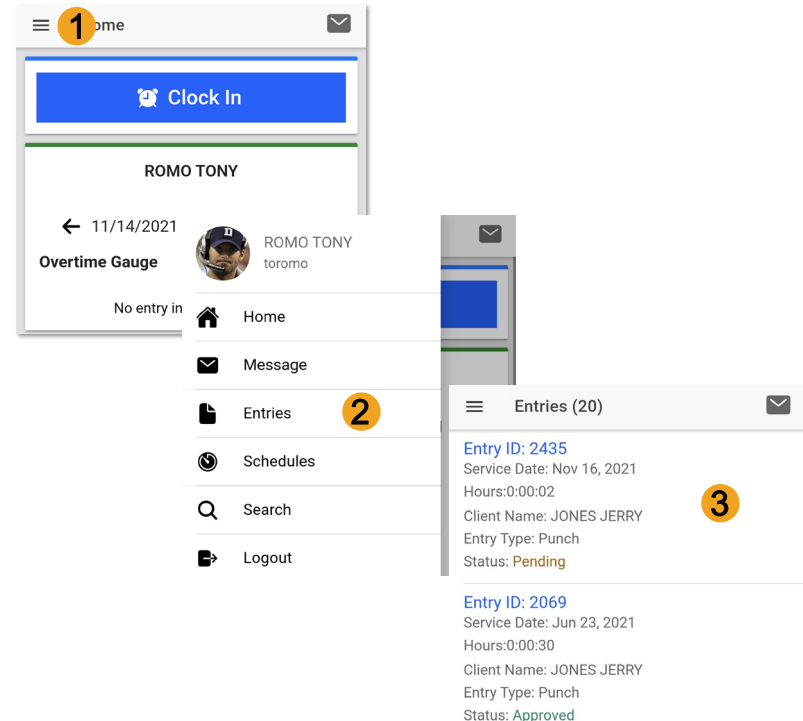
Client Name: JONES JERRY 3  
Service Code: CFCSP  
Clock In Time: 03:30 PM (CST) verified by Client PIN or Password  
Clock Out Time: 12:24 PM (CST) verified by Picture

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 Home 4

# Review Employee Entries

1. Select Menu on Top Left of Screen
2. Select Entries to view a complete list of submitted time entries
3. Ensure all time entered is accurate
  - Approved entries will be paid
  - Pending is waiting for Approval
  - Unvalidated requires no action
  - Rejected entries will not be paid



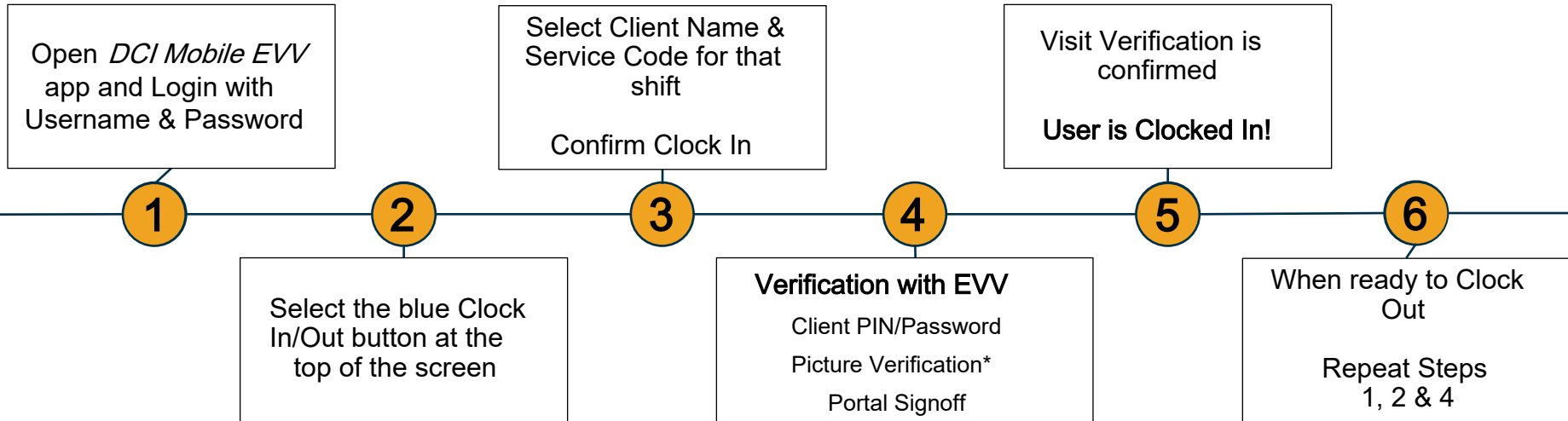
# Facial Recognition Setup

- Picture is sent by the Client or Designated Rep
- Client picture is similar to a drivers license photo
  - A headshot on a plain background
- Email Picture to Customer Service
  - “Facial Recognition Setup” in Subject Line
- Enter Client Name & State in the body of email
- Acumen will notify you once complete



# Mobile App Process Timeline

Process starts when the Employee is ready to begin their shift.



\*Requires Additional Setup

# DCI Tips & Tricks

1. All profiles must have a unique valid email address in DCI
2. Employees should use PIN instead of Password for an easier login experience
3. Users are locked out after 3 bad attempts
  - Contact Acumen Customer Service for help
4. Only Employees will use the Mobile app
  - Employers use the DCI Web Portal
5. Employees will always enter their own time
  - Employers will Approve or Reject



# How to Change PIN

## PIN must be changed in DCI Portal

1. Login and select username in top right corner
  - Then select Settings
2. Select Change PIN/Add New PIN
  - Enter Password if necessary
3. Enter new PIN twice
4. Select Change PIN

**Pro Tip:**  
Initial PIN should be last 4 of Client SSN

Help spongebob

spongebob 1

Settings

Logout

Acumen Powered by DCI HOME

CHANGED PASSWORD Home / Verify Password

CHANGE PIN 2 Verify Password

CHANGE SECURITY QUESTION Password: \* Please enter password

CHANGE EMAIL Cancel Verify

Home / Change Pin

Change Pin

New Pin: \* 1234 3

Confirm Pin: \* 1234

Cancel Change Pin 4

# 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) 594-0966



[acumenfiscalagent.com](http://acumenfiscalagent.com)





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# Thank you!

Visit the **Acumen Help Center** to learn more at:  
[acumenfiscalagent.zendesk.com](https://acumenfiscalagent.zendesk.com)