



DCI Mobile App Guide

Utah

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 Employers & Employees
- Quick & easy time entry & payroll processing

DCI will also helps keep you compliant with the
21st Century Cures Act

- Our EVV compliant time entry options will keep you compliant with Utah Program requirements



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
- Client PIN/Password is used for EVV

Employer



- This is the person who 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 worker or attendant
- Logs into DCI often to enter time & notes
- Employee PIN can be used for easier DCI login

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
- Two Options for Verification with EVV
 - E-Signature from Client or Employer
 - Portal Signoff selected by Employee



Download DCI Mobile EVV

1. Download the *DCI Mobile EVV* App



2. Set App Permissions



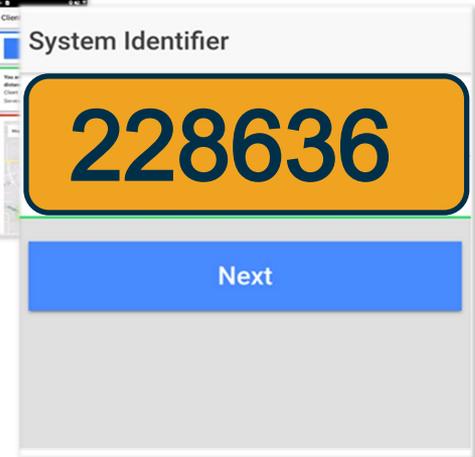
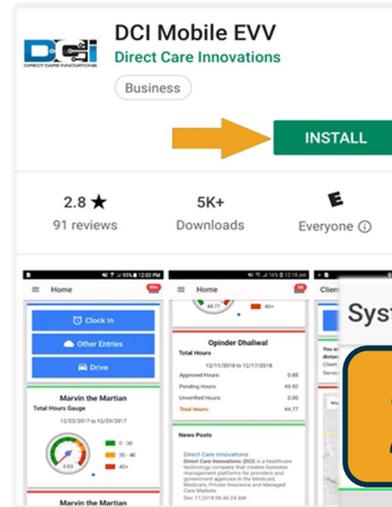
- Location is Required



- Media access is optional

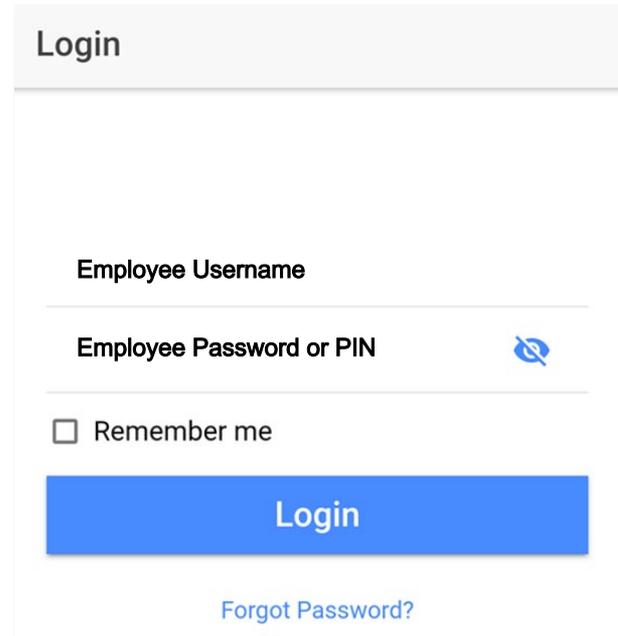
3. Enter System Identifier: **228636**

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

1 Home

2 Clock In

3 EMPLOYEE LUCKY
← 10/10/2021 To 10/16/2021 →
Overtime Gauge
No entry in current week

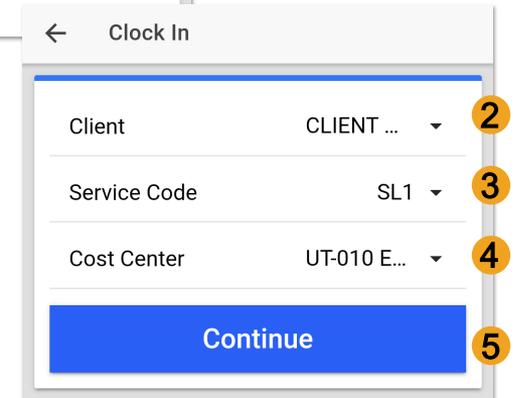
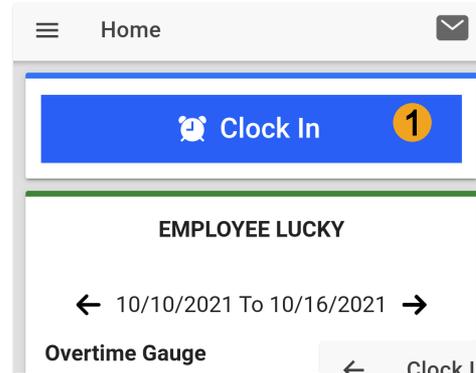
4 EMPLOYEE LUCKY
Total Hours
10/10/2021 To 10/16/2021

Approved Hours:	0.00
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours	0.00

Current Calendar Week (Sun - Sat)

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

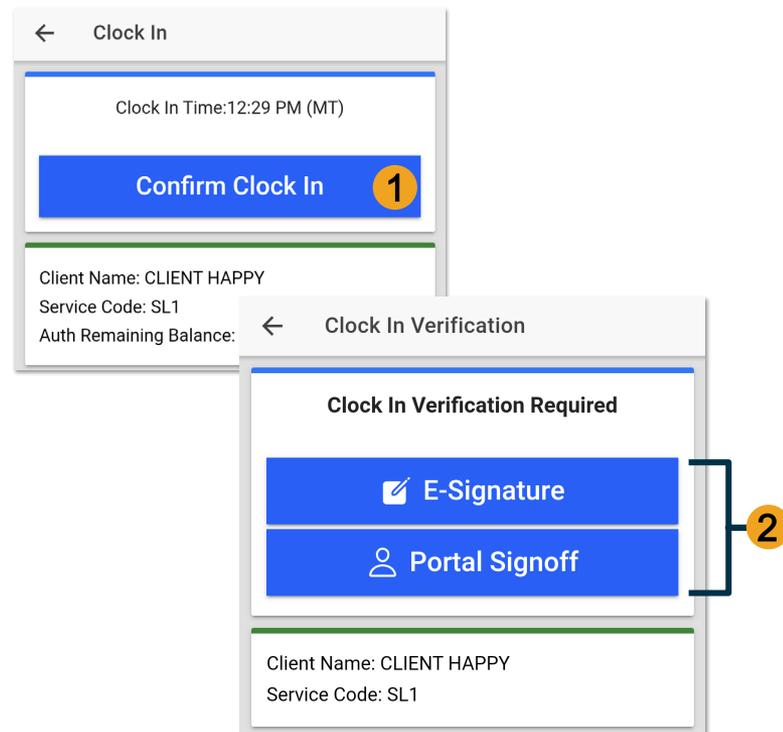
Confirm Clock In

1. Select Confirm Clock In

* *This will Start the time for the shift*

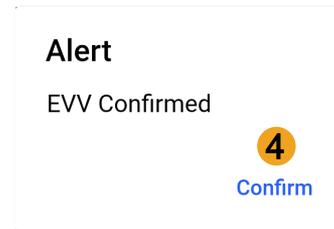
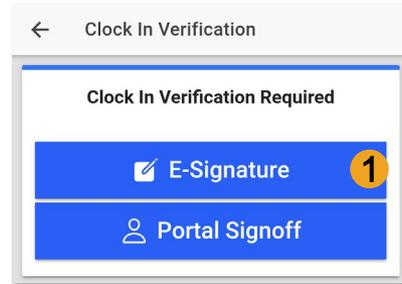
2. Select one EVV Verification

- E-Signature from Client or Employer
- Portal Sign off pressed by Employee
 - Employer will login to approve



EVV: E- Signature

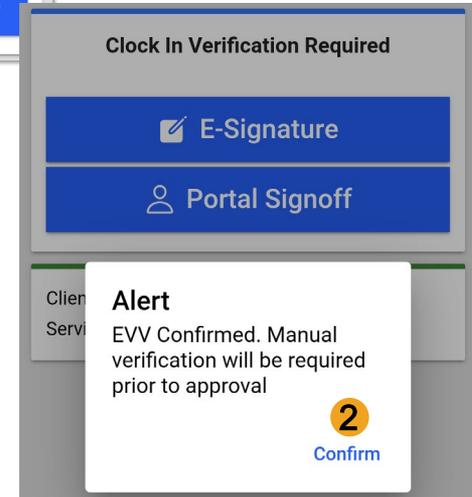
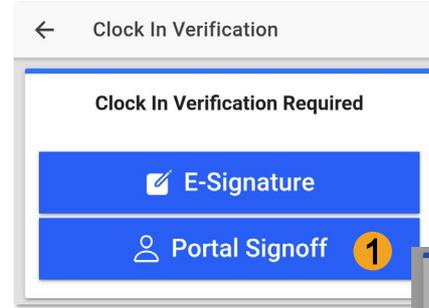
1. Select E-Signature
2. Client or Employer will sign screen with finger or stylus
3. Select Save
 - Select Clear to try again
4. Select Confirm to validate EVV is complete



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

Clock Out **1**

 Continue to Clock Out

Client Name: CLIENT HAPPY **2**
Service Code: SL1
Clock In Time: 12:33 PM (MT) verified by
Signature

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

Clock Out

Continue to Clock Out **1**

Client Name: CLIENT HAPPY
Service Code: SL1
Clock In Time: 12:33 PM (MT) verified by
Signature

Clock Out

Continue to Clock Out

Client Name: CLIENT HAPPY
Service Code: SL1
Clock In Time: 12:33 PM (MT) verified by
Signature

Alert

Are you sure you want to
clock out current punch?

Cancel **2** Confirm

Electronic Visit Verification

(EVV)

EVV is required at Clock In & Out

1. E-signature
 - Does not require set -up.
2. Portal Signoff
 - Requires Employer approval

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

← Clock In Verification

Clock In Verification Required

 E-Signature

 Portal Signoff

Click one to view slide with details

Client Name: CLIENT HAPPY
Service Code: SL1

Continue to Clock Out

Once EVV is complete

1. Service Notes are Required
2. Select Note Statement
3. Select Confirm Clock Out
4. Review punch details

Clock Out

Clock Out Time: 12:35 PM (MT)

Add Service Notes Here 1

 Add Attachment

2 I must enter a log note above to receive payment

Confirm Clock Out 3

Client Name: CLIENT HAPPY
Service Code: SL1
Clock In Time: 12:33 PM (MT) verified by
Signature

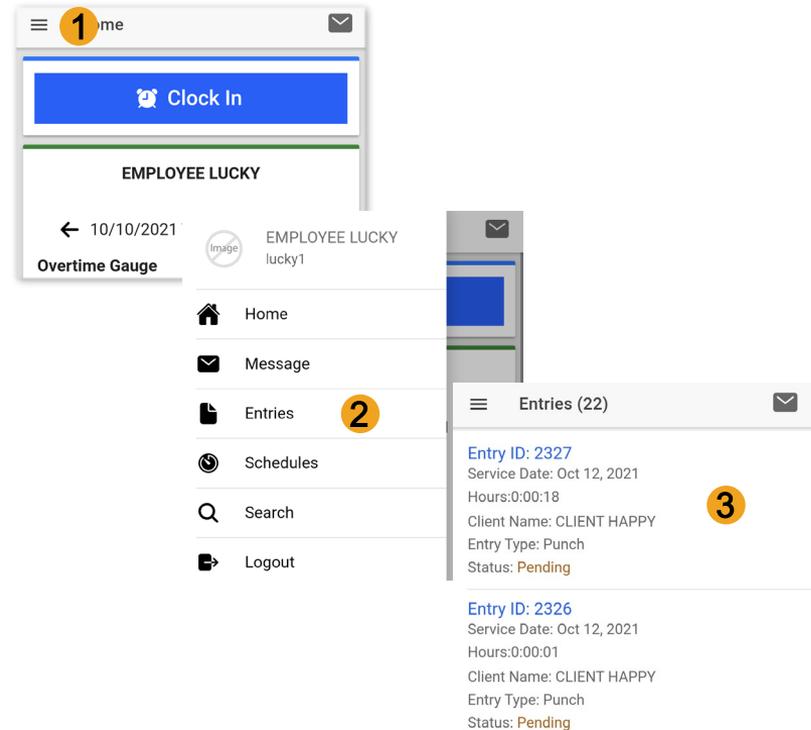
Punch Information

Client Name: CLIENT HAPPY 4
Service Code: SL1
Clock In Time: 12:36 PM (MT) verified by Portal Signoff
Clock Out Time: 12:37 PM (MT) verified by Portal Signoff
Notes: Service Notes

 Home

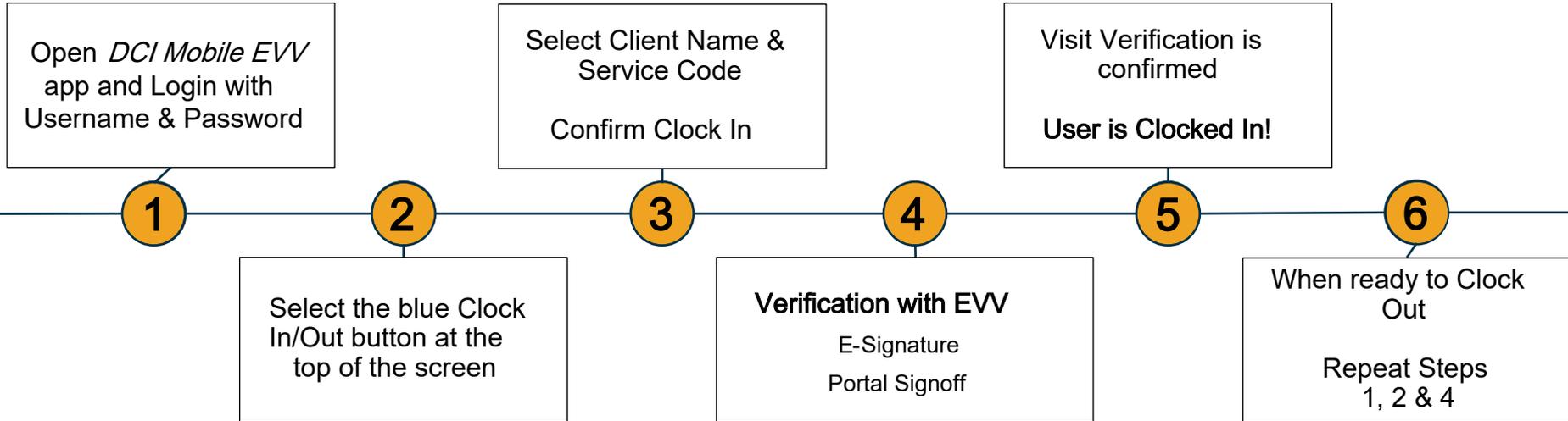
Review Employee Entries

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



Mobile App Process Timeline

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



DCI Tips & Tricks

1. All Employers and Employees 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

The screenshot illustrates the process of changing a PIN in the DCI Portal. It shows four sequential steps:

- Step 1:** The user 'spongebob' is logged in. The 'Settings' option is highlighted in the top right corner.
- Step 2:** The 'CHANGE PIN' option is selected in the settings menu.
- Step 3:** The 'Verify Password' screen is shown. The password field is filled with '1234'.
- Step 4:** The 'Change Pin' screen is shown. The 'New Pin' and 'Confirm Pin' fields are both filled with '1234'.

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: 888 -221-7014



acumenfiscalagent.com



Thank you!

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