

Logging into the Web Portal or the Mobile App - <https://acumenfiscalagent.zendesk.com/hc/en-us/articles/25050948759181-Logging-into-the-Web-Portal-or-the-Mobile-App>

## First Login to Web Portal

1. Log in to DCI by navigating to [acumen@dcisoftware.com](mailto:acumen@dcisoftware.com) and use the login credentials provided to you by Acumen
  1. a. If you receive an alert that you need to confirm your email, locate the email sent by the system called "Confirm your profile". The sender's email will be [No-reply@acumen2.net](mailto:No-reply@acumen2.net). Check the spam folder if the email has not been received.
  2. b. Select the blue **Activate Your Profile** button in the email
    - Please note: The Activate Your Profile or Reset Password button link will only be active for 24 hours
    - After clicking the Activate Your Profile button in the email, if the link is inactive, an alert stating "Invalid Token - Please contact your DCI administrator" will appear. Select the Resend the Email button and proceed back to **step 1.a.**
  3. c. The Authenticate Password page will open. Enter the **temporary password** and select the blue **Authenticate** button.
2. The Update Password page will open.
3. Enter a **new password** using the following **password criteria**:
  - Must be at least 10 characters
  - Must contain 1 uppercase letter, lowercase letter, number, and special character
  - Must not contain more than two repeated characters in a row
  - The password should be different from the 3 previous passwords
  - Password should not contain the user's account name or parts of the user's full name that exceed two consecutive characters
4. **Re-enter** the **new password again** to confirm it
5. Select the blue **Update Password** button
6. An alert box will appear. Select **Yes** to confirm updating the password.
7. The DCI profile login page will open. **Enter the updated login credentials** (username and password) and select the blue **Sign In** button.
8. The Update Security Details page will open. The user will be prompted to **select a security question** and **type an answer**. Security answers are case-sensitive. Click the blue **Save** button. This information will be used as a verification option if the user selects the Forgot Password link to reset their password.
9. The user is now logged into their DCI profile

## Subsequent Logins to Web Portal

1. Log in to DCI by navigating to [acumen@dcisoftware.com](mailto:acumen@dcisoftware.com) and use the login credentials provided to you by Acumen
2. Enter your **Username**
  - Optionally, select "Remember Me" to save the username **\*Please note:** Do not use on a shared device
  - Optionally, click the language dropdown in the top right corner to change the language in the web portal
3. Enter your **Password**
  - The Forgot Password link is available if necessary, after initial login and requires a valid email address to be on file
4. Click the blue **Sign In** button
5. The user is now logged into their DCI profile

## First Login to Mobile App

1. **Log in** to DCI Mobile EVV App by opening the app **and use the login credentials provided to you by Acumen** (view the article [How to Install/Download the DCI Mobile EVV App](#) for assistance with downloading the app)
  1. a. If you receive an alert that you need to confirm your email, locate the email sent by the system called "Confirm your profile". The sender's email will be [No-reply@acumen2.net](mailto:No-reply@acumen2.net). Check the spam folder if the email has not been received.
  2. b. Select the blue **Activate Your Profile** button in the email
    - Please note: The Activate Your Profile or Reset Password button link will only be active for 24 hours
    - After clicking the Activate Your Profile button in the email, if the link is inactive, an alert stating "Invalid Token - Please contact your DCI administrator" will appear. Select the Resend the Email button and proceed back to **step 1.a.**
  3. c. The Authenticate Password page will open. Enter the **temporary password** and select the blue **Authenticate** button.
2. The Update Password page will open.
3. Enter a **new password** using the following **password criteria**:
  - Must be at least 10 characters
  - Must contain 1 uppercase letter, lowercase letter, number, and special character
  - Must not contain more than two repeated characters in a row
  - The password should be different from the 3 previous passwords
  - Password should not contain the user's account name or parts of the user's full name that exceed two consecutive characters
4. **Re-enter** the **new password again** to confirm it
5. Select the blue **Update Password** button
6. An alert box will appear. Select **Yes** to confirm updating the password.
7. The DCI profile login page will open. **Enter the updated login credentials** (username and password) and select the blue **Login** button.
8. The Update Security Details page will open. The user will be prompted to **select a security question** and **type an answer**. Security answers are case-sensitive. Click the blue **Save** button. This information will be used as a verification option if the user selects the Forgot Password link to reset their password.
9. The user is now logged into their DCI profile

## Subsequent Logins to Mobile App

1. **Log in** to DCI Mobile EVV App by opening the app **and use the login credentials provided to you by Acumen**
2. Enter your **Username**
  - Optionally, select "Remember Me" to save the username **\*Please note:** Do not use on a shared device
  - Optionally, click the language button (EN) in the top right corner to change the language in the app
3. Enter your **Password**
  - The Forgot Password link is available if necessary, after initial login and requires a valid email address to be on file
4. Click the blue **Login** button
5. The user is now logged into their DCI profile