



Acumen powered by DCI Software

DCI Mobile App Guide

Oklahoma

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
21st 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 PSA
- 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
- 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



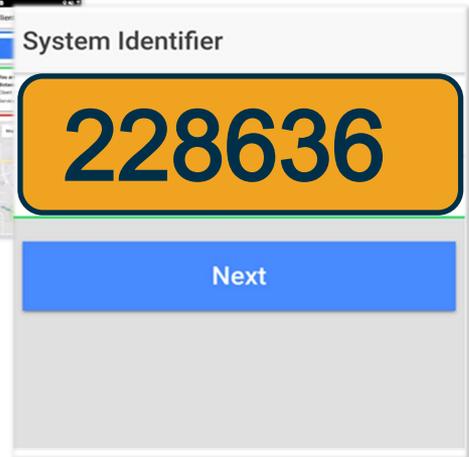
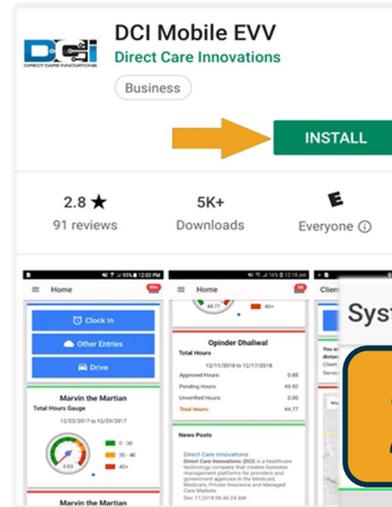
- Location is Required



- 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

Home

1 [Menu Icon]

2 [Clock In Button]

3 [Date Range: 10/10/2021 To 10/16/2021] [Overtime Gauge: No entry in current week]

4 [Total Hours Breakdown]

Current Calendar Week (Sun - Sat)

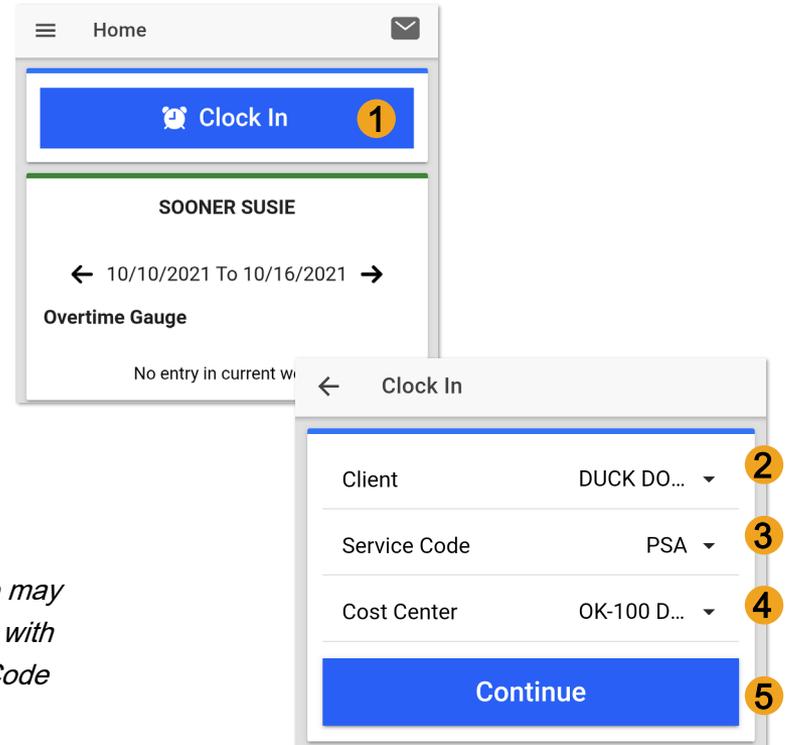
SOONER SUSIE	
← 10/10/2021 To 10/16/2021 →	
Overtime Gauge	
No entry in current week	
SOONER SUSIE	
Total Hours	
10/10/2021 To 10/16/2021	
Approved Hours:	0.00
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours	0.00

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

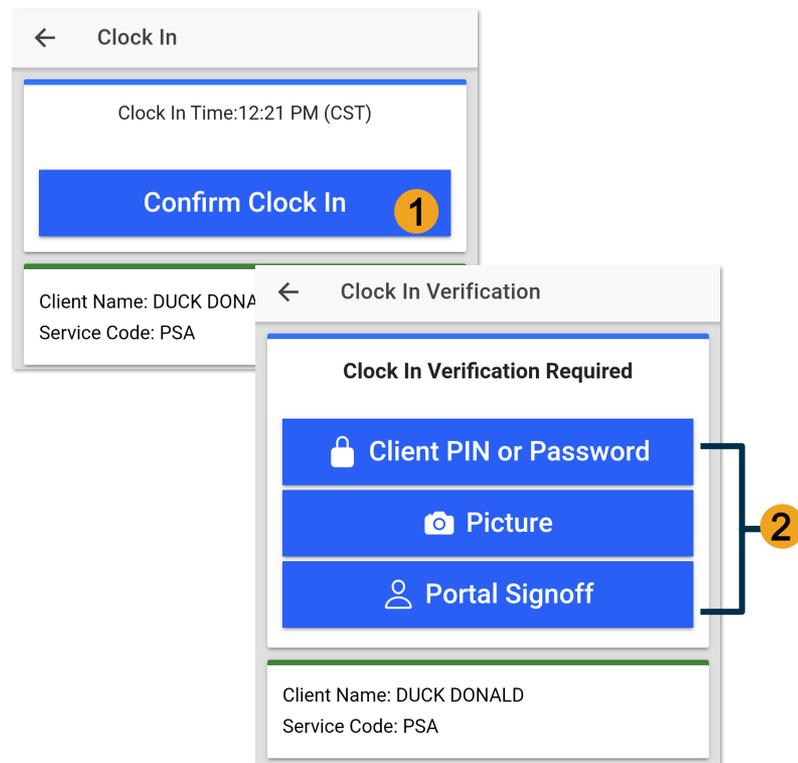
* *This will Start the time for the shift*

2. Select one EVV Verification

- PIN/ Password entered by Client
- Picture taken of Client by Employee
- Portal Signoff 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.

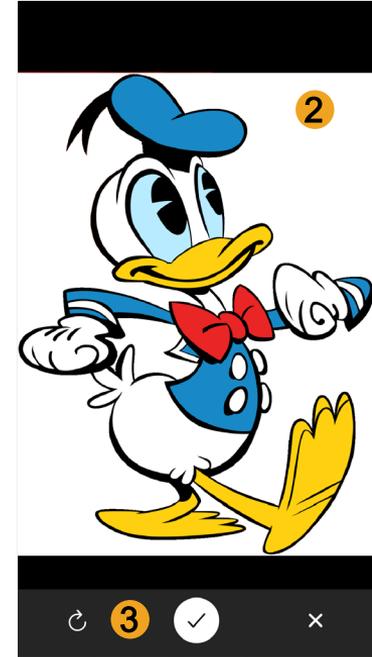
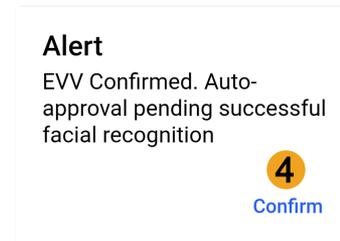
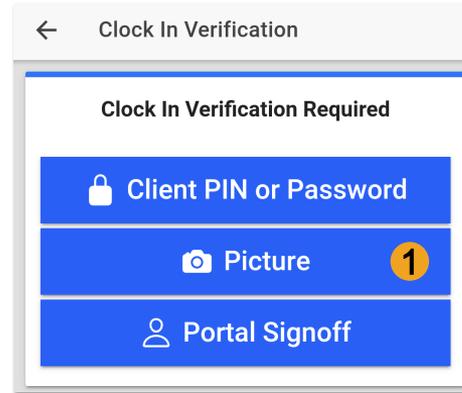
The image displays a sequence of four mobile application screens for EVV verification, numbered 1 through 4.
1. The first screen, titled "Clock In Verification", shows a "Clock In Verification Required" message and a blue button labeled "Client PIN or Password" with a yellow circle containing the number 1.
2. The second screen shows a camera icon and the text "Picture" with a yellow circle containing the number 2.
3. The third screen shows a blue button labeled "Submit" with a yellow circle containing the number 3.
4. The fourth screen shows the client information: "Client Name: DUCK DONALD" and "Service Code: PSA", with a yellow circle containing the number 4.
A separate "Alert" box shows "EVV Confirmed" and a blue "Confirm" button with a yellow circle containing the number 4.

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:

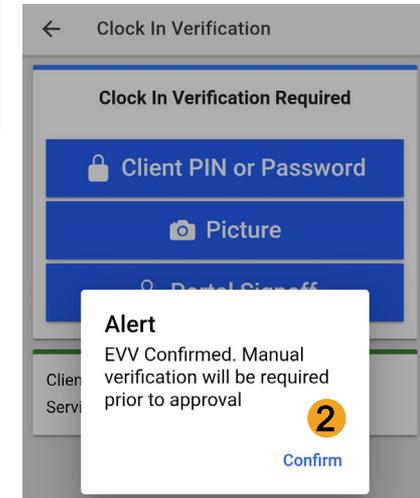
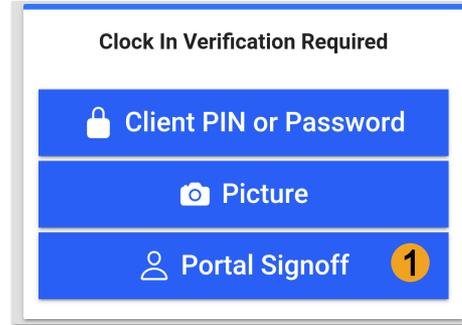
Employer or Client should send picture of client to Customer Service for Facial Recognition setup



EVV: Portal Signoff

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

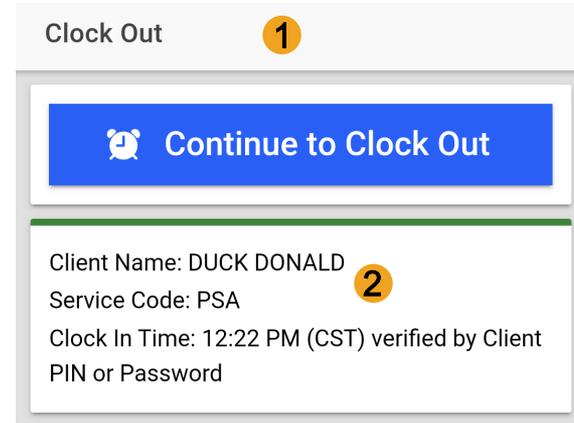
Reminder : The Employer will have to log in to the DCI Portal to manually approve the shift.



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

The image displays two sequential screenshots of a mobile application interface for clocking out. The first screenshot, titled 'Clock Out', features a blue button with a clock icon and the text 'Continue to Clock Out' followed by a yellow circle containing the number '1'. Below the button, the following information is displayed: 'Client Name: DUCK DONALD', 'Service Code: PSA', and 'Clock In Time: 12:22 PM (CST) verified by Client PIN or Password'. The second screenshot shows the same 'Clock Out' screen, but with a white 'Alert' dialog box overlaid. The dialog box contains the text 'Alert' and 'Are you sure you want to clock out current punch?'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Confirm', with the 'Confirm' button highlighted by a yellow circle containing the number '2'.

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 side with details

Client Name: DUCK DONALD
Service Code: PSA
Clock In Time: 12:45 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: 12:24 PM (CST)

Notes & Attachments are Optional **1**

 Add Attachment

Confirm Clock Out **2**

Client Name: DUCK DONALD
Service Code: PSA
Clock In Time: 12:22 PM (CST) verified by Client PIN or Password

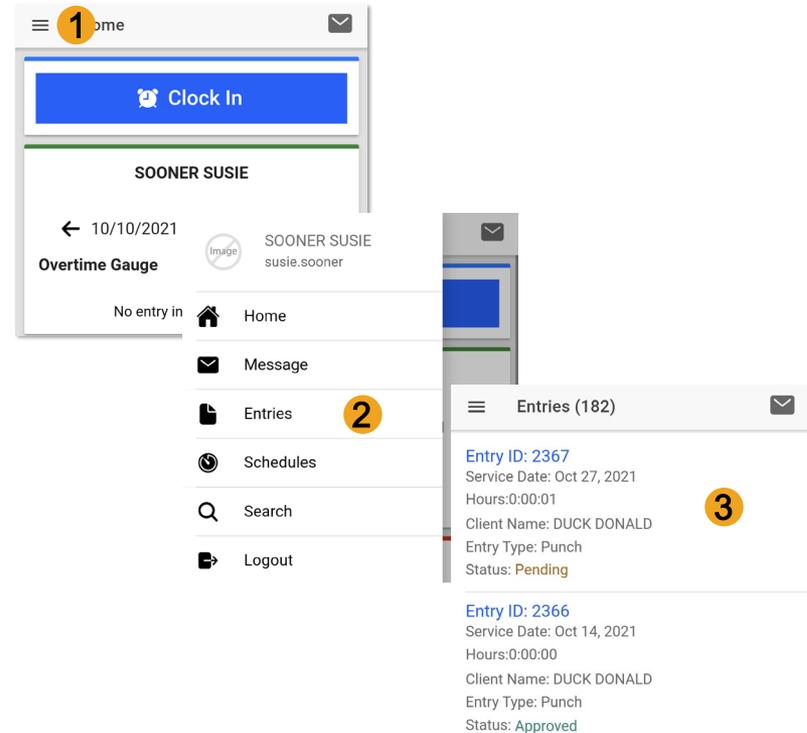
Punch Information

Client Name: DUCK DONALD **3**
Service Code: PSA
Clock In Time: 12:22 PM (CST) verified by Client PIN or Password
Clock Out Time: 12:24 PM (CST) verified by Picture

 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



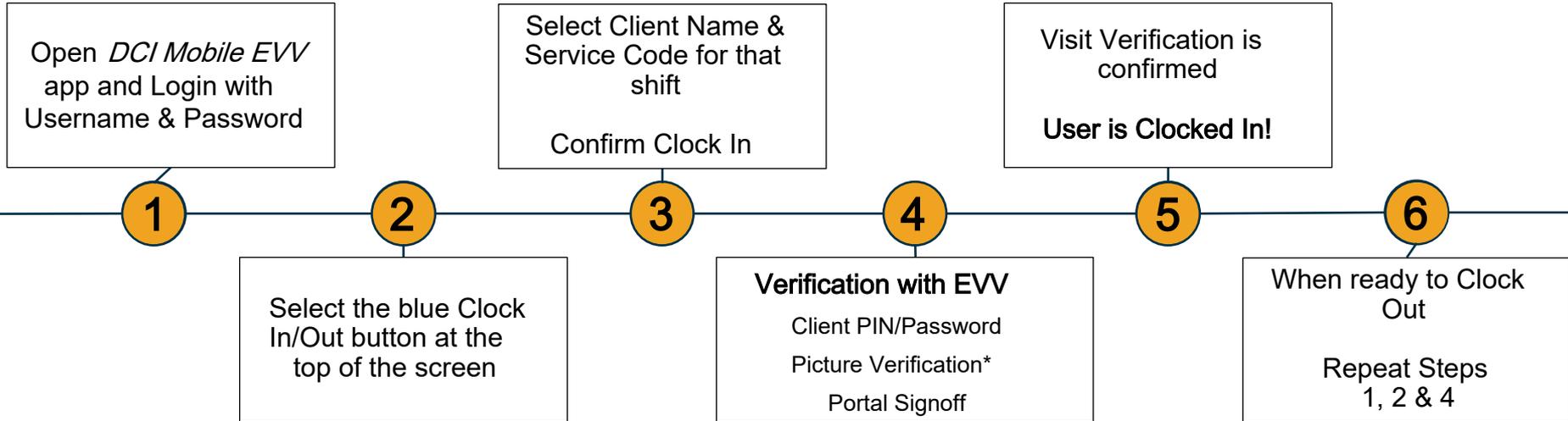
Facial Recognition Setup

- Picture is sent by the Client or Designated Rep
- Client picture is similar to a driver's 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](https://www.acumenfiscalagent.com)



Thank you!

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