DCI Mobile App

*Preferred Time Entry Method

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Mobile App Basics

- The DCI Mobile App is used for real-time entries

- Preferred, EVV-compliant method

- Can be downloaded on a mobile device or tablet

- Use for clocking in & out

- Quick & easy

- View all entries including status & details

Download DCI Mobile EVV

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1. [Download](#) the ***DCI Mobile EVV*** App

   Available on the **App Store**   GET IT ON **Google Play**

2. 📍 Select **Allow While Using App** only when accessing the app for the first time or after a new download to give the app access to the device's location
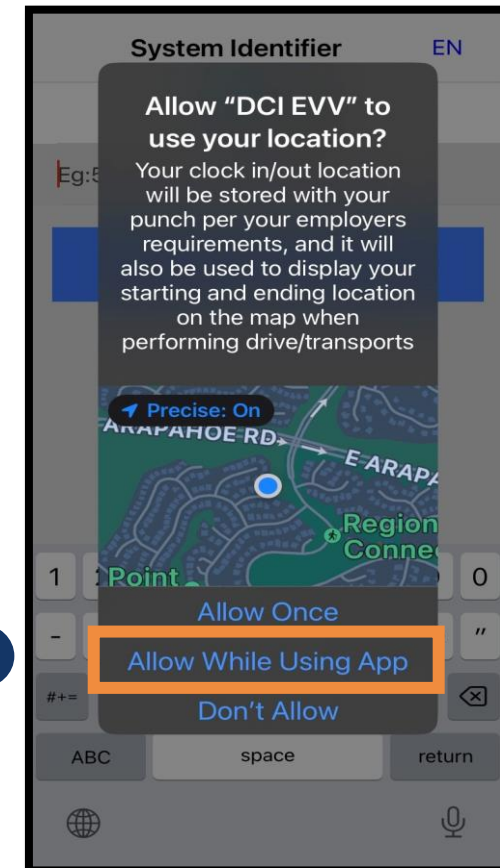
   - Location is only captured at clock in & out

*Please note!

- There is more than one DCI app available. Please be sure to select the one labeled DCI Mobile EVV.

- Users may need to set app permissions. Media access is not necessary.
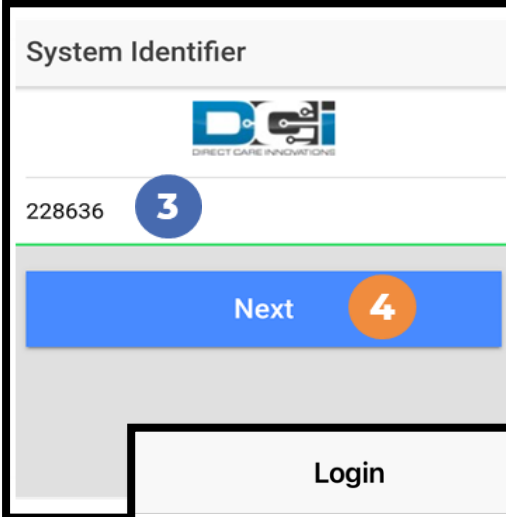
Download DCI Mobile EVV

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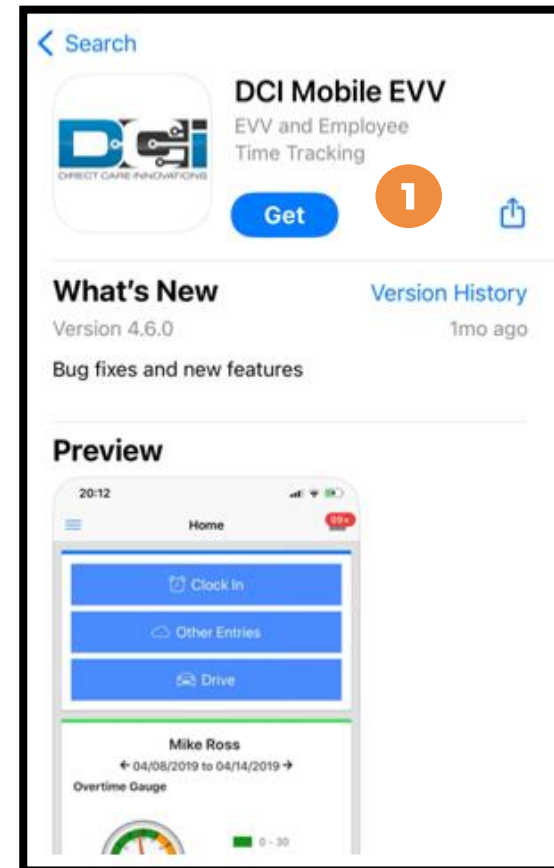
3. Enter System Identifier **228636**

4. Click the blue **Next** button to access the login screen

5. Click the language button **(EN)** in the top right corner to change the language in the app

   - Preferred language is only available for employees
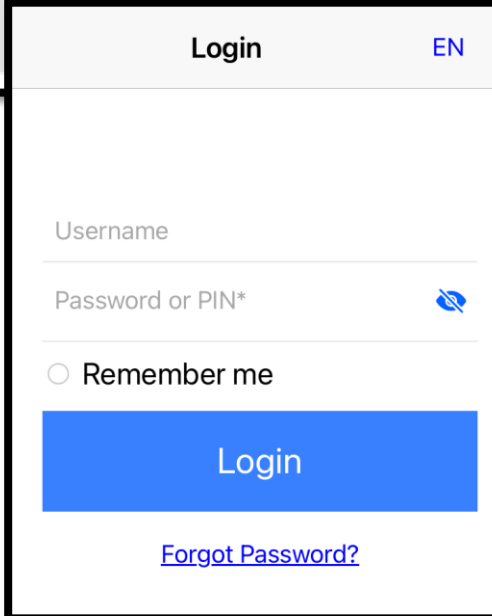
   - Choose from seven languages!

System Identifier

DCi
DIRECT CARE INNOVATIONS
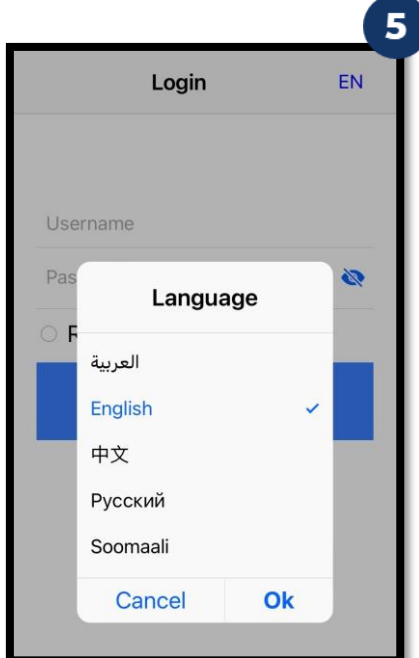
228636 **3**

Next **4**

Login EN

Username

Password or PIN*

○ Remember me

Login

Forgot Password?

Login EN

Username

Pas

5

Language

العربية

English ✓

中文

Русский

Soomaali

Cancel Ok

Log into the DCI Mobile App

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1. Enter employee credentials

    ✓ Acumen provided a **username, password, and PIN** on the Good To Go letter

    ✓ Optionally, select "Remember Me" to save the username

    *Please note: Do not use on a shared device

2. Click the blue **Login** button to access the mobile app

   ✓ The **Forgot Password** link is available if necessary but requires a valid email address to be on file

*Please note: Contact Acumen with any login issues

Login

Username **1**

Password or PIN*

☐ Remember me

Login 2

Forgot Password?

Employee Mobile App

Mobile App Home Page

1. Menu Button
   - Use to navigate in the mobile app
   - View all entries including status & details

2. Clock In Button
   - Click to begin the Clock In process

3. Overtime Gauge
   - Shows progress and provides a visual representation of hours worked in a week. Does not indicate overtime eligibility.

4. Total Hours
   - Shows the total hours breakdown by week by approved, pending, and unverified entry status.

5. News Posts
   - Displays important messages
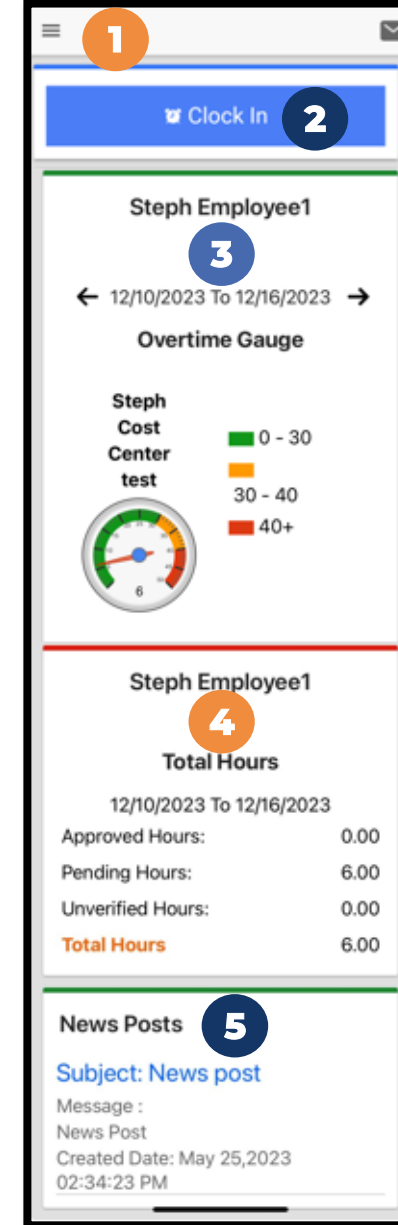
Mobile App Messaging Module

- The DCI messaging module allows users to send and receive secure messages

- Paystubs are sent via secure messaging

  - ❖ **Please note!** Users may receive an error when attempting to view paystubs if the mobile device does not have a pdf viewer installed

  - ✓ Email notifications are sent to the user's personal email address on file and phone number if the mobile number has been verified

    - ➢ These notifications provide a link for the user to log in to DCI to view the message securely. They do not include the message itself.
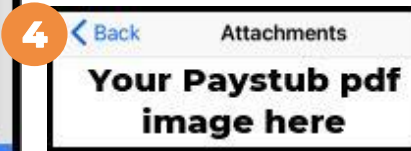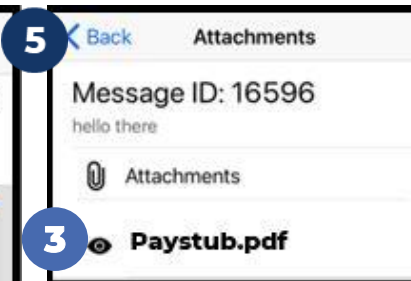
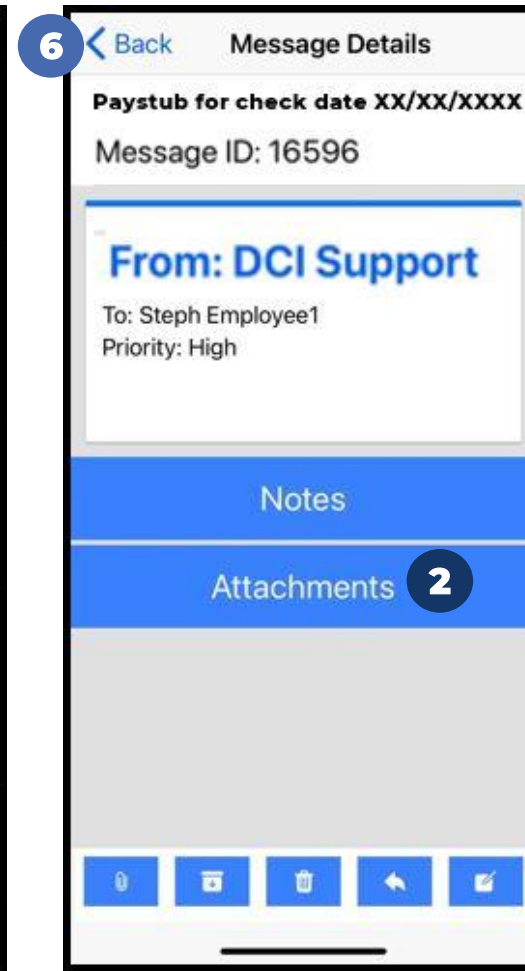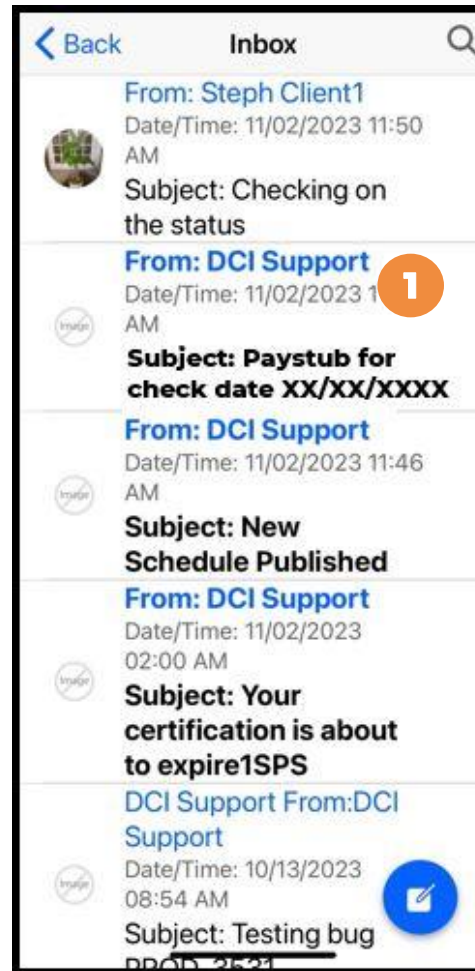# Mobile App Messaging Module

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1. Click the **Mail** icon (envelope) in the top right corner to access the inbox directly

2. Select a message by clicking the **blue link** on the message to view

   ✓ Dark blue text indicates the message has not been read

   ✓ Light blue text indicates the message has been read
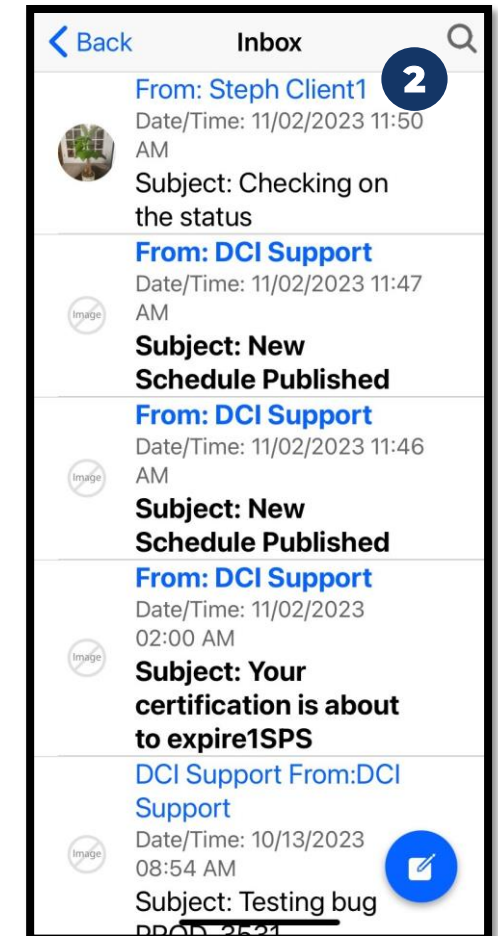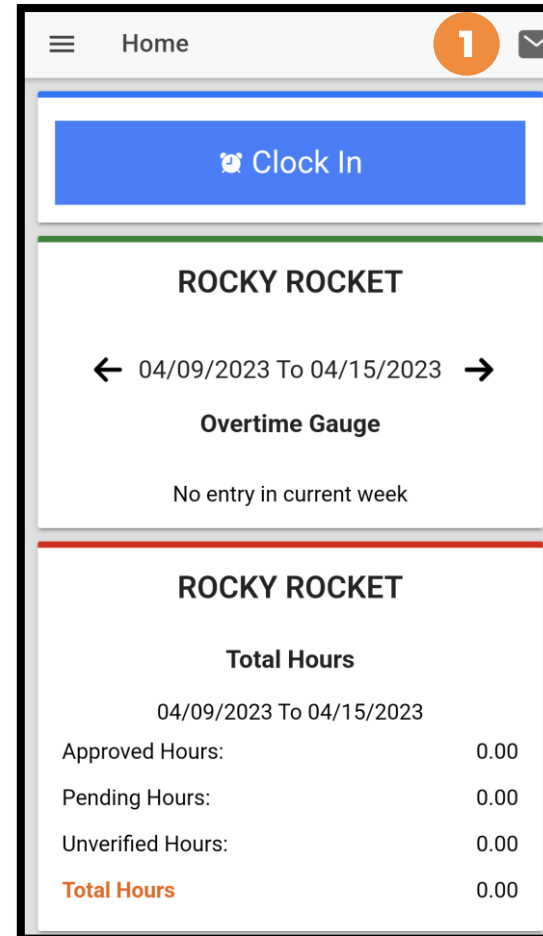
View Paystub via Messaging Module

1. Locate the Paystub message in the inbox and click the **blue link** to view it

2. Click the blue **Attachments** button

3. Click the **eye** icon next to the attachment name to view the attachment

4. Click the **< Back** button in the top left corner to return to the list of attachments

5. Click the **<Back** button again to return to the message details

6. Click **<Back** in the top left corner to return to the inbox

Employee Clock In/Out Process

Overview Mobile App Clock In

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Employee Arrives to Begin Shift

Open DCI Mobile EVV App on Smartphone or Tablet

Log in with Username & Password or PIN

Tap the blue "Clock In" button (top of the screen)

Select Client Name & Service Code

Confirm Clock In (time begins for the shift)

Overview Mobile App Clock Out

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End of Shift → Open DCI Mobile EVV App on Smartphone or Tablet → Log in with Username & Password or PIN

Tap the blue "Clock Out" button (top of screen) → Select EVV Option
- Pin/Password
- Client Portal Signoff
- Picture
→ Ensure Verification Confirmation
- Alert will appear on screen

Optionally Add Notes or/and Attachments → Select the Task(s)/Statement(s) that was completed during the shift (required) → Confirm Clock Out (time ends for the shift)
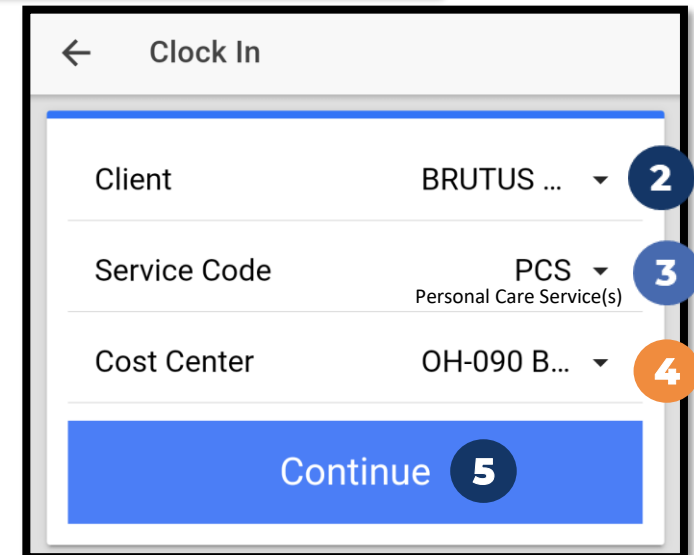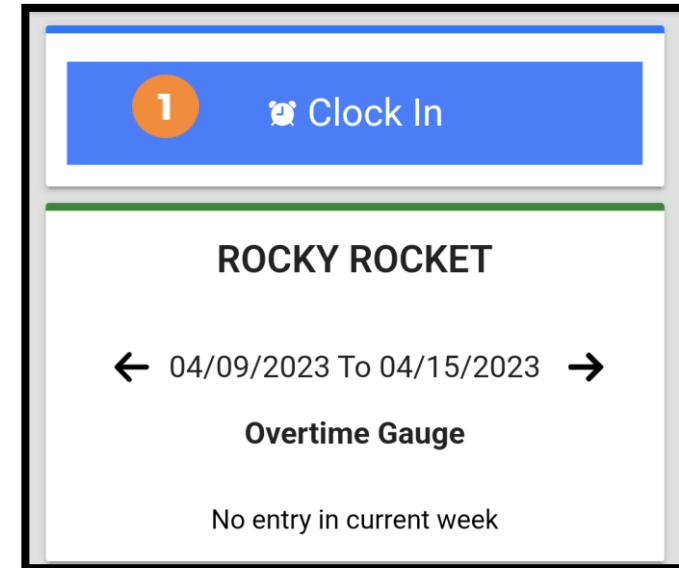
Clock In on Mobile App

1. Click the blue **Clock In** Button

2. Select the Client's Name

   - Auto-fills for a single client

3. Select the Service Code

   - Auto-fills for a single service

4. Cost Center is always auto-filled

5. Click the blue **Continue** button

Clock In on Mobile App (cont.)

6. Select Confirm Clock In

    * *This will start the time for the shift*

7. Clock In Details Summary

    - Clock in is successful when the blue **Continue to Clock Out** button displays

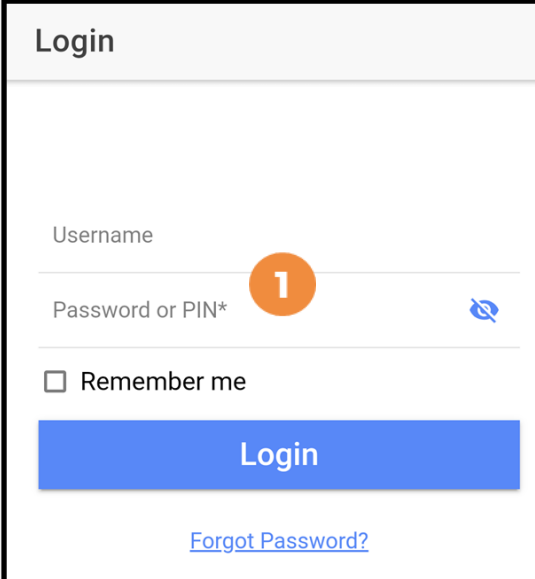   - Clock in details display in summary form

    Please note: Users do not need to stay logged into the mobile app during their shift and cannot take any other action until clocked out.
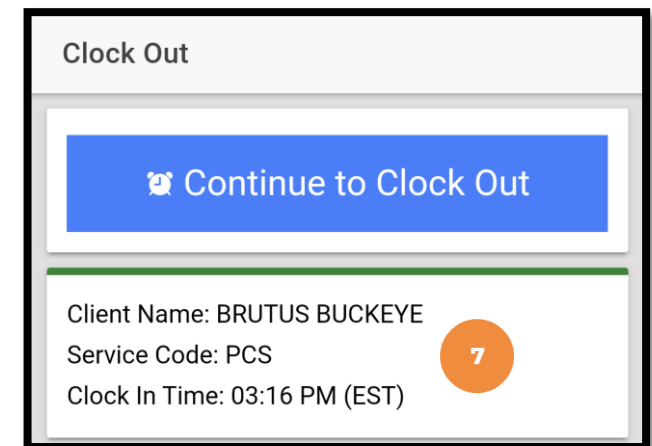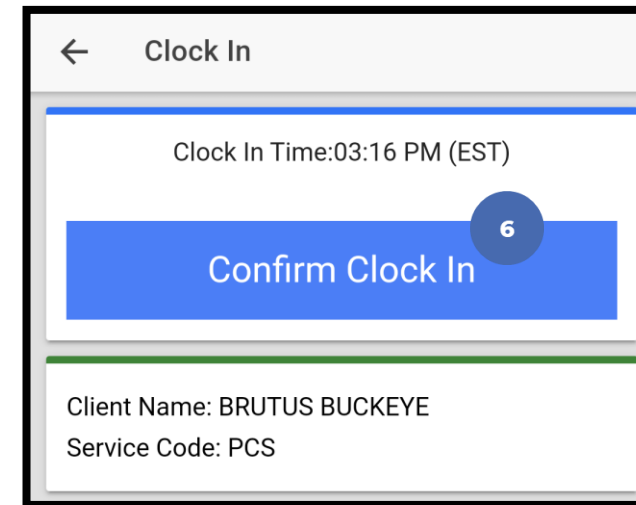
Clock Out - EVV Option #1

Client PIN or Password

1. At the end of the shift, log in to the mobile app.
2. Click the blue **Continue to Clock Out** button
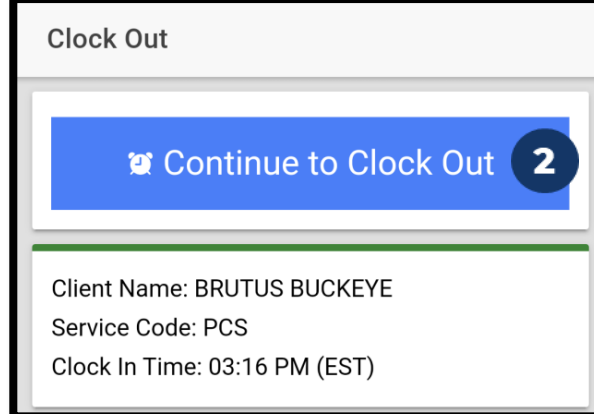3. Select **Confirm** to proceed with clocking out

Login

Username
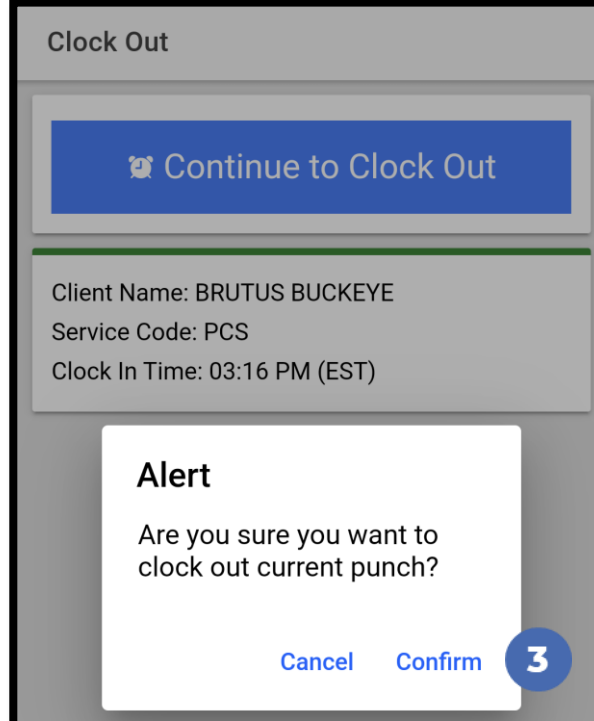
Password or PIN* **1**

☐ Remember me

Login

Forgot Password?

Clock Out

🕐 Continue to Clock Out **2**

Client Name: BRUTUS BUCKEYE
Service Code: PCS
Clock In Time: 03:16 PM (EST)

Clock Out

🕐 Continue to Clock Out

Client Name: BRUTUS BUCKEYE
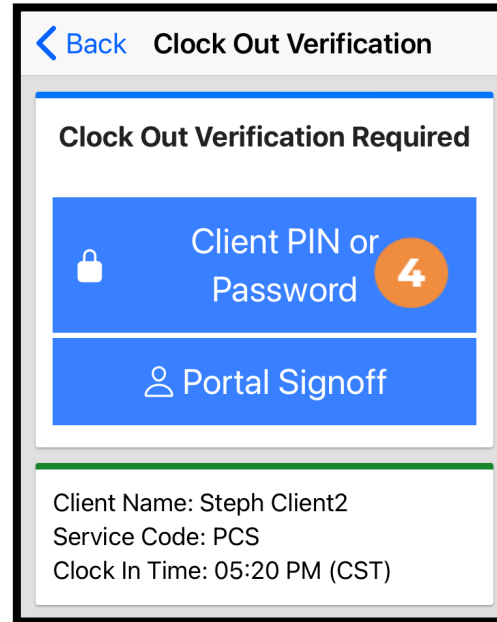Service Code: PCS
Clock In Time: 03:16 PM (EST)

Alert

Are you sure you want to clock out current punch?

Cancel   Confirm **3**

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Clock Out - EVV Option #1 (cont.)

Client PIN or Password

4. Select the clock out verification type:
   - ✓ Client PIN or Password
5. Hand the mobile device to the client or employer, who enters the Client PIN or Password (client PIN or password issued on the Employer Good to Go/Welcome letter).
6. The client or employer clicks the blue **Submit** button when ready
7. The client or employer clicks **Confirm** to validate the PIN or password and hands the mobile device back to the employee
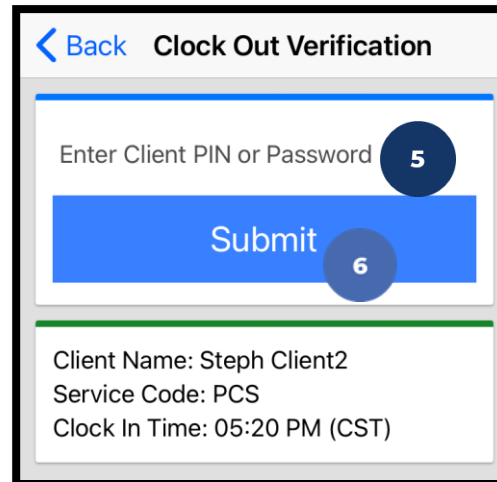

Back **Clock Out Verification**

Clock Out Verification Required

🔒 Client PIN or Password **4**

👤 Portal Signoff

Client Name: Steph Client2
Service Code: PCS
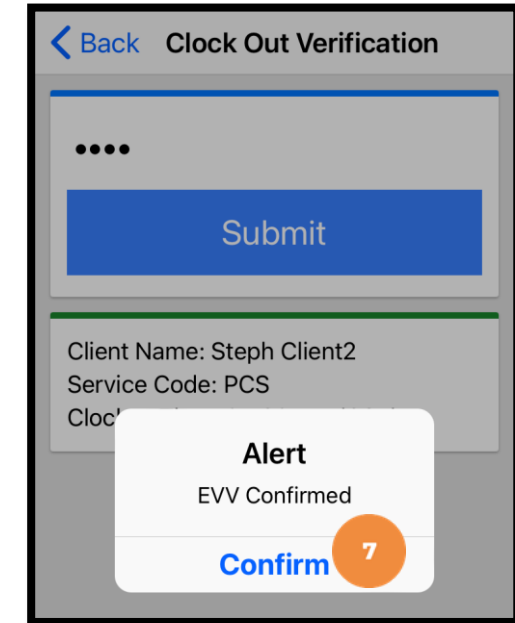Clock In Time: 05:20 PM (CST)

Back **Clock Out Verification**

Enter Client PIN or Password **5**

Submit **6**

Client Name: Steph Client2
Service Code: PCS
Clock In Time: 05:20 PM (CST)

Back **Clock Out Verification**

••••

Submit

Client Name: Steph Client2
Service Code: PCS
Cloc

Alert
EVV Confirmed

Confirm **7**

Clock Out – EVV Option #1 (cont.)

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The employee:

8. Enters any notes for the punch (optional)

9. Adds an attachment for the punch (optional)

10. Selects the task(s)/statement(s) that was completed during the shift
    - ✓ Tasks/statements are a quick way to document the duties completed with/for the participant
    - ✓ The entry cannot be saved without a selection

11. Clicks the blue **Confirm Clock Out** button when ready
    - ✓ *This will stop the time for the shift*

12. Punch Confirmation
    - • Punch details are shown
    - • Click the blue **Home** button when ready

Clock Out

Clock Out Time: 05:23 PM (CST)

Add Notes **8**

📎 Add Attachment **9**

◯ Personal hygiene

⬤ Cleaning **10**

◯ Grocery shopping

Confirm Clock Out **11**

Client Name: Steph Client2
Service Code: PCS

Punch Information

Client Name: Steph Client2
Service Code: PCS
Clock Out Time : 05:22 PM (CST)
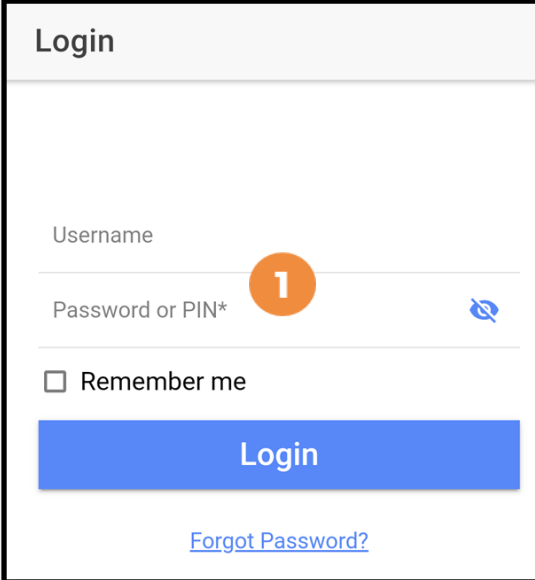verified by Client PIN or Password **12**

🏠 Home

Congratulations!
The shift is complete.

Clock Out - EVV Option #2

Picture

1. At the end of the shift, log in to the mobile app.
2. Click the blue **Continue to Clock Out** button
3. Select **Confirm** to proceed with clocking out

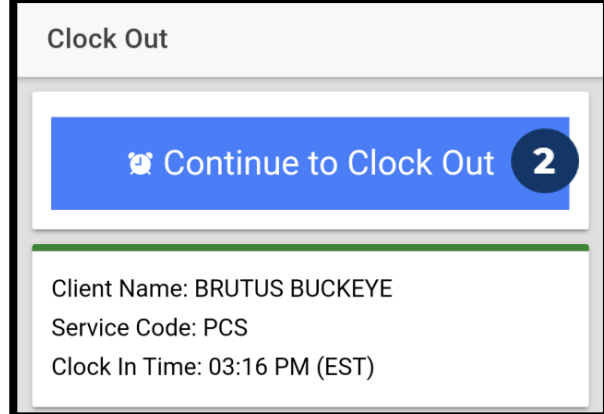***Please note:** The employer must complete facial recognition setup prior to using the Picture EVV option.

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Login

Username
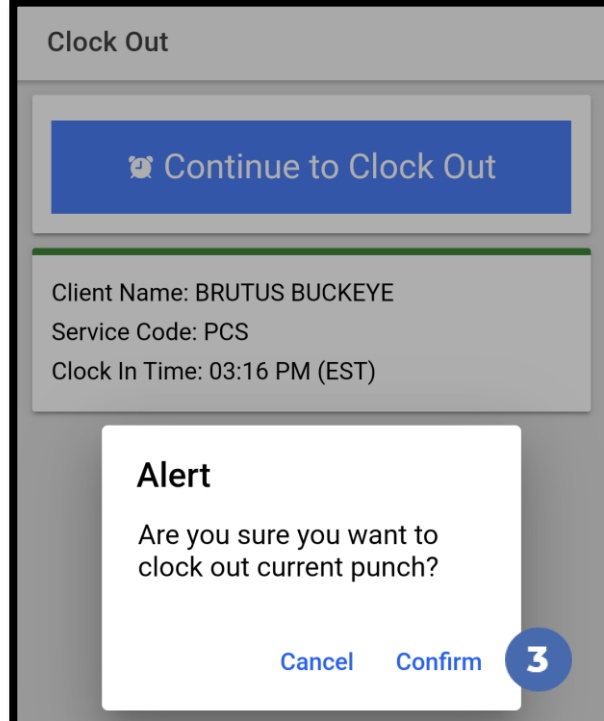
Password or PIN* ①

☐ Remember me

Login

Forgot Password?

Clock Out

🕐 Continue to Clock Out ②

Client Name: BRUTUS BUCKEYE
Service Code: PCS
Clock In Time: 03:16 PM (EST)

Clock Out

🕐 Continue to Clock Out

Client Name: BRUTUS BUCKEYE
Service Code: PCS
Clock In Time: 03:16 PM (EST)

Alert

Are you sure you want to clock out current punch?

Cancel   Confirm ③

Clock Out - EVV Option #2 (cont.)

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Picture

4. Select the clock out verification type:
    ✓ Picture

5. A pop-up stating "DCI EVV" Would Like to Access the Camera appears. Select **Allow.**

6. Click the **camera** icon to take a picture of the client

7. Click the **checkmark** to accept the picture, the X to cancel, or the circular arrow to retake the picture.

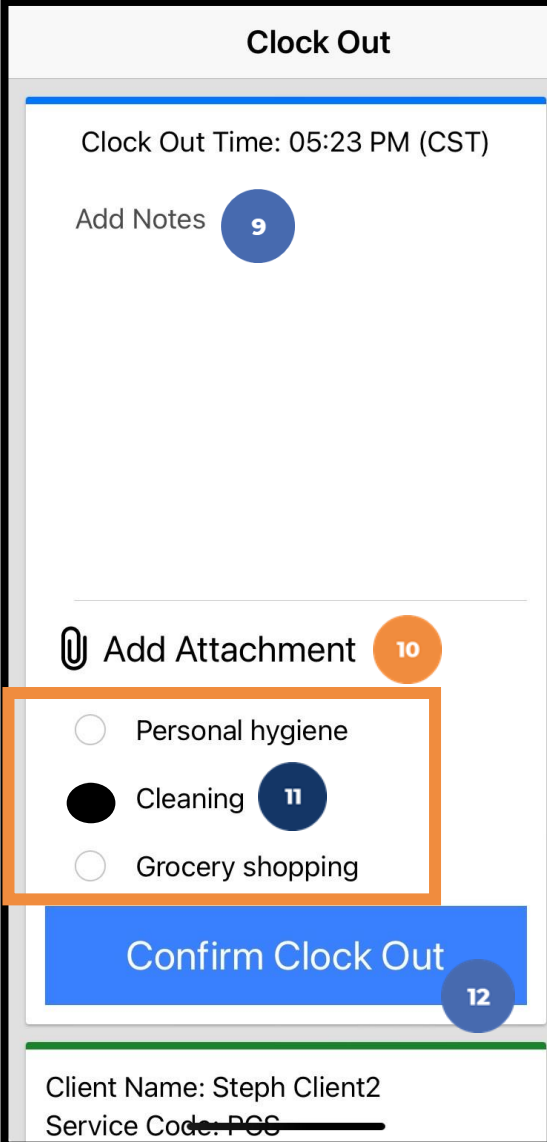8. Click **Confirm** in the alert pop-up box to confirm the punch

*Please note: Client photos taken by the employee for electronic visit verification (EVV) are never stored on the employee's cell phone when using the DCI Mobile App

Clock Out – EVV Option #2 (cont.)

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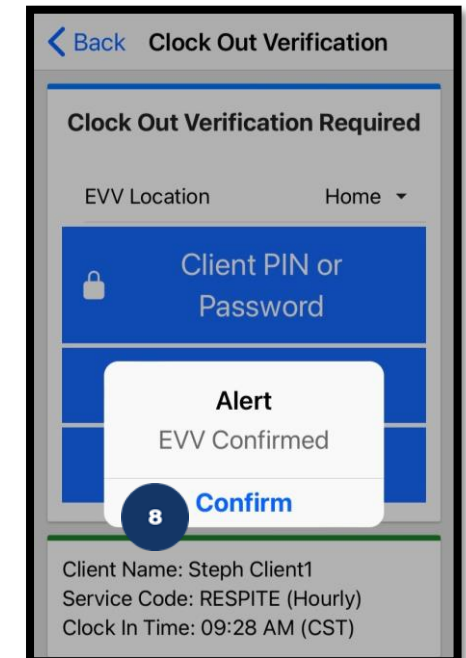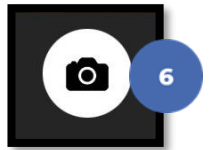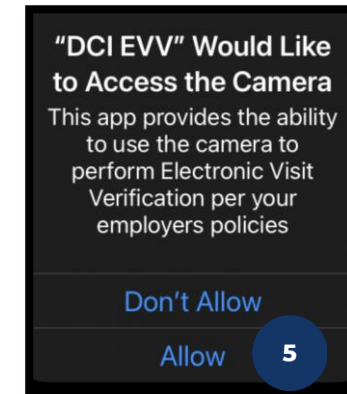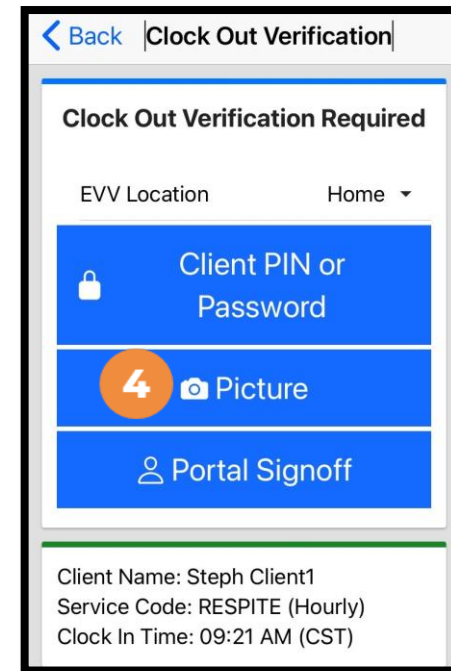
The employee:

9. Enters any notes for the punch (optional)

10. Adds an attachment for the punch (optional)

11. Selects the task(s)/statement(s) that was completed during the shift
    - ✓ Tasks/statements are a quick way to document the duties completed with/for the participant
    - ✓ The entry cannot be saved without a selection

12. Clicks the blue **Confirm Clock Out** button when ready
    - ✓ *This will stop the time for the shift*

13. Punch Confirmation
    - ✓ Punch details are shown
    - ✓ Click the blue **Home** button when ready

Clock Out

Clock Out Time: 05:23 PM (CST)
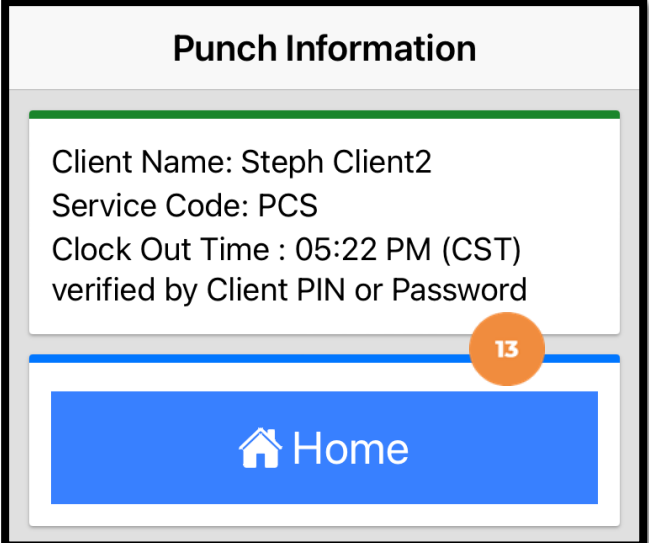
Add Notes ⑨

📎 Add Attachment ⑩

○ Personal hygiene

● Cleaning ⑪

○ Grocery shopping

Confirm Clock Out ⑫

Client Name: Steph Client2
Service Code: PCS

Punch Information

Client Name: Steph Client2
Service Code: PCS
Clock Out Time : 05:22 PM (CST)
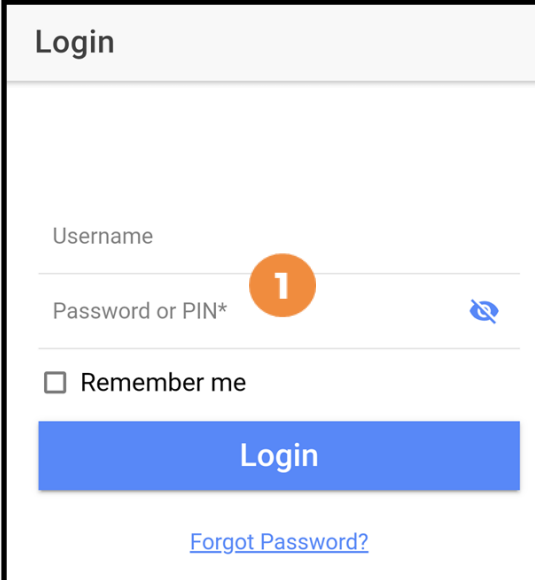verified by Client PIN or Password ⑬

🏠 Home

Congratulations!
The shift is complete.

Clock Out – EVV Option #3

Portal Signoff

1. At the end of the shift, log in to the mobile app.
2. Click the blue **Continue to Clock Out** button
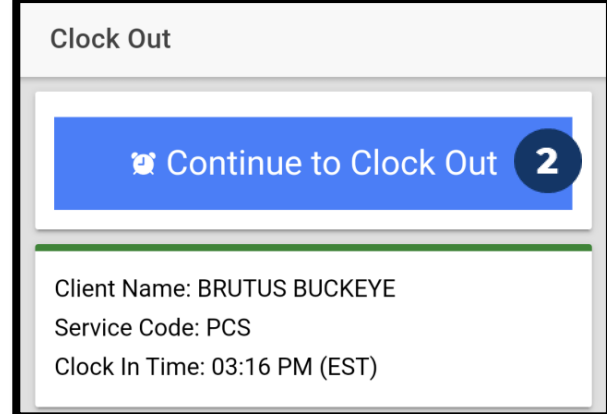3. Select **Confirm** to proceed with clocking out

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Login

Username
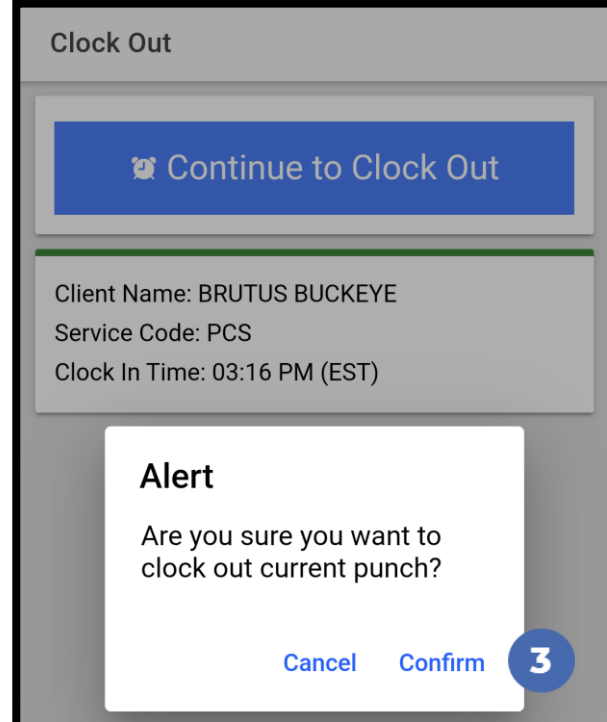
Password or PIN* **1**

☐ Remember me

Login

Forgot Password?

Clock Out

⏰ Continue to Clock Out **2**

Client Name: BRUTUS BUCKEYE
Service Code: PCS
Clock In Time: 03:16 PM (EST)

Clock Out

⏰ Continue to Clock Out

Client Name: BRUTUS BUCKEYE
Service Code: PCS
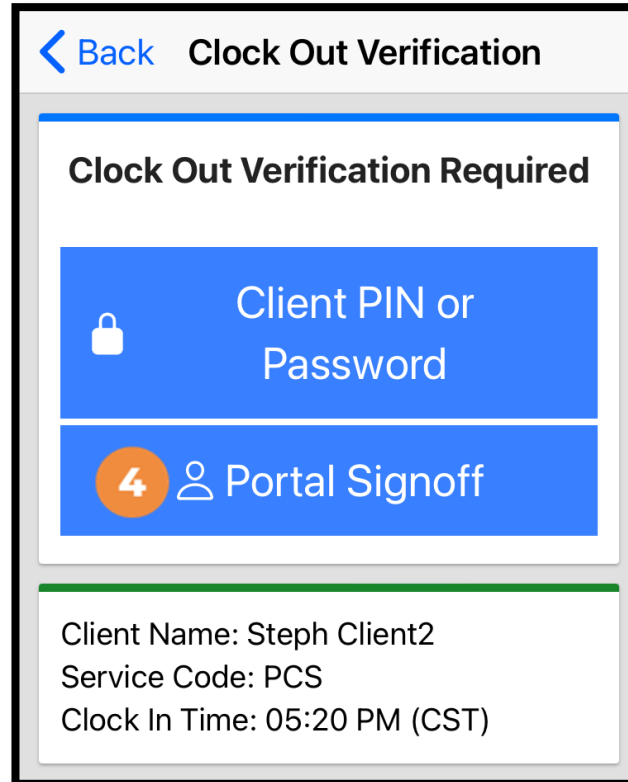Clock In Time: 03:16 PM (EST)

Alert

Are you sure you want to clock out current punch?

Cancel   Confirm **3**

Clock Out - EVV Option #3 (cont.)

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Portal Signoff

4. Select the clock out verification type:
   ✓ Portal Signoff
5. An alert will appear stating that EVV is confirmed, but manual verification will be required prior to approval. Click **Confirm.**
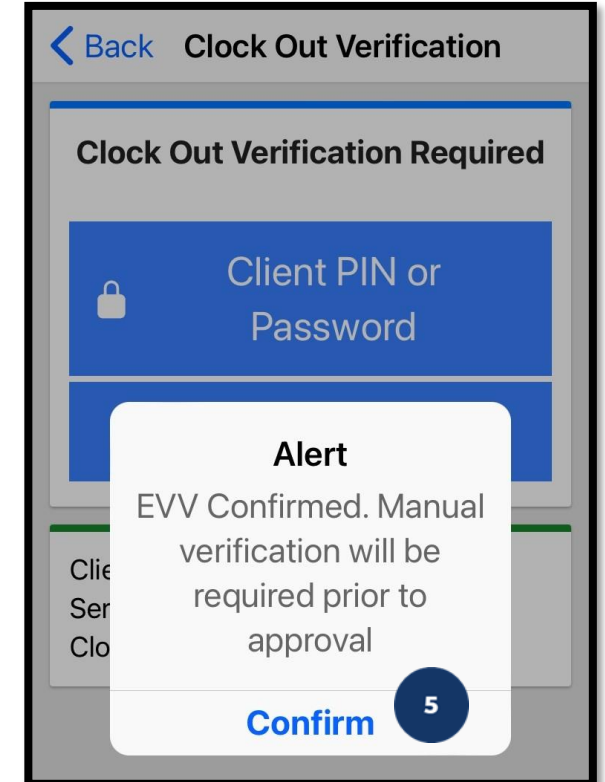

Back **Clock Out Verification**

Clock Out Verification Required

🔒 Client PIN or Password

4 👤 Portal Signoff

Client Name: Steph Client2
Service Code: PCS
Clock In Time: 05:20 PM (CST)

Back **Clock Out Verification**

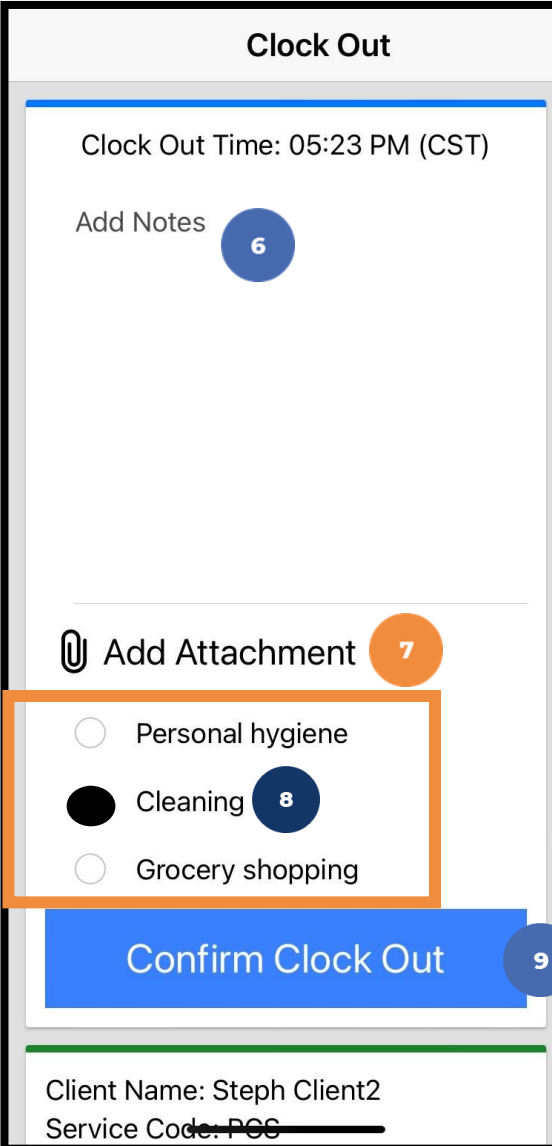**Clock Out Verification Required**

🔒 Client PIN or Password

Alert
EVV Confirmed. Manual verification will be required prior to approval

Confirm **5**

Clock Out – EVV Option #3 (cont.)

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The employee:

6. Enters any notes for the punch (optional)

7. Adds an attachment for the punch (optional)

8. **Selects the task(s)/statement(s) that was completed during the shift**
   - ✓ **Tasks/statements are a quick way to document the duties completed with/for the participant**
   - ✓ **The entry cannot be saved without a selection**

9. Clicks the blue **Confirm Clock Out** button when ready
   - ✓ *This will stop the time for the shift*

10. Punch Confirmation
    - ✓ Punch details are shown
    - ✓ Click the blue **Home** button when ready

Clock Out

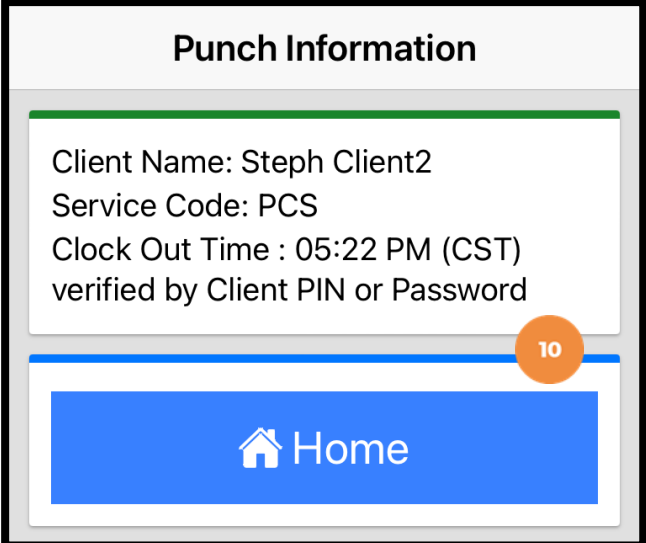Clock Out Time: 05:23 PM (CST)

Add Notes **6**

📎 Add Attachment **7**

○ Personal hygiene

● Cleaning **8**

○ Grocery shopping

Confirm Clock Out **9**

Client Name: Steph Client2
Service Code: PCS

Punch Information

Client Name: Steph Client2
Service Code: PCS
Clock Out Time : 05:22 PM (CST)
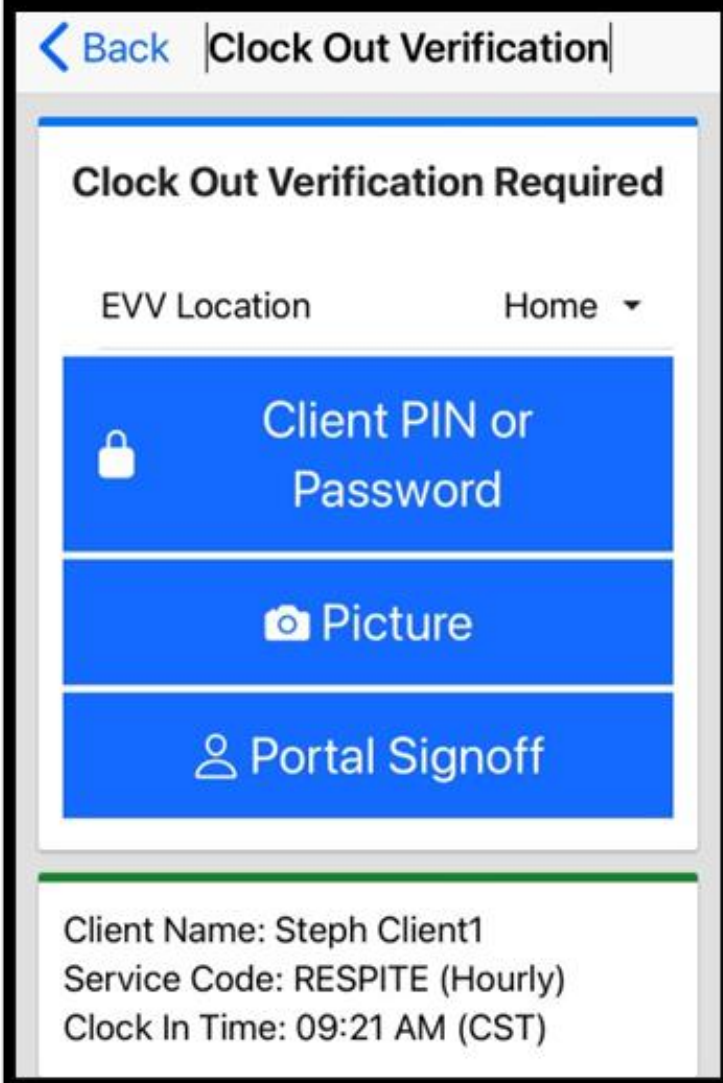verified by Client PIN or Password **10**

🏠 Home

Congratulations!
The shift is complete.

Mobile App - Client Attestation

- The three client attestation (EVV) options are a way for the client to verify that they received service
  - ✓ Choose only one option

- Client attestation is an extra layer of protection against potential fraud because the client is "signing off" on the punch in real time

*Please note: The employer must still review and approve all punches in their Pending Entries tab. Client attestation does not approve the punch.

Mobile App Offline Mode

- Offline mode allows the employee to use the mobile app on a **registered device** when the device is not connected to the internet or loses connection while the app is in use

  - ✓ **Please note:** A device is registered automatically the first time the user logs into the mobile app while connected to a cellular network or internet

  - ✓ A user can only have one registered device

- Useful when there is limited or no cellular or WIFI connection at the service location

- Limits users to only clock in and clock out

- Offline mode status is indicated by a red "Offline" bar at the top of the dashboard

- Punches made in offline mode are saved in the mobile app as offline punches, will automatically upload when the user connects to a cellular or wireless network, and will be listed under Entries.

Review Entries

1. Click the **Menu** in the top left corner of the screen

2. Select **Entries** on the submenu

3. View the complete list of entries
   - Verify that all time is submitted
   - The employer approves the time as needed
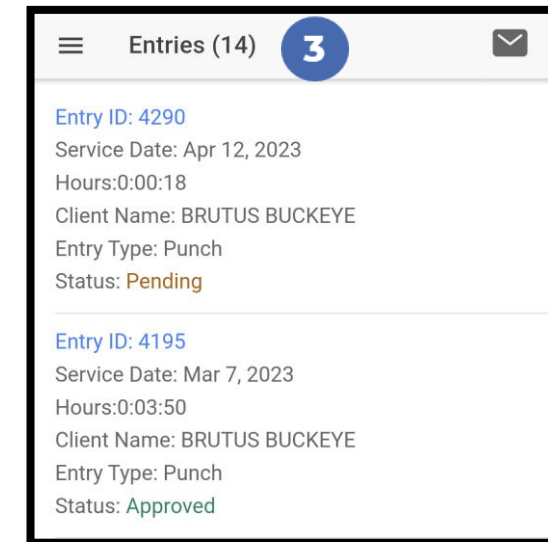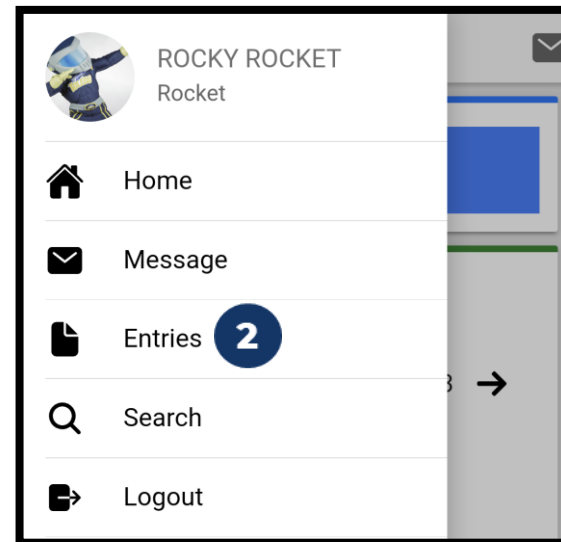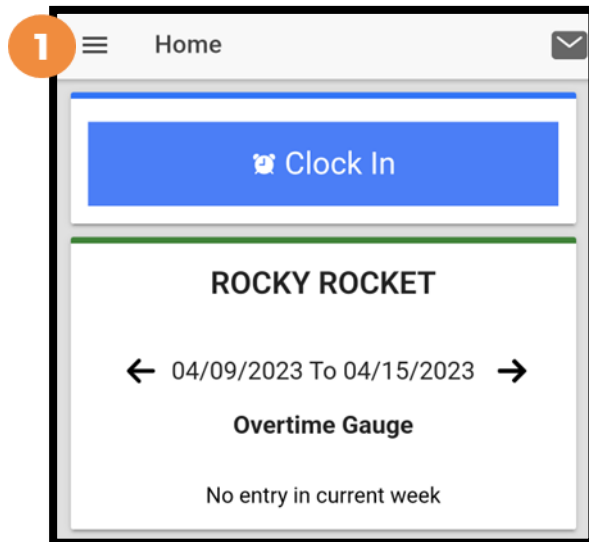
Employer Mobile App

Mobile App Home Page

1. Menu Button
   - Use to navigate in the mobile app
   - View all entries including status & details

2. Messaging Module
   - Click to access inbox to view and compose messages

3. Search Employee
   - Click to enter and select an employee
   - Click the blue **Search** button to view the Overtime Gauge and Total Hours widget (see next slide) for the selected employee
   - Click the blue **Reset** button to clear the results
     - ➢ This button only appears when a current search is in progress

4. Overtime Gauge
   - Shows progress and provides a visual representation of hours worked in a week. Does not indicate overtime eligibility.
   - Use the black arrows to toggle between weeks
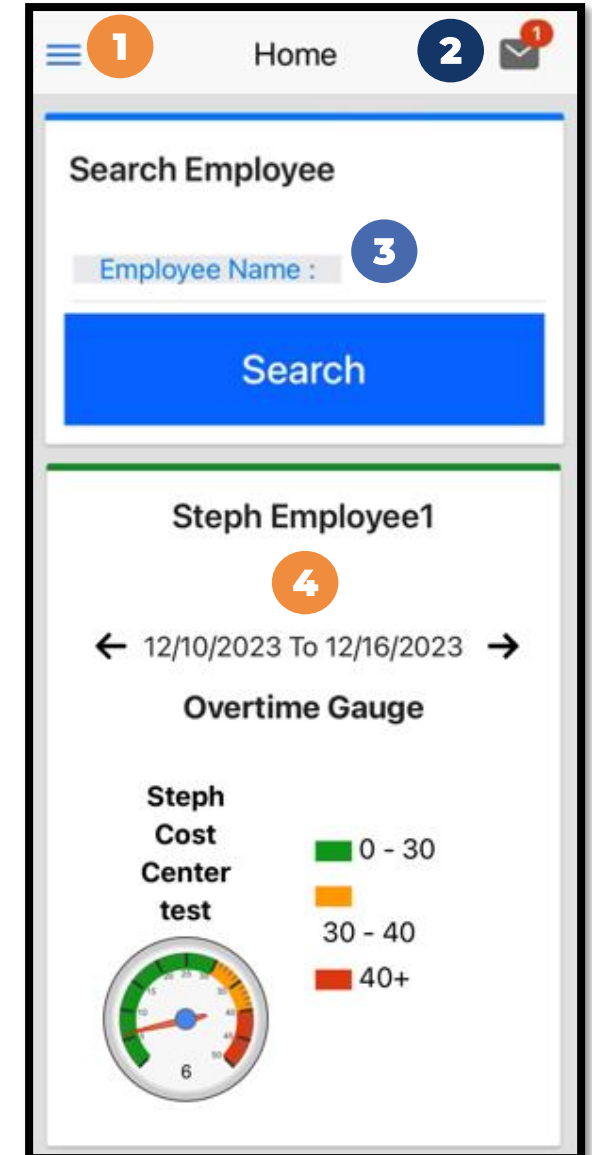
Mobile App Home Page (cont.)

5. Total Hours Gauge
   - Displays a breakdown of the hours worked in a week. Hours are displayed in the following statuses:
     - ➢ Approved Hours - Approved and ready for payment
     - ➢ Pending Hours - Have been worked but still need to be approved
     - ➢ Unverified Hours - Entered on behalf of the employee by an employer, or admin (someone other than the employee) and <u>must be verified by the employee</u> before being approved for payment
     - ➢ Total Hours - Sum of all Approved, Pending, and Unverified hours.

6. Search Client
   - Click to enter and select a client
   - Click the blue **Search** button to view the Total Weekly Hours widget, showing how many hours of service the client received for the week by employee
   - Click the blue **Reset** button to clear the results
     - ➢ This button only appears when a current search is in progress

7. News Posts
   - Displays important messages

Total Hours 5
12/10/2023 To 12/16/2023
Approved Hours: 0.00
Pending Hours: 6.00
Unverified Hours: 0.00
Total Hours 6.00
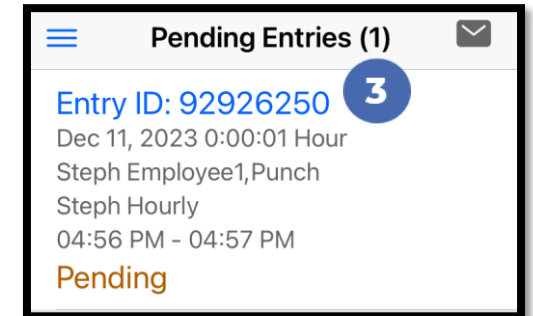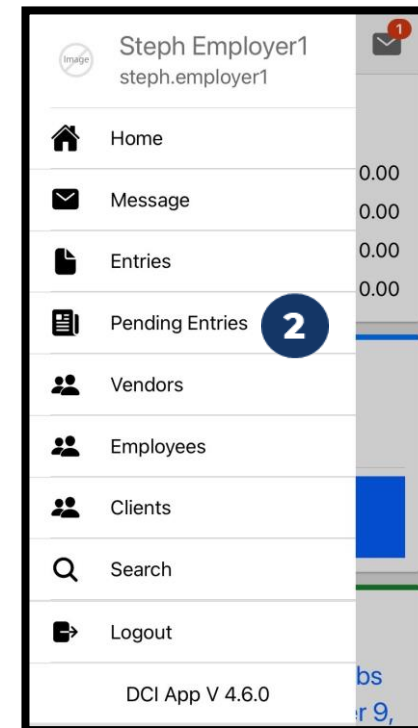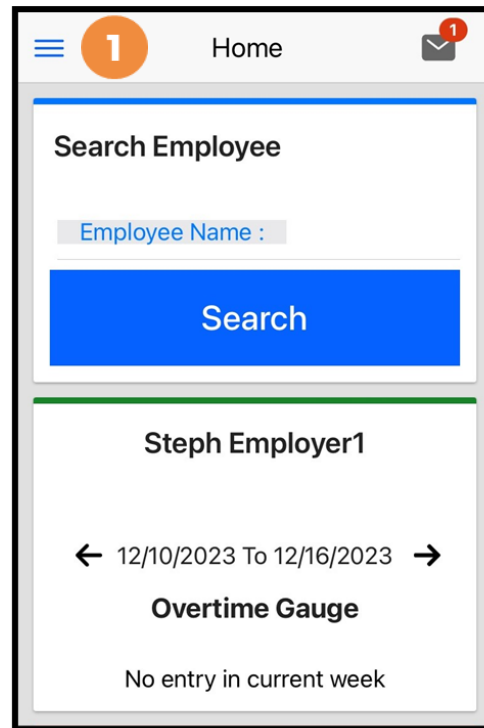
Search Client
Client Name : 6

Search

News Posts 7
Subject: Employee Pay Stubs – Change Effective October 9, 2023
Message :
We are excited to announce

Review & Approve Entries

1. Click the **Menu** in the top left corner of the screen

2. Select **Pending Entries** on the submenu

3. Click the blue **entry ID** hyperlink to open the entry details and take action

Review & Approve Entries (cont.)

4. Click **ACTION** in the top right corner

5. Select **Reject**, **Approve**, or **Add Attachment**.

6. On the pop-up alert window, view the punch details and Click **Confirm** to initiate the confirmation process.

7. On the pop-up alert window, click **Confirm** again to complete the confirmation process.

*Please note:
If the action taken was to approve the entry, the status changes to Approved and the entry will be processed for payment.

*Entries must be approved within 30 days of the date of service.

*After 30 days the approval will be prohibited as it will violate the timely filing business rule