

Nevada SDFSS Time Entry Training for Employers & Employees

Welcome to Acumen!
Thank you for joining the Acumen Family!



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

Agenda



Overview & Requirements



Mobile App



Web Portal



Phone IVR



Payroll Schedule, Critical Dates & Resources



Vendor Payments & New Vendor Requests



Acumen Fiscal Agent
Innovation • Opportunity • Freedom

Quick Resources

- Short step-by-step resource documents have been added to the [Nevada SDFSS Self Direction – Training Materials](#) page providing instructions for the vendor entry, new vendor request, punch entry and approval processes.
- **Employer Specific Resources:**
 - ✓ Mobile App Vendor Entry & New Vendor Request
 - ✓ Web Portal Vendor Entry & New Vendor Request
 - ✓ Employer Managing Entries
- **Employee Specific Resources:**
 - ✓ Employee Mobile App Entries
 - ✓ Employee Web Portal Entries
- **Shared Resources:**
 - ✓ Download the DCI Mobile EVV App & Log In
 - ✓ Logging into the Web Portal or the Mobile App
 - ✓ Phone EVV IVR Real Time & Historical Entries



Critical Dates & Deadlines



- **September 16th**: Begin submitting time and vendor entries with Acumen. Preferred methods: Mobile App, Phone EVV (IVR), or Web Portal.
- **October 4th**: Deadline to submit time and vendor entries for the service dates September 16th – 30th
- **October 15th**: First payday with Acumen
- Time must be entered and approved online **by the due date**, *even if it falls on a weekend or holiday*.
 - ❖ Time entries approved after the due date will be processed on the following pay period's pay date
- Vendor payment entries must be entered online **by the due date**, *even if it falls on a weekend or holiday*.
 - ❖ Vendor payment entries submitted after the due date will be processed on the following pay period's pay date
 - ❖ Please reference the NV SDFSS [Pay Schedule](#) for due dates
- After 60 days the entry will be prohibited as it will violate the timely filing business rule
 - ❖ All time entries must be entered and approved within **60 days of the date of service**
 - ❖ All vendor payment entries must be entered within **60 days of the date of service**



Ways to Enter Time & Vendor Payments*

Only use one per shift (each clock in/out)



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Mobile App *



- Preferred Method
- Real Time Entry
- Quick & Easy
- Mobile or tablet friendly
- Vendor Payments
- [Mobile App Guide](#)

Phone EVV



- Landline
- Real Time Entry
- Historical Entry
- Option when access to a mobile device or computer is limited

Web Portal *



- Time Management
- [Historical Entry](#) & Corrections
- Manual Time Approval
- Vendor Payments
- [Profile Settings](#)
- Includes Mobile Web Portal – Mobile-friendly web portal version accessed via smartphone or tablet

DCI Requirements

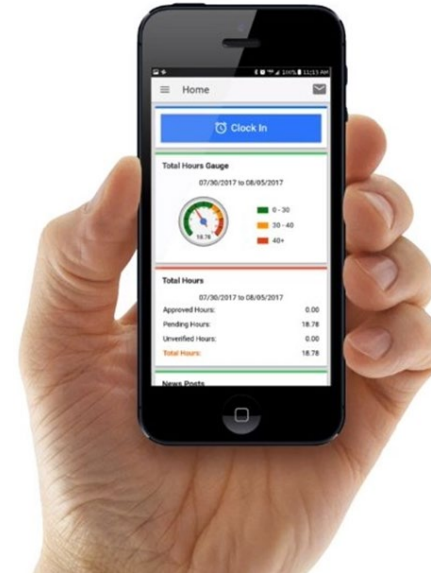
Devices & Operating Systems (OS)

Apple

- OS: iOS version 15.0 or later
 - Devices:
 - ✓ iPhone 6s or 6s Plus or later device
 - ✓ iPhone SE
 - ✓ iPod touch (7th generation)

Android

- OS: Android version 8.0 or later
 - Devices:
 - ✓ 4.6" screen or larger
 - ✓ Due to the wide range of Android devices, we are unable to provide a device list.



Web Browsers

- ✓ Google Chrome (DCI Preferred)
- ✓ Firefox
- ✓ Edge
- ✓ Safari

DCI Mobile App

***Preferred Time Entry Method**

Mobile App Basics

- The DCI Mobile App is used for time entries & vendor payment entries
- Can be downloaded on a mobile device or tablet
- Quick & easy
- View all entries including status & details



Download DCI Mobile EVV

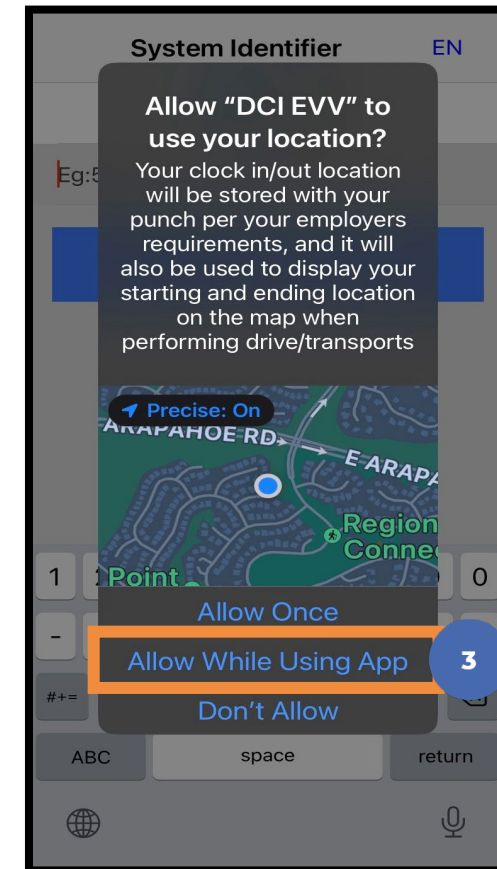
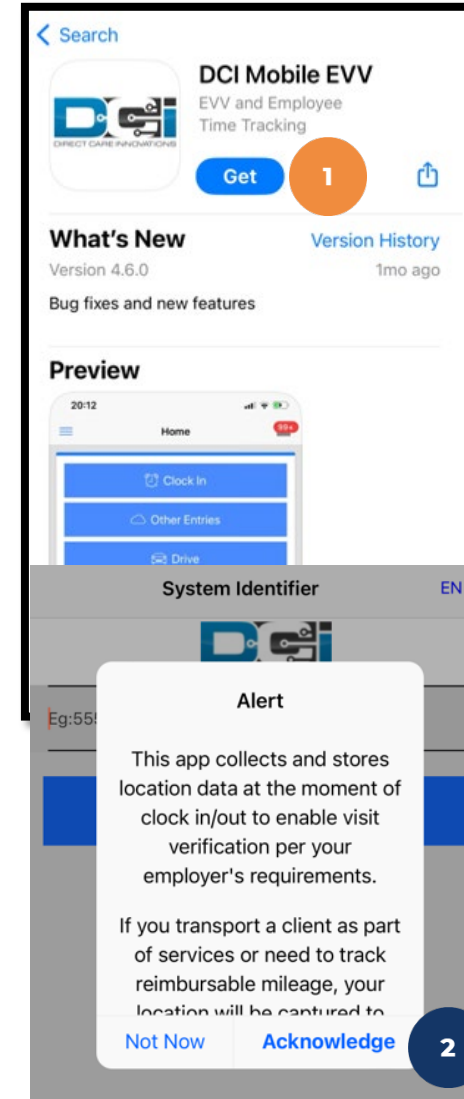
1. [Download](#) the **DCI Mobile EVV** App



2. Select Acknowledge on the Alert
 - The alert states the app collects and stores location data at clock in and clock out, if you transport a client as part of services and/or need to track reimbursable mileage
3. 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.



Initial Agency Selection

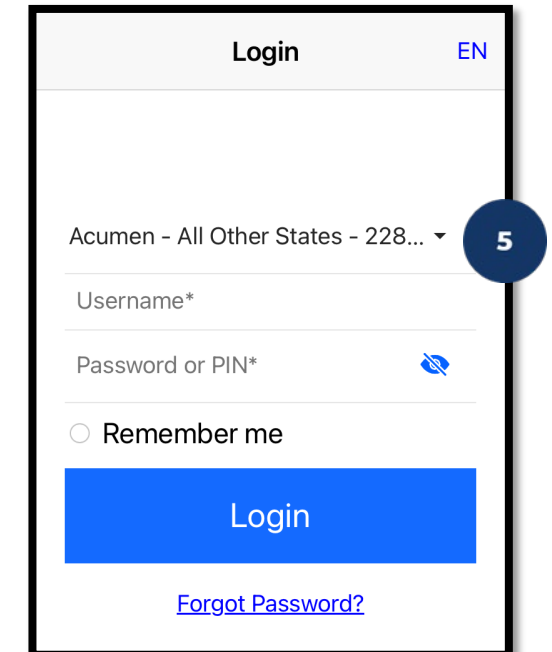
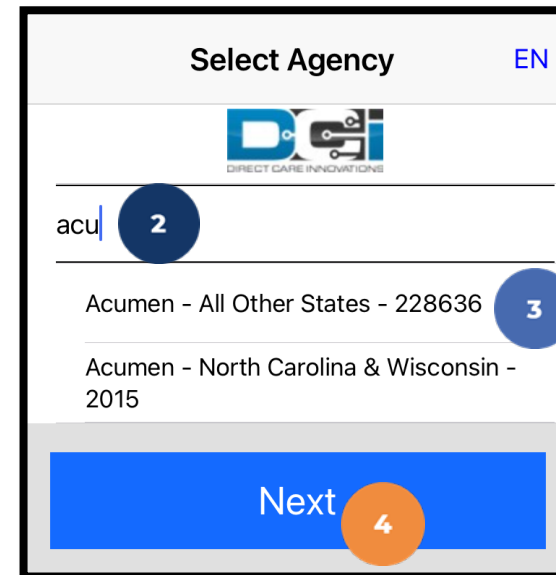
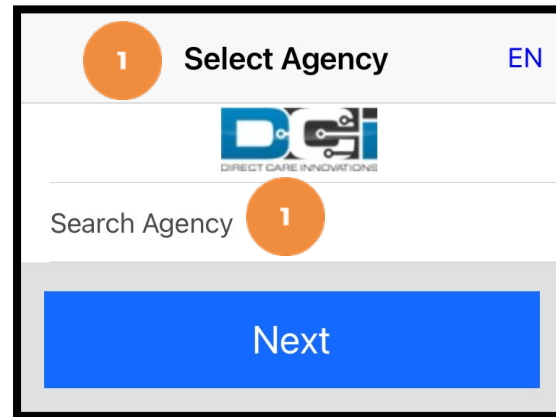
1. After downloading the app, the Select Agency screen appears with a Search Agency field.
2. Type at least three consecutive characters of the agency name OR the system identifier in the Search Agency field.
 - ❖ The Acumen system identifier for North Carolina (NC) & Wisconsin (WI) ONLY is 2015
 - ❖ The Acumen system identifier for all other states is 228636
 - ❖ The consecutive characters can be located anywhere in the agency name or system identifier

3. Select the agency

from the list

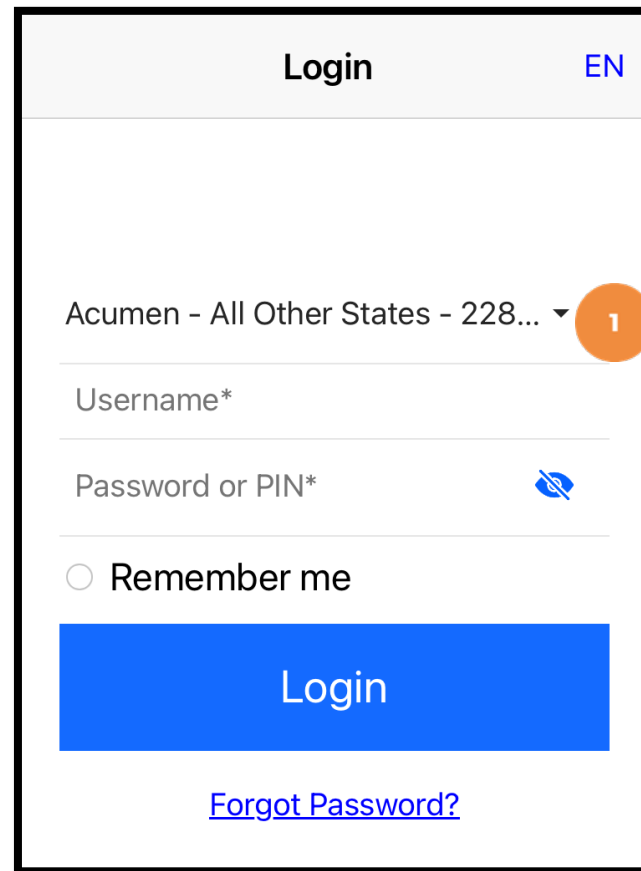
4. Click the blue **Next** button

5. The agency is now selected and appears on the login screen



Add More Agencies


1. To add more agencies, click the **drop-down** on the agency field.
2. If the desired agency is not listed, click **Add New** on the Agency results list.



Login EN

Acumen - All Other States - 228... ▾ 1

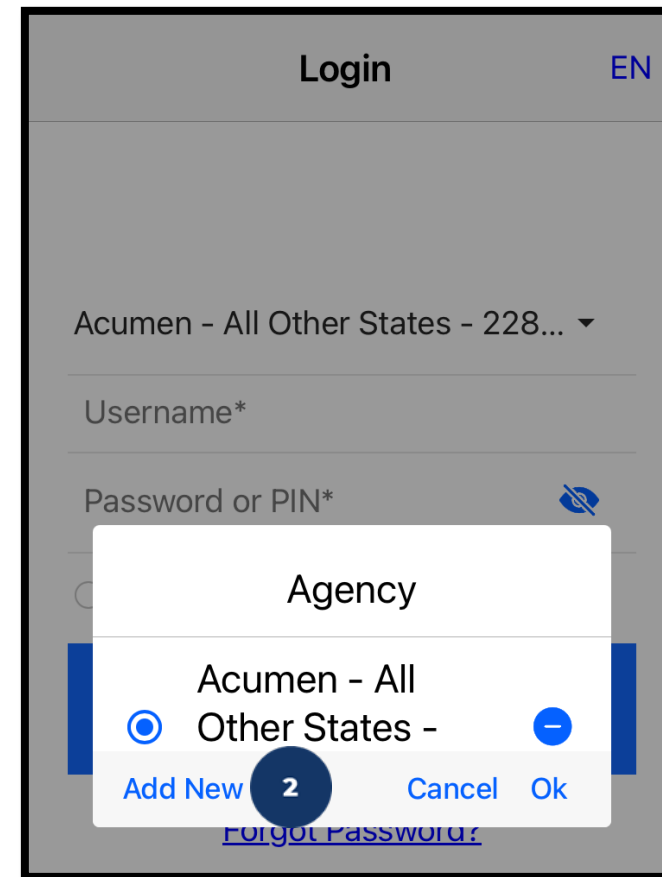
Username*

Password or PIN* 

Remember me

Login


[Forgot Password?](#)



Login EN


Acumen - All Other States - 228... ▾

Username*

Password or PIN* 

Remember me

Agency

Acumen - All Other States - 

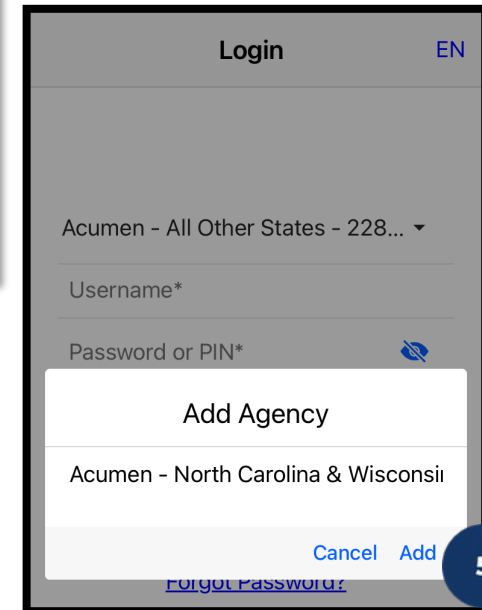
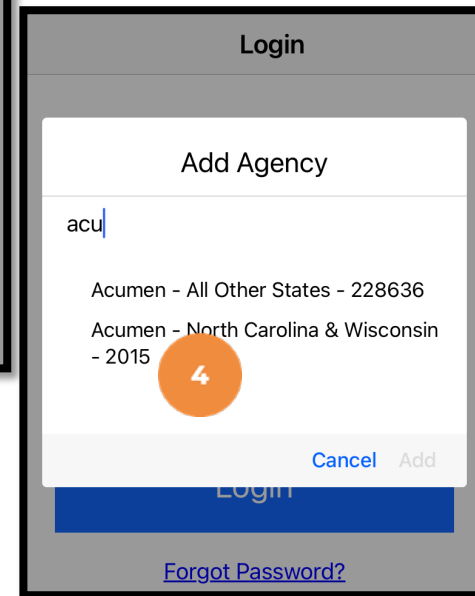
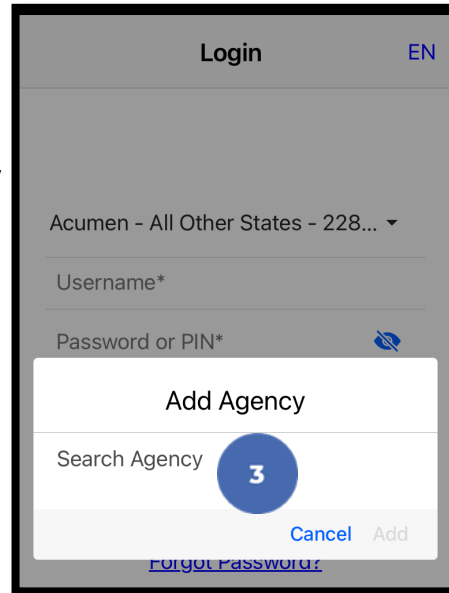
[Add New](#) 2 [Cancel](#) [Ok](#)

[Forgot Password?](#)



Add More Agencies

3. On the Add Agency window, type at least three consecutive characters of the agency name OR the system identifier in the Search Agency field.
 - ❖ The consecutive characters can be located anywhere in the agency name or system identifier
4. Select the agency from the list
5. Click Add



The agency is now added and displays on the agency drop-down menu. At each log in, select the appropriate agency.

Log into the DCI Mobile EVV App



1. Enter employee credentials
 - ✓ Acumen provided a **username** and **password** on the Good to Go letter via email or mail
2. Optionally, select the **Remember me** button to remember the Username.

***Please note:** Do not use on a shared device

3. 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 customer service or your support coordinator with any login issues

A screenshot of the mobile app's login screen. At the top, it says "Login" and "EN". Below that is a dropdown menu for "Acumen - All Other States - 228...". There are two input fields: "Username*" and "Password or PIN*", both with a red circle containing the number "1" next to them. Below the password field is a radio button for "Remember me" with a red circle containing the number "2" next to it. At the bottom is a large blue button labeled "Login" with a red circle containing the number "3" next to it. Below the button is a blue link that says "Forgot Password?".

EN

Acumen - All Other States - 228... ▾

Username* 1

Password or PIN* 1

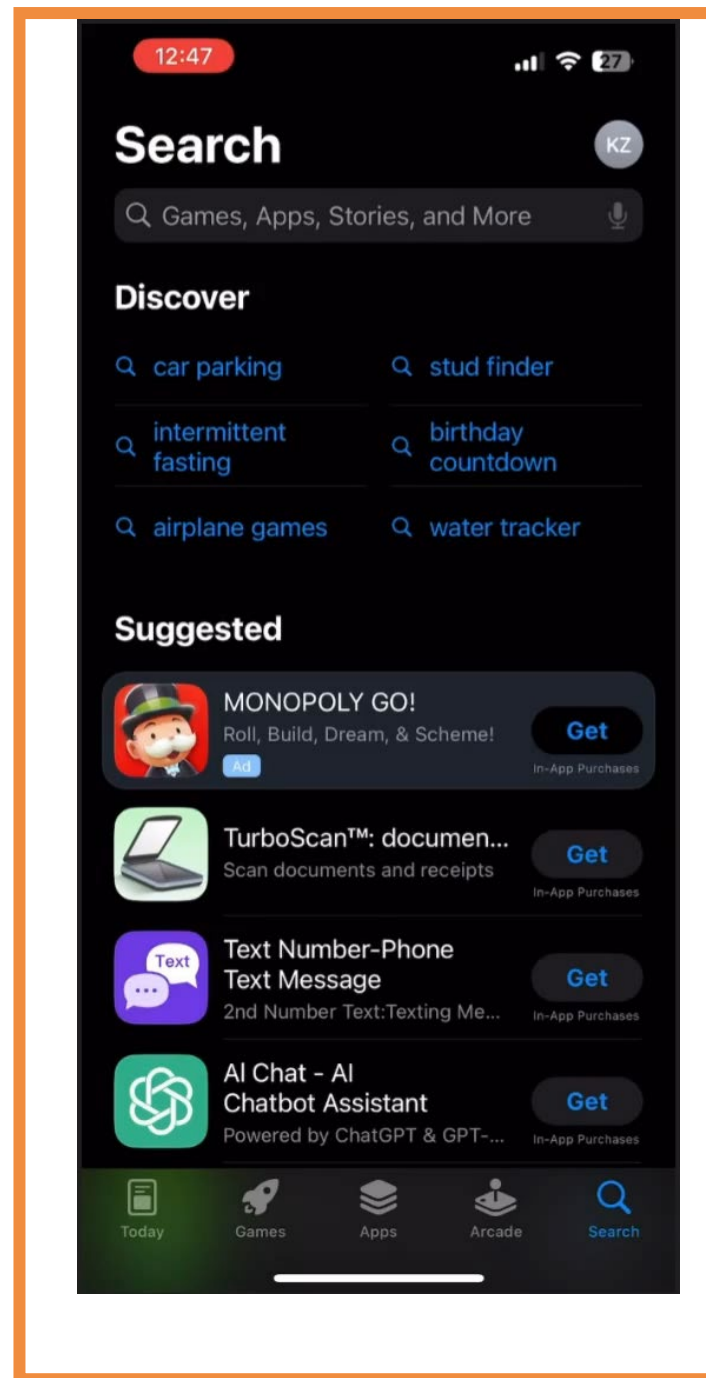
Remember me 2

Login 3

[Forgot Password?](#)

Mobile App Video

Download the DCI Mobile EVV App



Log into the DCI Mobile App



1. Enter employer credentials
 - ✓ Acumen provided a **username, password, and PIN** on the Good To Go/Welcome 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

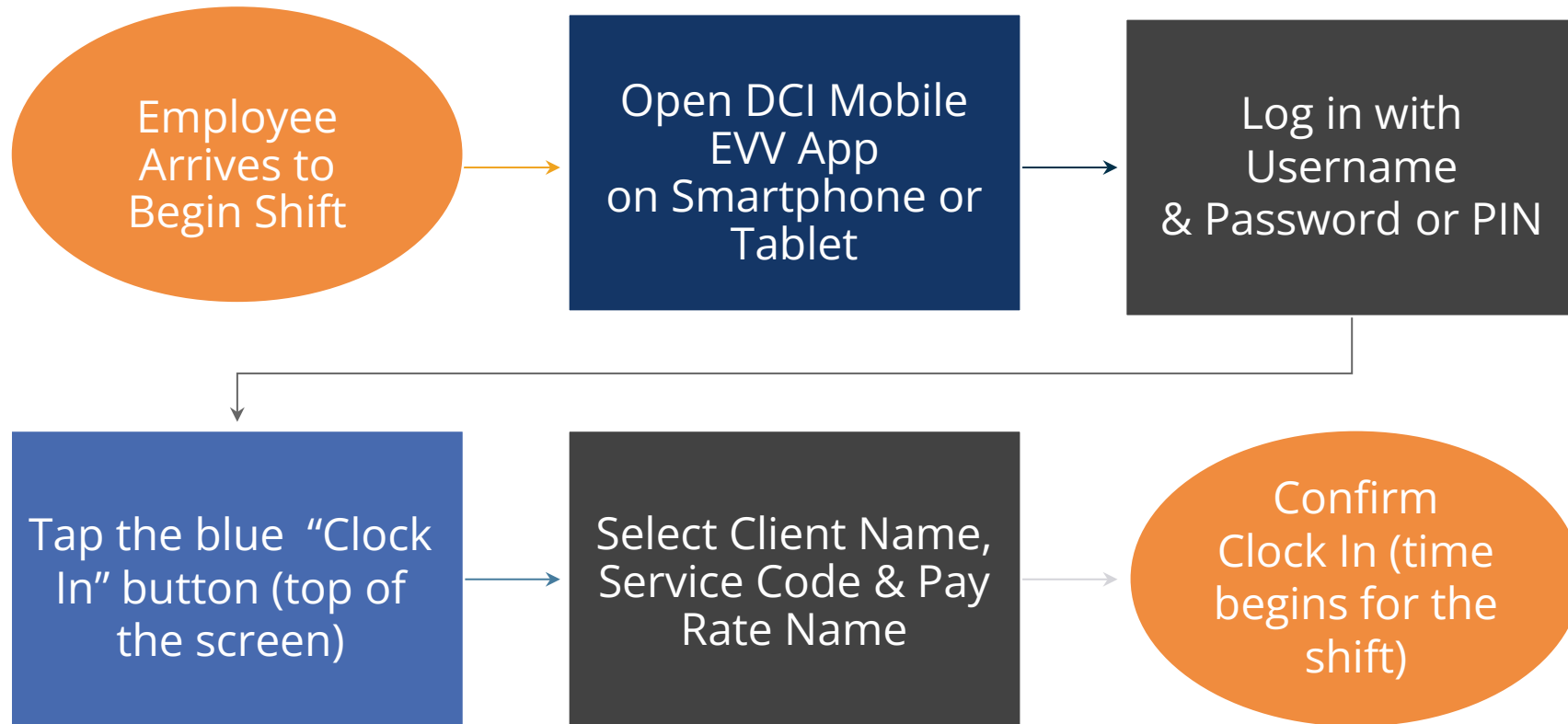
***Please note:** Contact Acumen with any login issues

A screenshot of the mobile app's login interface. At the top, it says "Login" with a language selector "EN". Below is a dropdown menu for "Acumen - All Other States - 228...". There are two input fields: "Username*" and "Password or PIN*", with a blue eye icon for toggling visibility. A red circle with the number "1" is placed over the password field. Below the fields is a radio button for "Remember me". A large blue button labeled "Login" with a red circle and the number "2" is at the bottom. A blue link for "Forgot Password?" is located below the button.

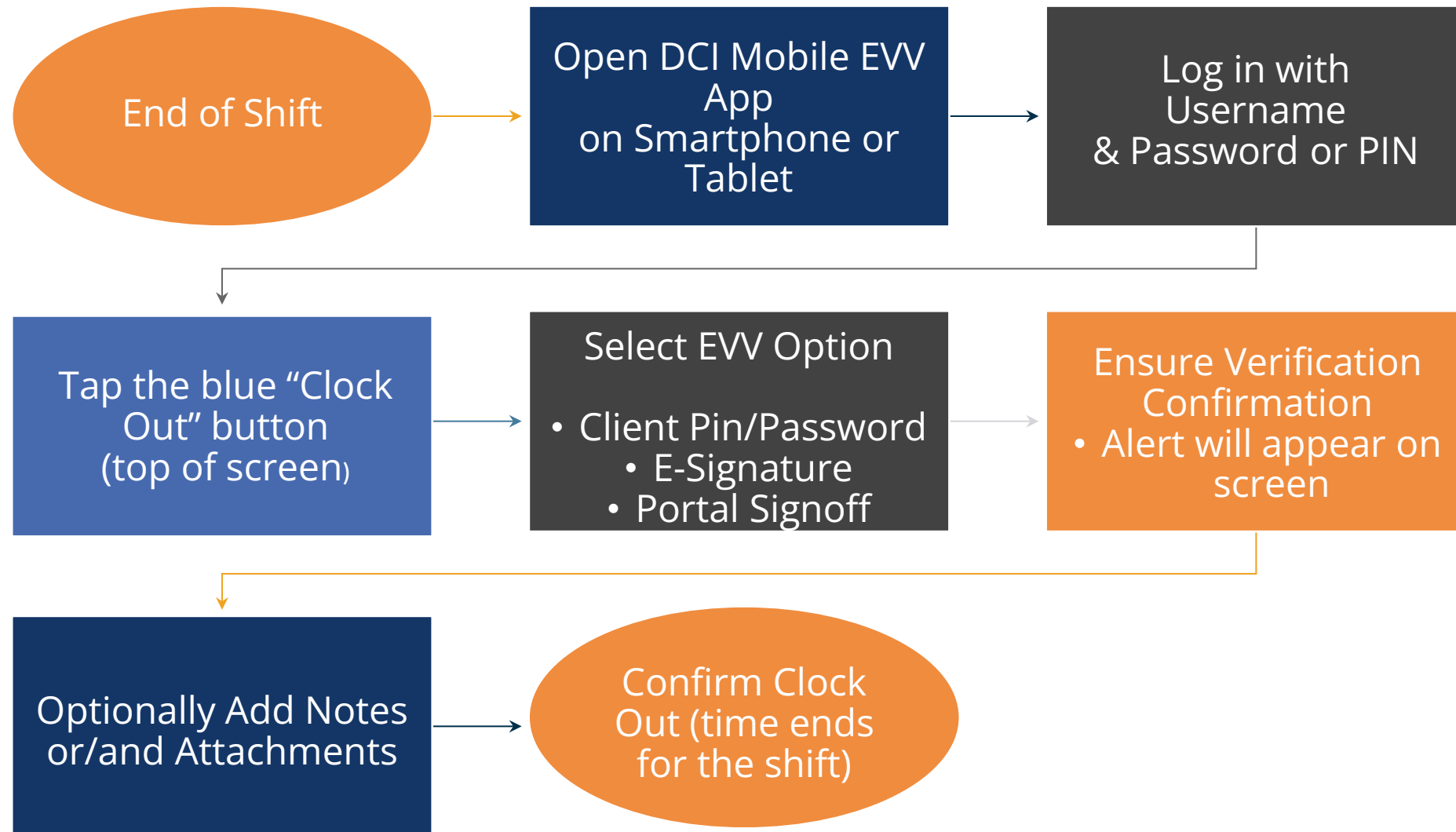
Employee Mobile App

Employee Clock In/Out Process

Overview Mobile App Clock In

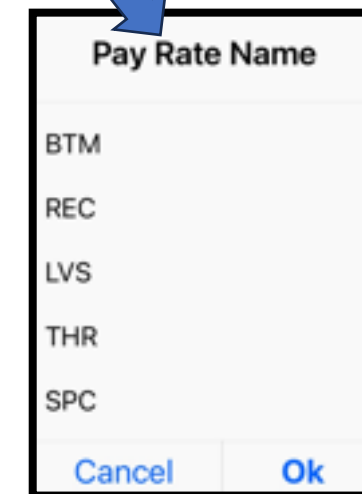
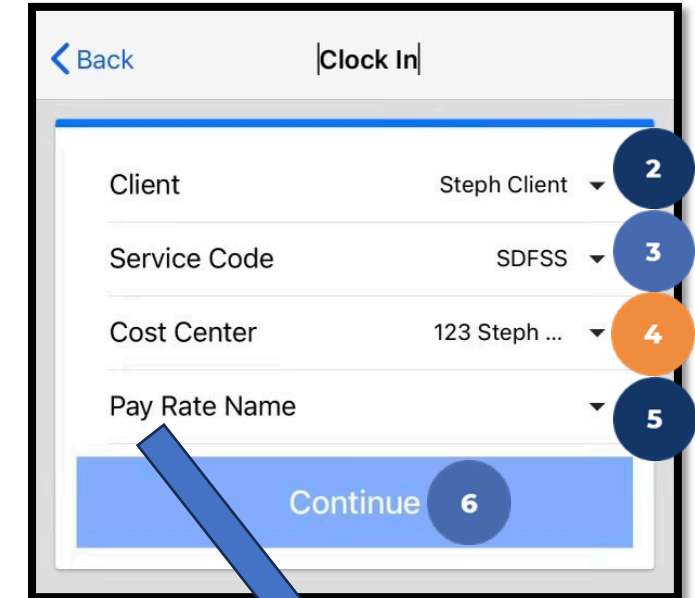
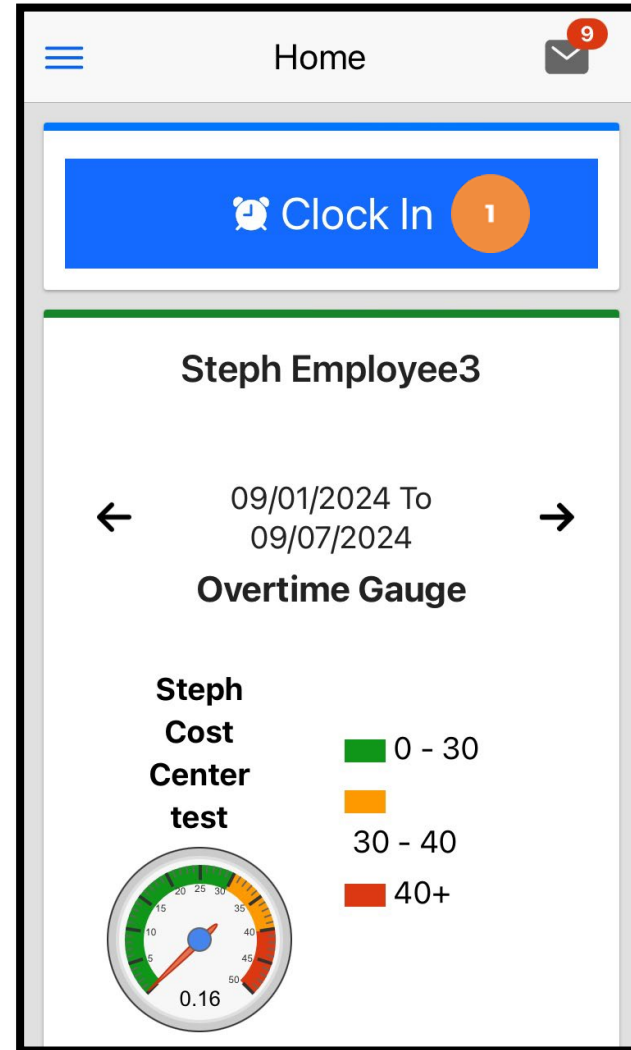


Overview Mobile App Clock Out



Clock In on Mobile App

1. Click the blue **Clock In** Button
 - Auto-fills for a single client
2. Select the Client's Name
 - Auto-fills for a single client
3. Select the SDFSS Service Code
4. Cost Center is always auto-filled
5. Select the Pay Rate Name
 - Behavioral Training = BTM
 - Social/Recreation = REC
 - Daily Living Skills = LVS
 - Specialized Therapeutic Services = THR
 - Specialized Care = SPC
6. Click the blue **Continue** button



Clock In on Mobile App (cont.)

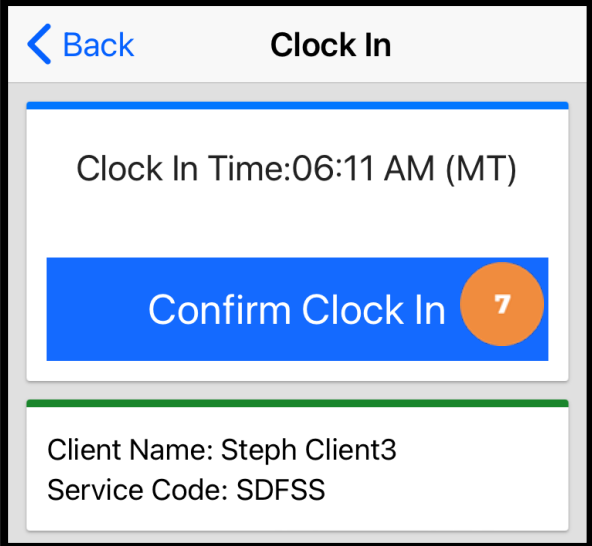
7. Select Confirm Clock In

* *This will start the time for the shift*

8. 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.

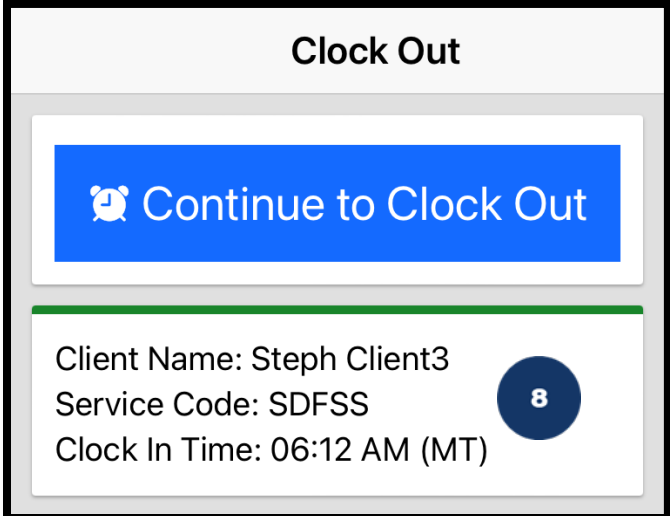


< Back Clock In

Clock In Time: 06:11 AM (MT)

Confirm Clock In 7

Client Name: Steph Client3
Service Code: SDFSS



Clock Out

Continue to Clock Out

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 06:12 AM (MT) 8

Mobile App – Client/Employer Attestation Options (EVV)



- There are three client attestation options that allow the client to verify that they received service
 - ✓ Choose only one option per shift (each clock out)
- Client attestation is an extra layer of protection against potential fraud because the client/employer is “signing off” on the punch in real time

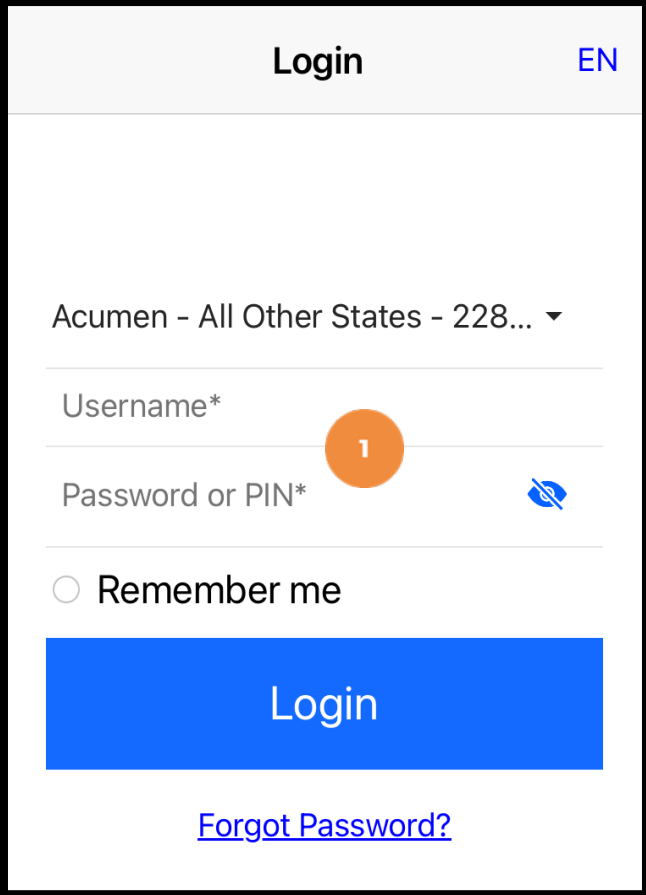
***Please note:** The employer must still review and may need to approve punch entries in their Pending Entries tab each pay period.

A screenshot of a mobile application interface titled "Clock Out Verification". At the top left is a blue back arrow icon and the text "Back". To the right of the back arrow is the title "Clock Out Verification". Below the title is a section header "Clock Out Verification Required". Underneath this header are three blue rectangular buttons stacked vertically. The first button contains a white padlock icon and the text "Client PIN or Password". The second button contains a white pen icon and the text "E-Signature". The third button contains a white person icon and the text "Portal Signoff". At the bottom of the screen, there is a white box containing the following text: "Client Name: Steph Client3", "Service Code: SDFSS", and "Clock In Time: 01:09 PM (MT)".

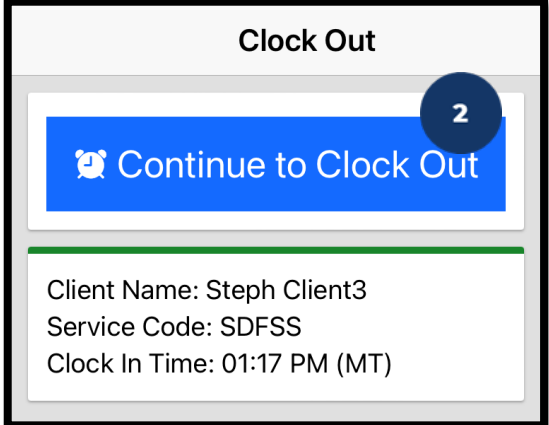
Clock Out - EVV Option #1

Client PIN or Password

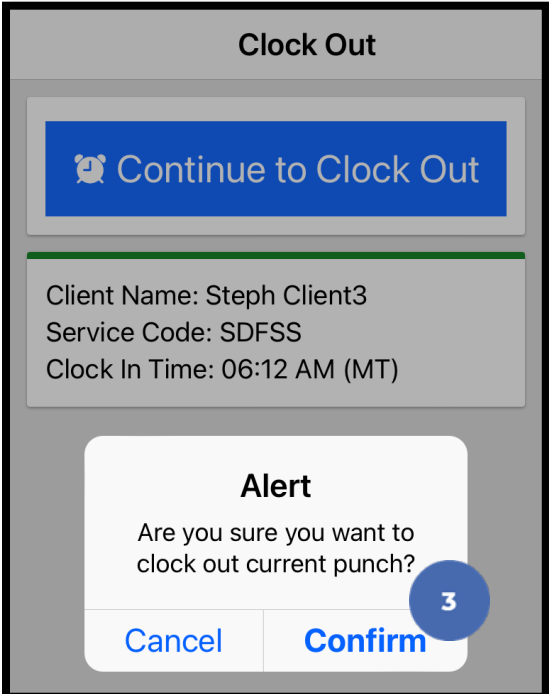
1. At the end of the shift, log in to the mobile app.
2. Click the blue **Continue to Clock Out** button
3. Select **Confirm** to proceed with clocking out



The screenshot shows the 'Login' screen of the mobile app. At the top, it says 'Login' with 'EN' in the top right corner. Below this is a dropdown menu showing 'Acumen - All Other States - 228...'. There are two input fields: 'Username*' and 'Password or PIN*'. An orange circle with the number '1' is placed over the 'Password or PIN*' field. To the right of the password field is a blue eye icon. Below the input fields is a radio button labeled 'Remember me'. At the bottom, there is a large blue button labeled 'Login' and a link labeled 'Forgot Password?'.



The screenshot shows the 'Continue to Clock Out' screen. At the top, it says 'Clock Out'. Below this is a blue button with a clock icon and the text 'Continue to Clock Out'. A blue circle with the number '2' is placed over this button. Below the button is a white box containing the following information: 'Client Name: Steph Client3', 'Service Code: SDFSS', and 'Clock In Time: 01:17 PM (MT)'.

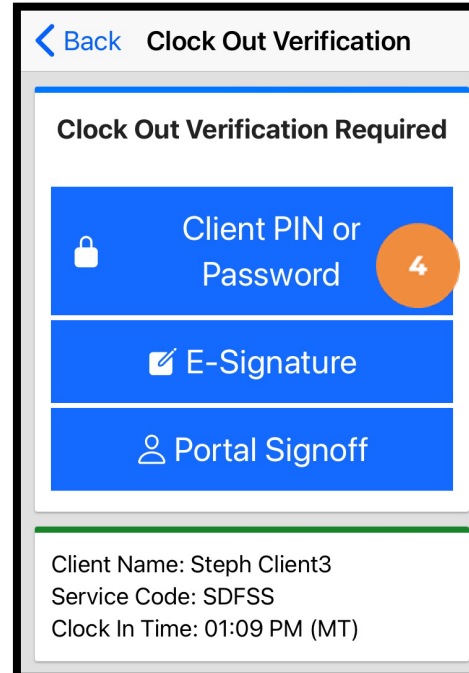


The screenshot shows the 'Alert' screen. At the top, it says 'Clock Out'. Below this is a blue button with a clock icon and the text 'Continue to Clock Out'. Below the button is a white box containing the following information: 'Client Name: Steph Client3', 'Service Code: SDFSS', and 'Clock In Time: 06:12 AM (MT)'. Below this is a white box with the title 'Alert' and the text 'Are you sure you want to clock out current punch?'. At the bottom, there are two buttons: 'Cancel' and 'Confirm'. A blue circle with the number '3' is placed over the 'Confirm' button.

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 (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 and hands the mobile device back to the employee



Back Clock Out Verification

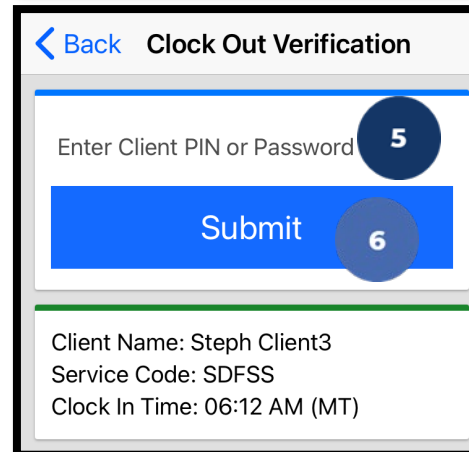
Clock Out Verification Required

Client PIN or Password 4

E-Signature

Portal Signoff

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 01:09 PM (MT)

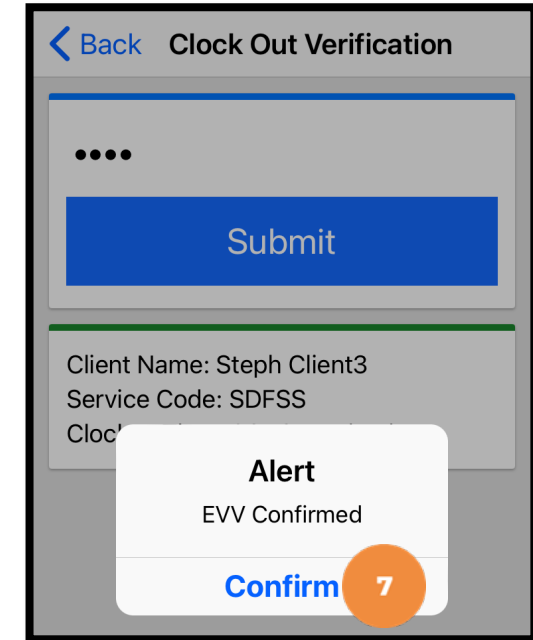


Back Clock Out Verification

Enter Client PIN or Password 5

Submit 6

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 06:12 AM (MT)



Back Clock Out Verification

Submit

Client Name: Steph Client3
Service Code: SDFSS
Clock

Alert
EVV Confirmed

Confirm 7

Clock Out – EVV Option #1 (cont.)



The employee:

8. Enters any notes for the punch (optional)
9. Adds an attachment for the punch (optional)
10. Clicks the blue **Confirm Clock Out** button when ready
 - ✓ *This will stop the time for the shift*
11. Punch Confirmation
 - Punch details are shown
 - Click the blue **Home** button when ready

Clock Out

Clock Out Time: 07:12 AM (MT)

Add Notes 8

Add Attachment 9

Confirm Clock Out 10

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 06:12 AM (MT) verified by Client PIN or Password

Punch Information

Client Name: Steph Client3 11
Service Code: SDFSS
Clock Out Time : 07:11 AM (MT)
verified by Client PIN or Password

Home

Congratulations!
The shift is complete.


Mobile App Video

Clock in and
Out Using
Client PIN or
Password
Option

Proprietary: For Acumen and Customer Use Only

Login

Username*

Password or PIN* 

Remember me

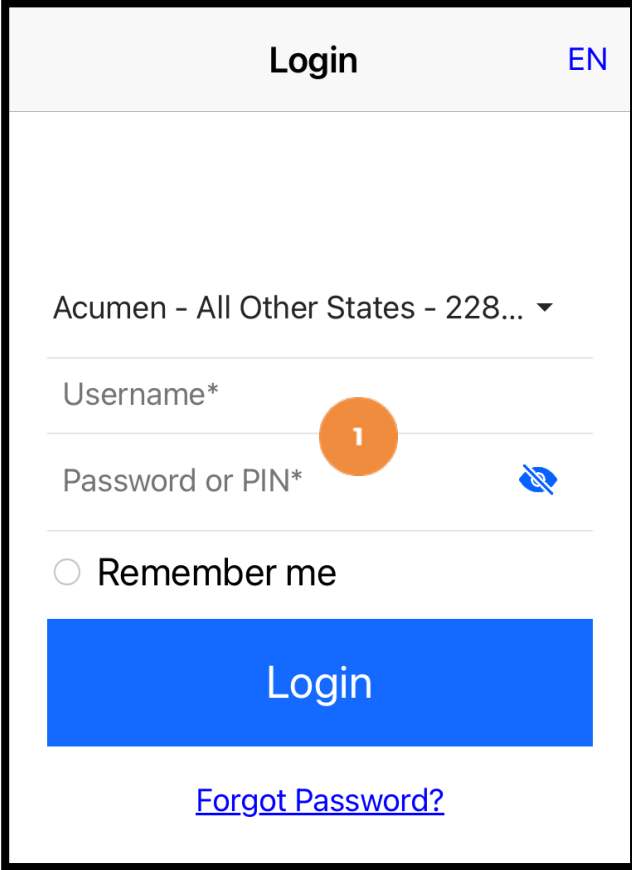
Login

[Forgot Password?](#)

Clock Out - EVV Option #2

E-Signature


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



EN

Acumen - All Other States - 228... ▾

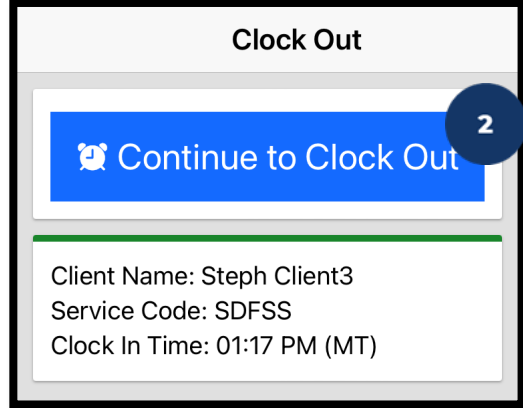
Username*

Password or PIN* 


Remember me

Login

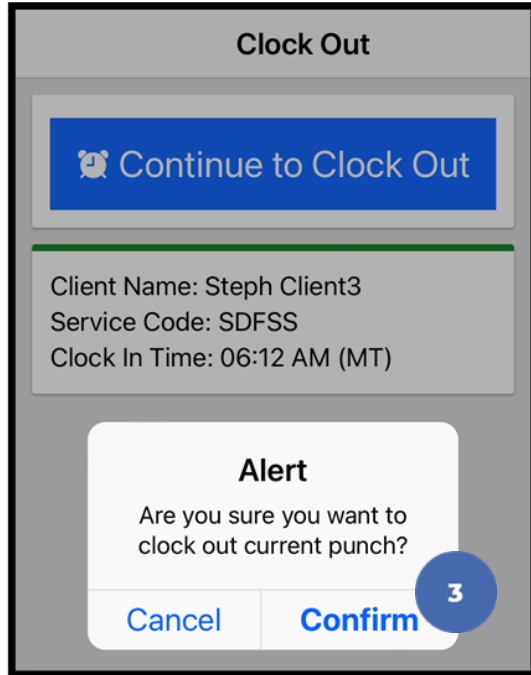
[Forgot Password?](#)




Clock Out

 Continue to Clock Out **2**

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 01:17 PM (MT)



Clock Out

 Continue to Clock Out

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 06:12 AM (MT)

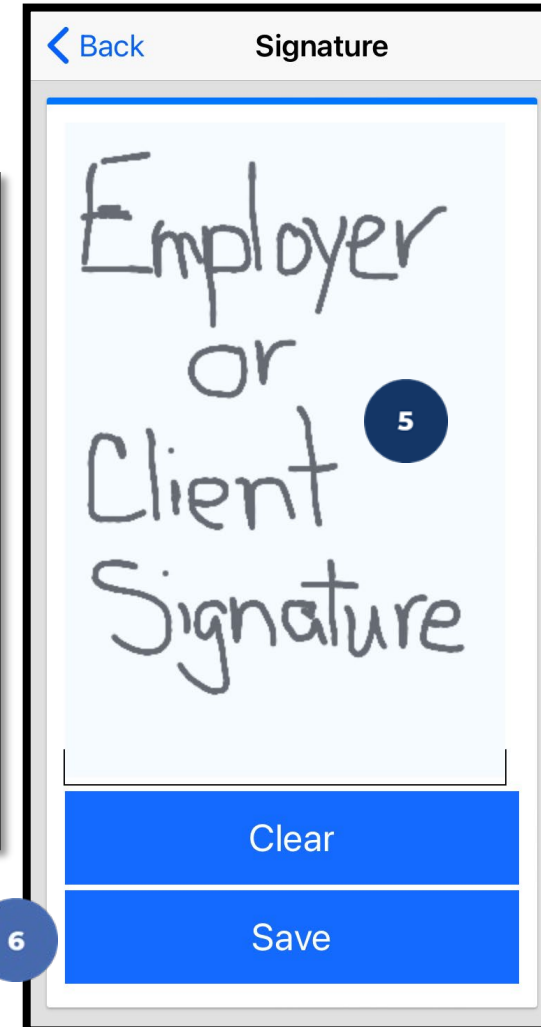
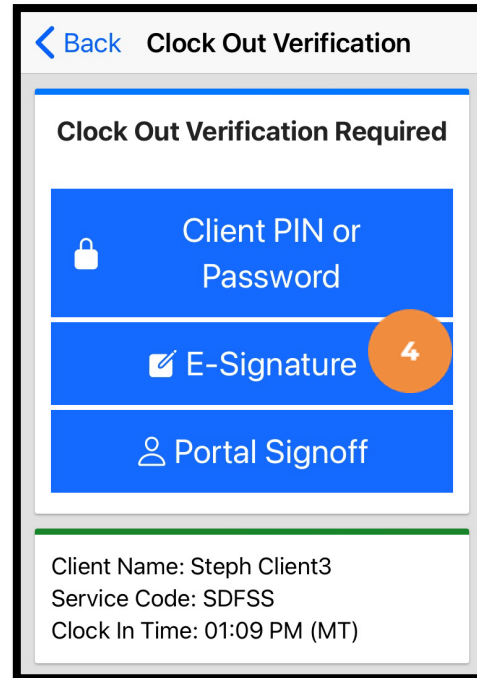
Alert
Are you sure you want to clock out current punch?

Cancel **Confirm** **3**

Clock Out - EVV Option #2 (cont.)

E-Signature

- Select the clock out verification type:
 - ✓ E-Signature
- Hand the mobile device to the client or employer, who signs their name on the device screen.
- The client or employer clicks **Save** to accept the signature
 - Optionally, they may click **Clear** to rewrite their signature.
- The client or employer clicks **Confirm** to validate the signature and hands the mobile device back to the employee



Clock Out – EVV Option #2 (cont.)

The employee:

8. Enters any notes for the punch (optional)
9. Adds an attachment for the punch (optional)
10. Clicks the blue **Confirm Clock Out** button when ready
 - ✓ *This will stop the time for the shift*
11. Punch Confirmation
 - Punch details are shown
 - Click the blue **Home** button when ready

Clock Out

Clock Out Time: 07:32 AM (MT)

Add Notes 8

Add Attachment 9

Confirm Clock Out 10

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 07:29 AM (MT) verified by Signature

Punch Information

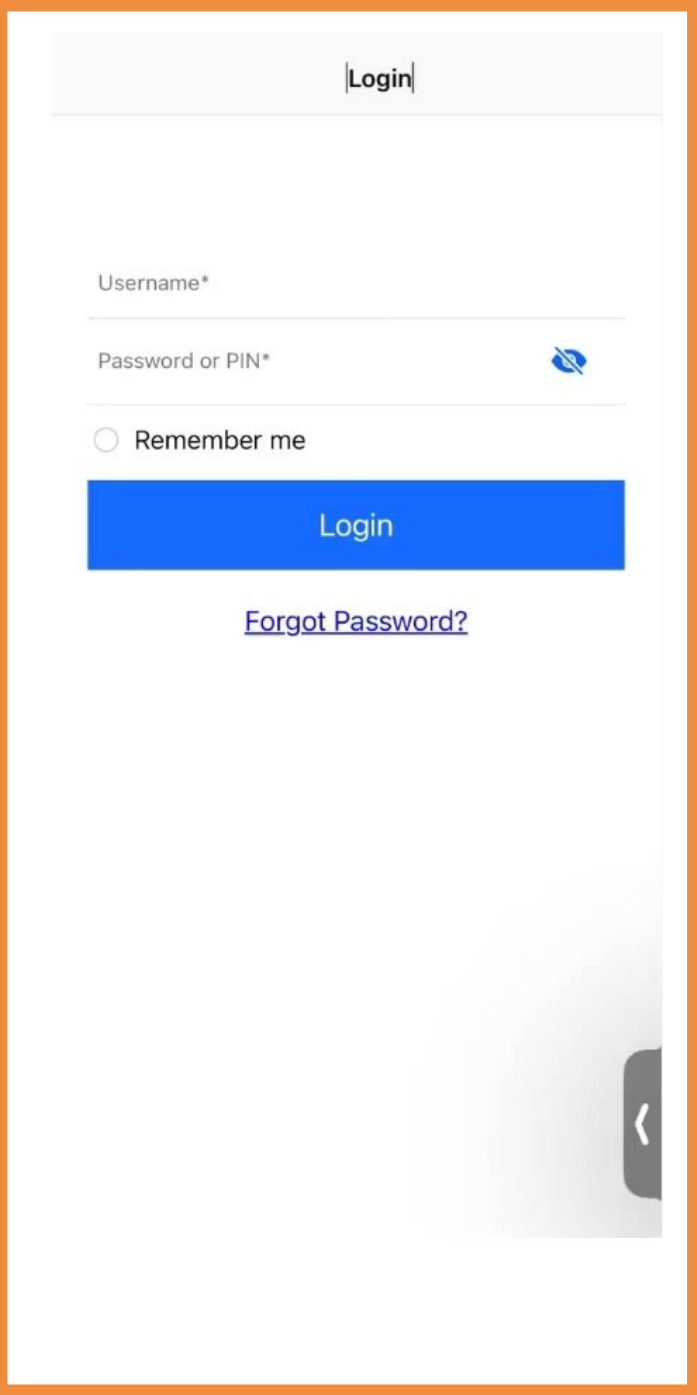
Client Name: Steph Client3 11
Service Code: SDFSS
Clock Out Time : 07:32 AM (MT)
verified by Signature

Home

Congratulations!
The shift is complete.


Mobile App Video

Clock in and Out Using E-Signature Option



Login

Username*

Password or PIN* 

Remember me

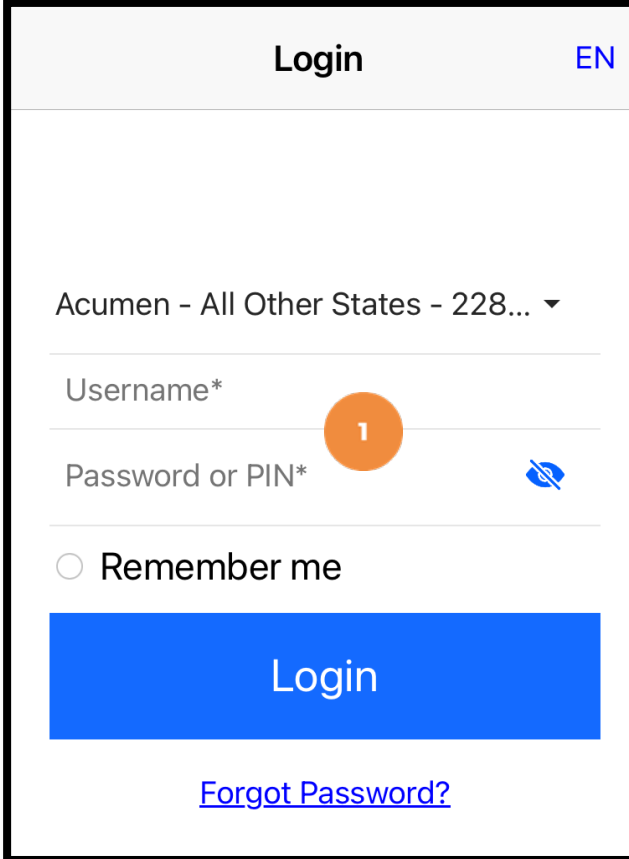
Login

[Forgot Password?](#)

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



Login EN

Acumen - All Other States - 228... ▾

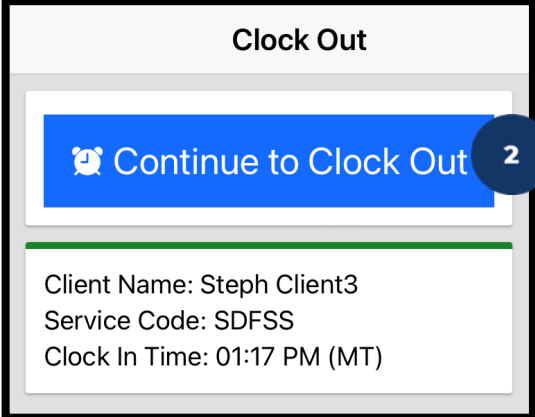
Username*

Password or PIN* 1


Remember me

Login

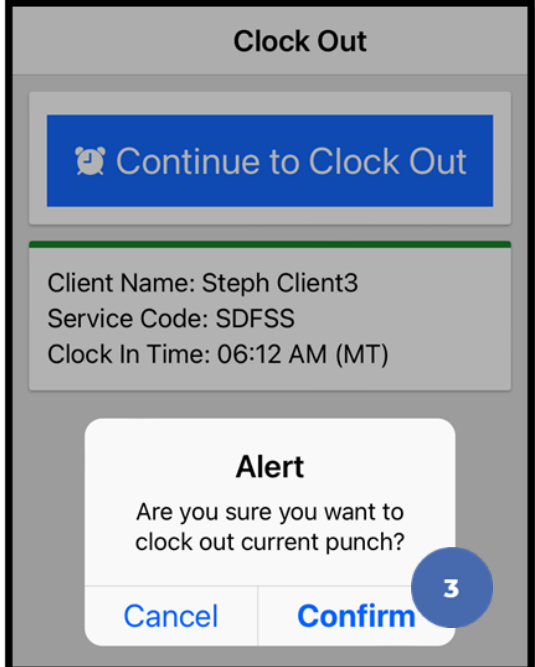
[Forgot Password?](#)




Clock Out

 Continue to Clock Out 2

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 01:17 PM (MT)



Clock Out

 Continue to Clock Out

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 06:12 AM (MT)

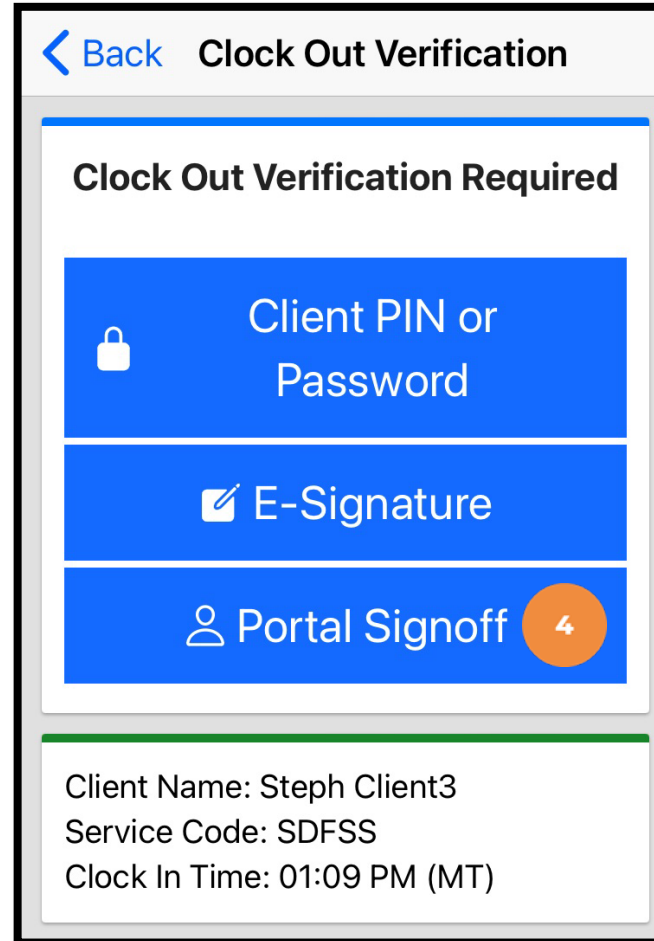
Alert
Are you sure you want to clock out current punch?

Cancel Confirm 3

Clock Out - EVV Option #3 (cont.)

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

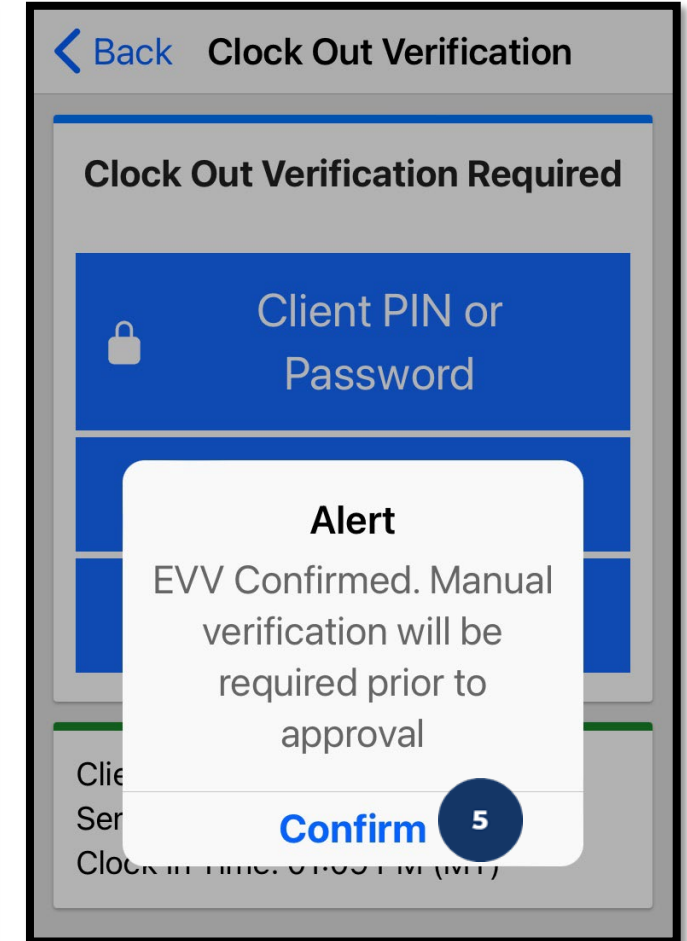
Clock Out Verification Required

Client PIN or Password

E-Signature

Portal Signoff 4

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 01:09 PM (MT)



← 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

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 01:09 PM (MT)

Clock Out – EVV Option #3 (cont.)

The employee:

6. Enters any notes for the punch (optional)
7. Adds an attachment for the punch (optional)
8. Clicks the blue **Confirm Clock Out** button when ready
 - ✓ *This will stop the time for the shift*
9. Punch Confirmation
 - Punch details are shown
 - Click the blue **Home** button when ready

Clock Out

Clock Out Time: 01:11 PM (MT)

Add Notes 6

Add Attachment 7

Confirm Clock Out 8

Client Name: Steph Client3
Service Code: SDFSS
Clock In Time: 01:09 PM (MT) verified by Portal Signoff

Punch Information

Client Name: Steph Client3 9
Service Code: SDFSS
Clock Out Time : 01:10 PM (MT)
verified by Portal Signoff

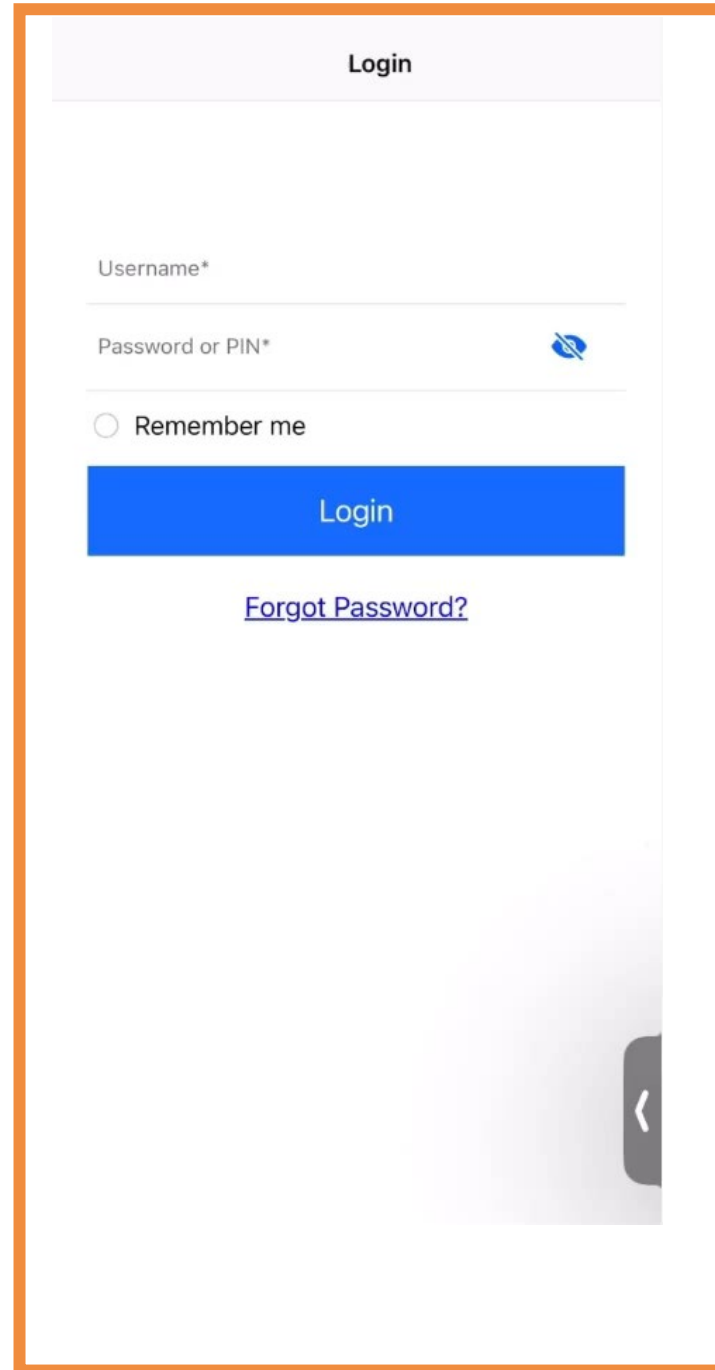
Home

Congratulations!
The shift is complete.

Mobile App Video

Clock in and Out Using Portal Signoff Option

Proprietary: For Acumen and Customer Use Only

A screenshot of a mobile application's login screen. The screen is titled "Login" at the top. It features two input fields: "Username*" and "Password or PIN*", both with asterisks indicating they are required. The password field has a blue eye icon to its right, which is currently closed. Below the password field is a radio button labeled "Remember me". A prominent blue button with the text "Login" is centered on the screen. Below the button is a blue underlined link that says "Forgot Password?". At the bottom right of the screen, there is a grey back arrow icon.

Login

Username*

Password or PIN*

Remember me

Login

[Forgot Password?](#)

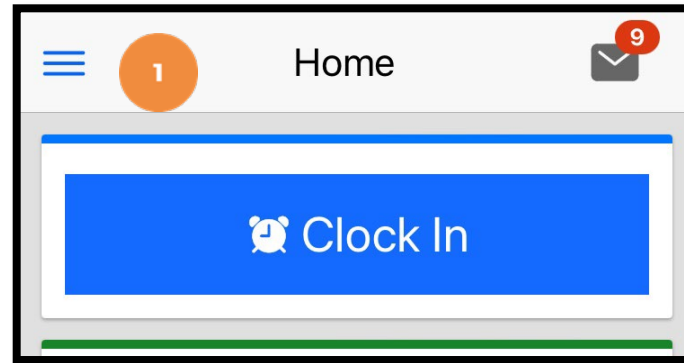
Mobile App Offline Mode



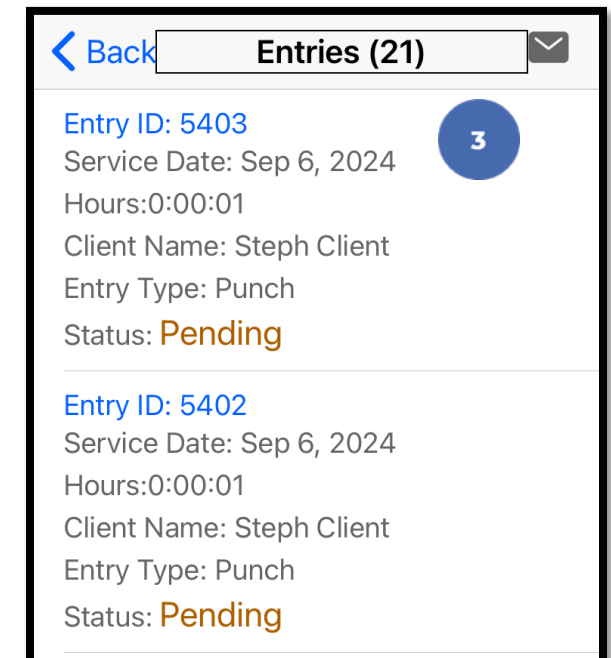
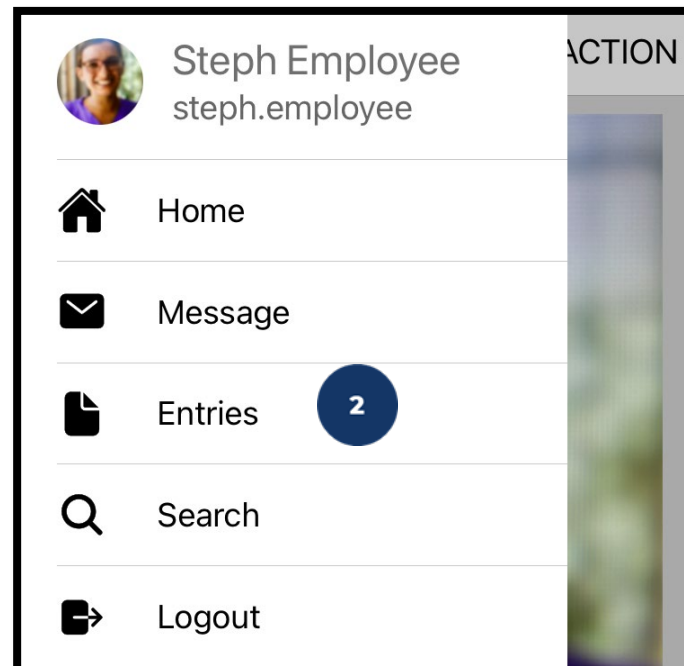
- Offline mode allows the employee to use the mobile app on a **registered device** when the device is not connected to the internet or loses connection while the app is in use
 - ✓ **Please note:** A device is registered automatically the first time the user logs into the mobile app while connected 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



***Please note:** Punches cannot be edited in the mobile app. Please edit the punch via the web portal.



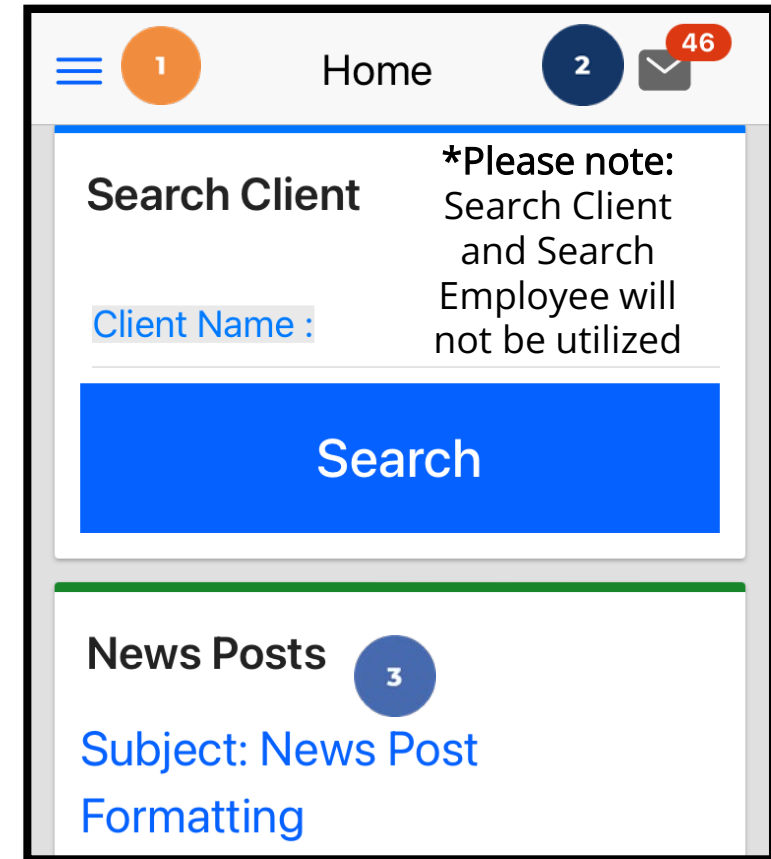
Employer Mobile App

Dashboard



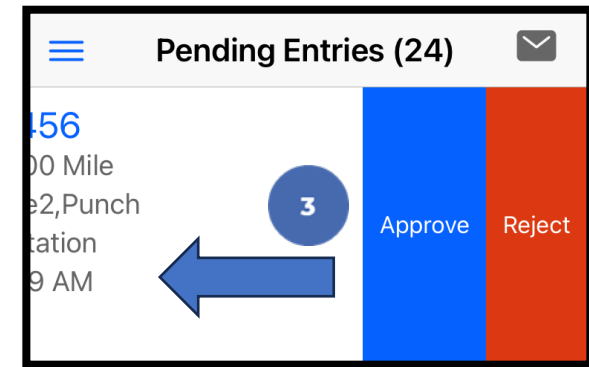
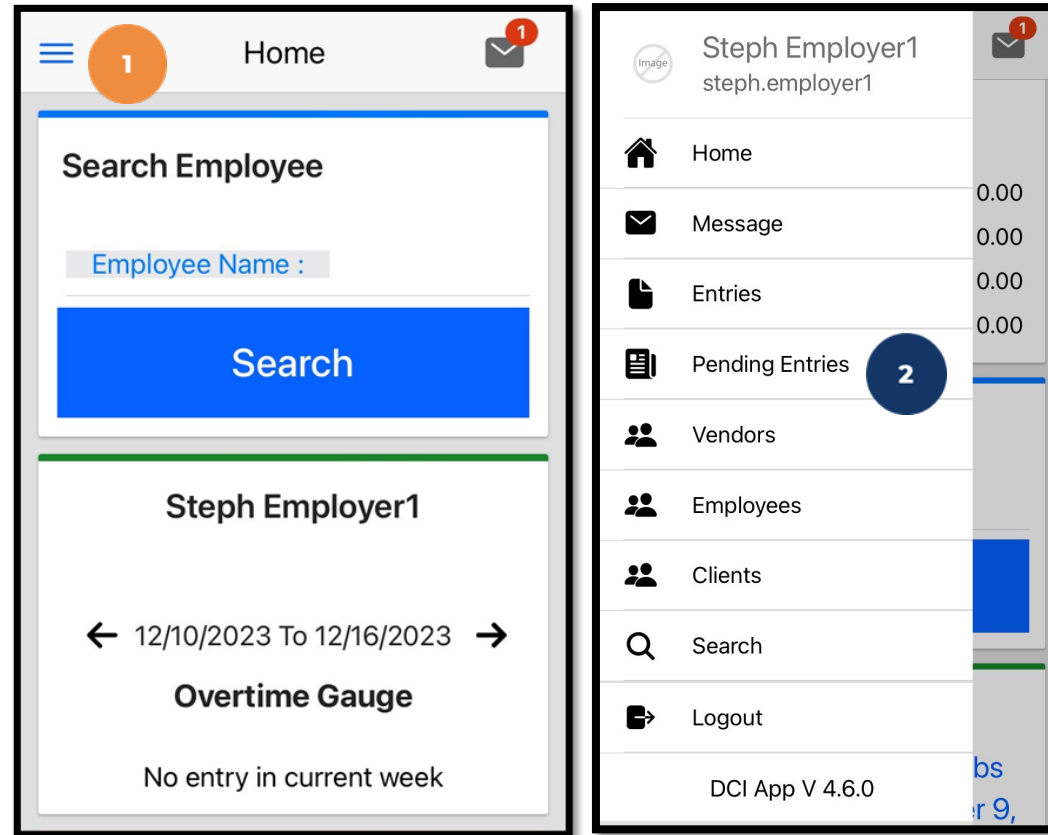
After logging in, the Dashboard or home page, displays.

1. Click the **Menu** in the top left corner of the screen to access all available submenu items
2. Click the envelope icon to access the messaging module
 - ✓ View and send secure messages within DCI
3. Scroll down to view News Posts
 - ✓ Important information from the program
 - ✓ News Posts may also display as splash screens which show immediately after log-in. Read and click **OK** to acknowledge.



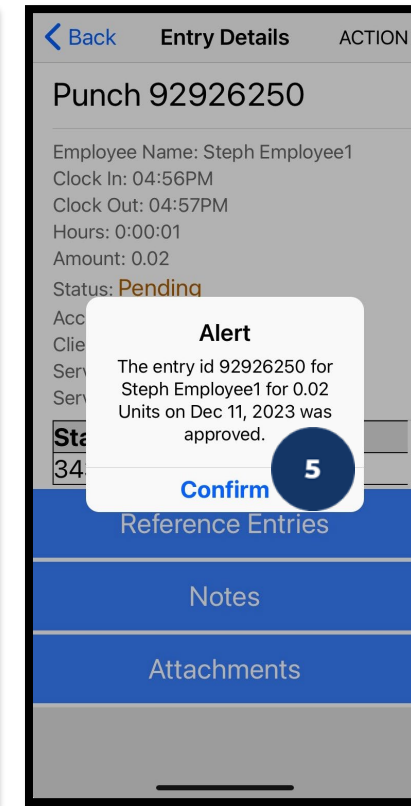
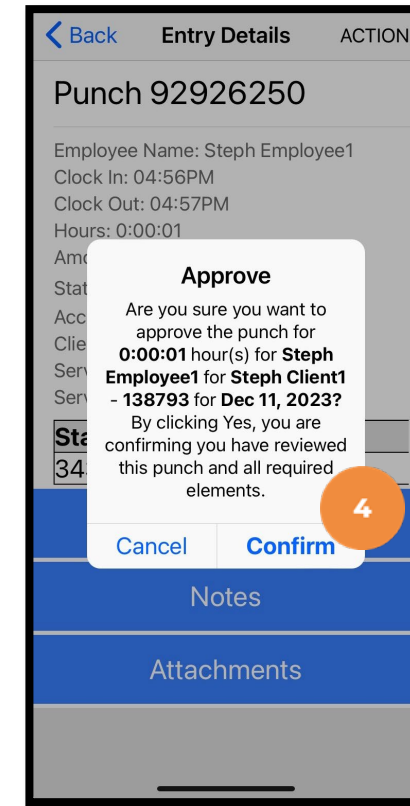
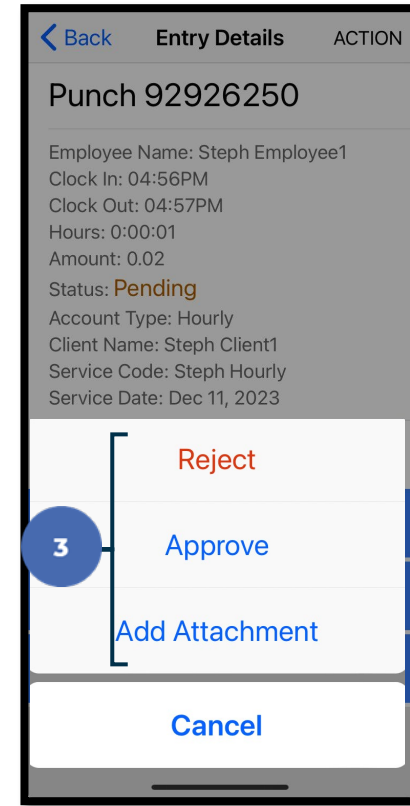
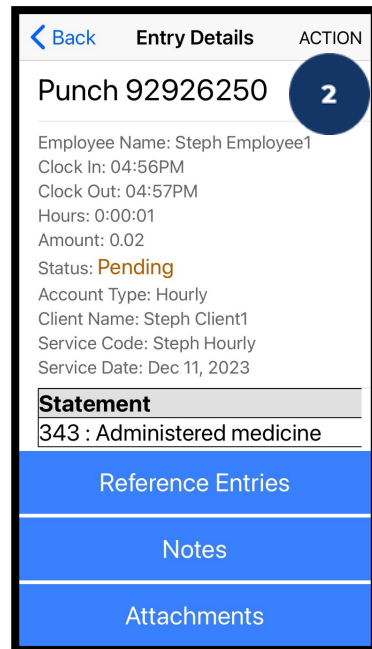
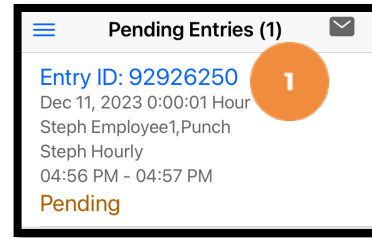
Review & Approve Entries

1. Click the **Menu** in the top left corner of the screen
2. Select **Pending Entries** on the submenu
3. **Swipe left** on the punch to select either the blue **Approve** button or the red **Reject** button



Review & Approve Entries (cont.)

1. Alternatively, click the blue entry ID hyperlink to open the entry details and take action
2. Click ACTION in the top right corner
3. Select Reject, Approve, or Add Attachment.
4. On the pop-up alert window, view the punch details and Click Confirm to initiate the confirmation process.
5. 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 60 days of the date of service.


*After 60 days the approval will be prohibited as it will violate the timely filing business rule

Mobile App Video

Employer Reviews & Approves Entries

|Login| EN

Username*

Password or PIN* 

Remember me

Login

[Forgot Password?](#)

DCI Web Portal

Proprietary: For Acumen and Customer Use Only



Navigation

**Full Site – Most compatible when
accessed via desktop or laptop**

Web Portal Basics

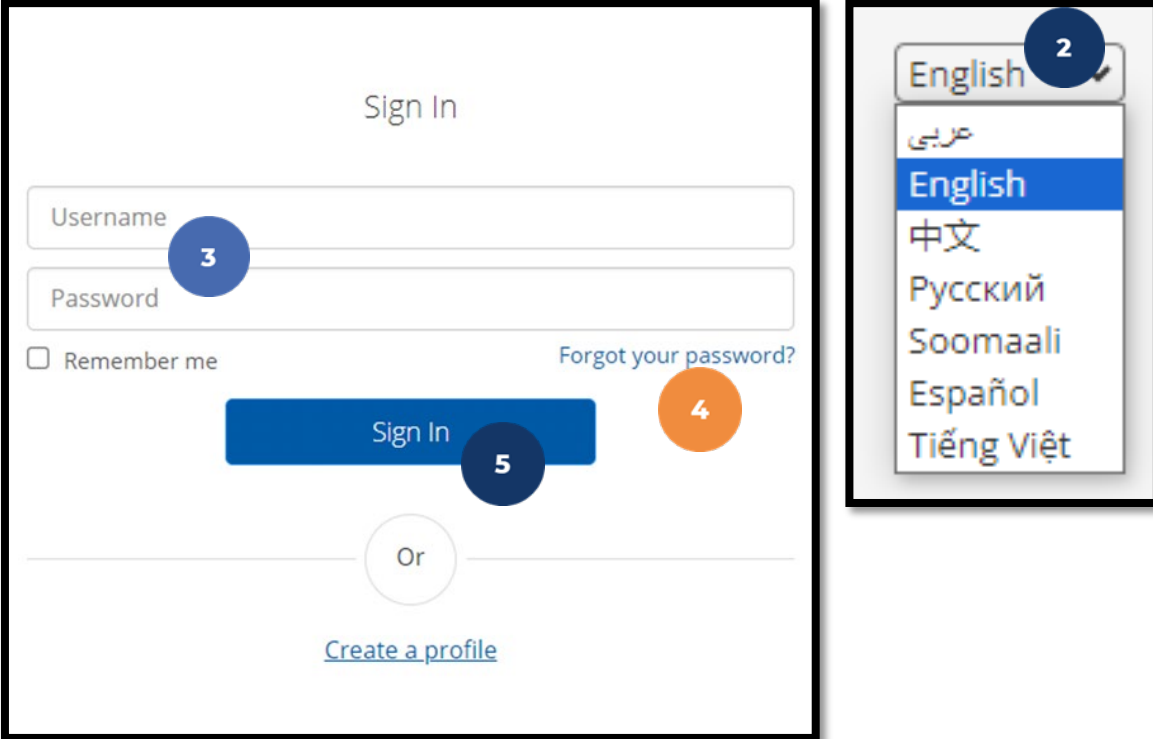
- The employer (ER)/designated representative (DR) reviews and manages time & enters vendor payments
- Employees correct punches and/or enter historical time
- Users may update profile settings



Accessing the DCI Web Portal

1. Open an internet browser on a computer or mobile device (Google Chrome is preferred) and navigate to the [DCI Web Portal](#)
2. Use the language drop-down in the top right corner to select the preferred language
 - The page will now display in the new language each time you log in
 - This feature is only available for employees
3. Enter **username** and **password**
 - Credentials provided by Acumen
4. Utilize the “**Forgot your password?**” link if needed
5. Click the blue **Sign In** button

1 acumen.dcisoftware.com



The screenshot shows the sign-in page with the following elements and callouts:

- 1**: The URL acumen.dcisoftware.com in the browser address bar.
- 2**: The language drop-down menu in the top right corner, showing options: English (selected), العربية, English, 中文, Русский, Soomaali, Español, and Tiếng Việt.
- 3**: The Username input field.
- 4**: The Forgot your password? link.
- 5**: The blue Sign In button.

Other visible elements include a Password input field, a Remember me checkbox, an Or separator, and a [Create a profile](#) link.

***Please note:** Contact Acumen with login issues

Profile Settings

***Please note!** Profile settings are only available on the full site

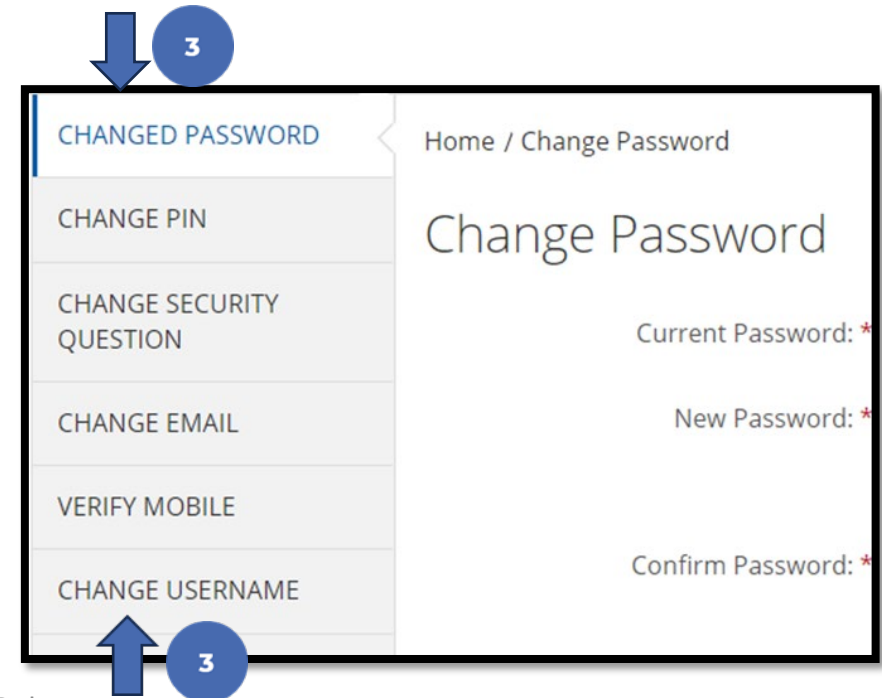
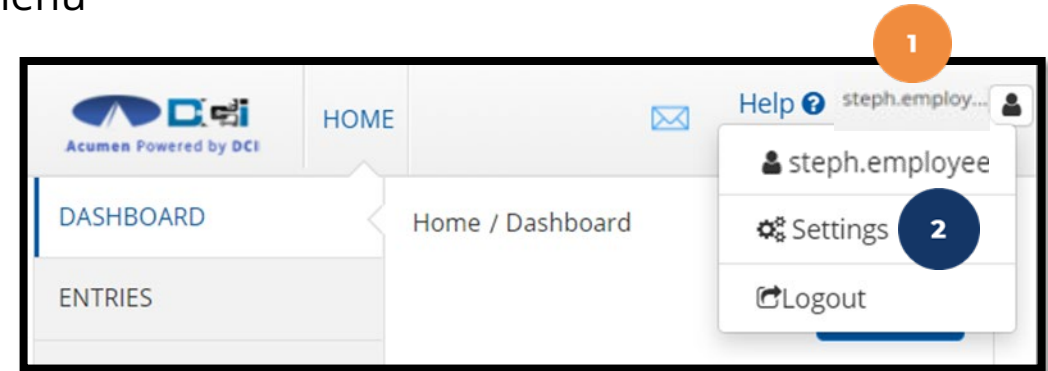


1. Click the **username** in the top right corner of the main menu

2. Click **Settings**

3. Select a submenu tab to update:

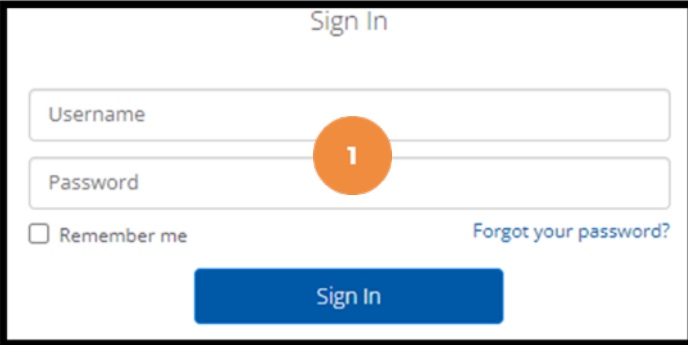
- Change Password – Used for login
- Change PIN – A number that can be used instead of a password when logging into the mobile app. *Required for employees if using Phone EVV IVR.*
- Change Security Question
- Change Email – A valid and correct email address is required for password recovery
- Verify Mobile
- Change Username – Used for login



Add / Change PIN

***Please Note!** The PIN can only be added or changed in the web portal

1. Log in to the DCI web portal
2. Click the username in the top right corner of the main menu
3. Click **Settings** from the drop-down menu
4. Select **Change PIN** or **Add New PIN**
 - ✓ Add New PIN after a reset
 - ✓ Change PIN anytime
5. Enter password
6. Click the blue **Verify** button



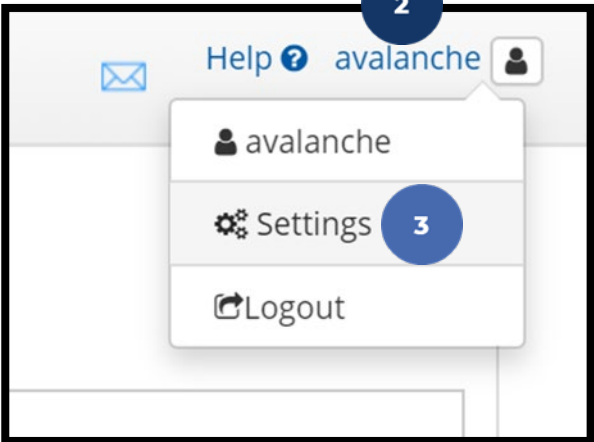
Sign In

Username **1**

Password

Remember me [Forgot your password?](#)

Sign In

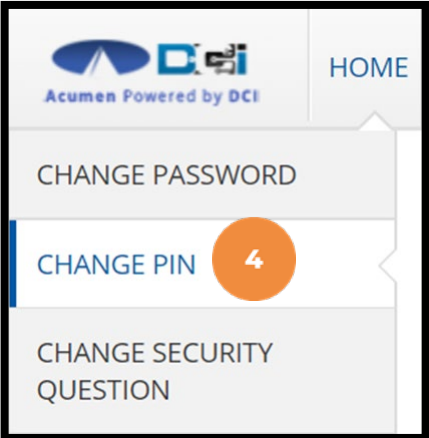


Help ? avalanche **2**

avalanche

Settings **3**

Logout



Acumen Powered by DCI HOME

CHANGE PASSWORD

CHANGE PIN **4**

CHANGE SECURITY QUESTION



Password: * Please enter password **5**

Cancel Verify **6**

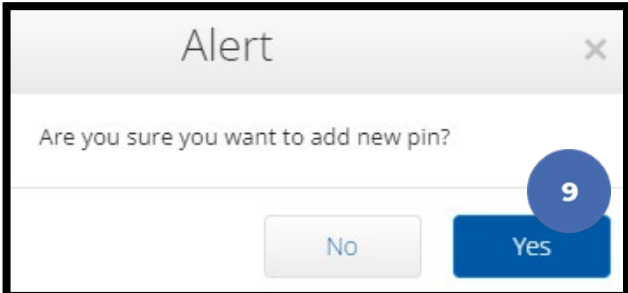
Add / Change PIN (cont.)

7. Complete the New Pin field and retype the pin in the Confirm Pin field
8. Click the blue **Change Pin** button
9. Select **Yes** to confirm the pin change
10. A green bar stating “Pin Changed Successfully!” appears



A screenshot of a web form for changing a PIN. It features two input fields: "New Pin: *" and "Confirm Pin: *". Both fields contain the placeholder text "Please enter New Pin" and "Please Confirm Pin" respectively. An orange circle with the number "7" is positioned over the "Confirm Pin" field. To the right of the fields are two buttons: a grey "Cancel" button and a blue "Change Pin" button. A dark blue circle with the number "8" is positioned over the "Change Pin" button.

***Please Note!** The PIN can only be added or changed in the web portal

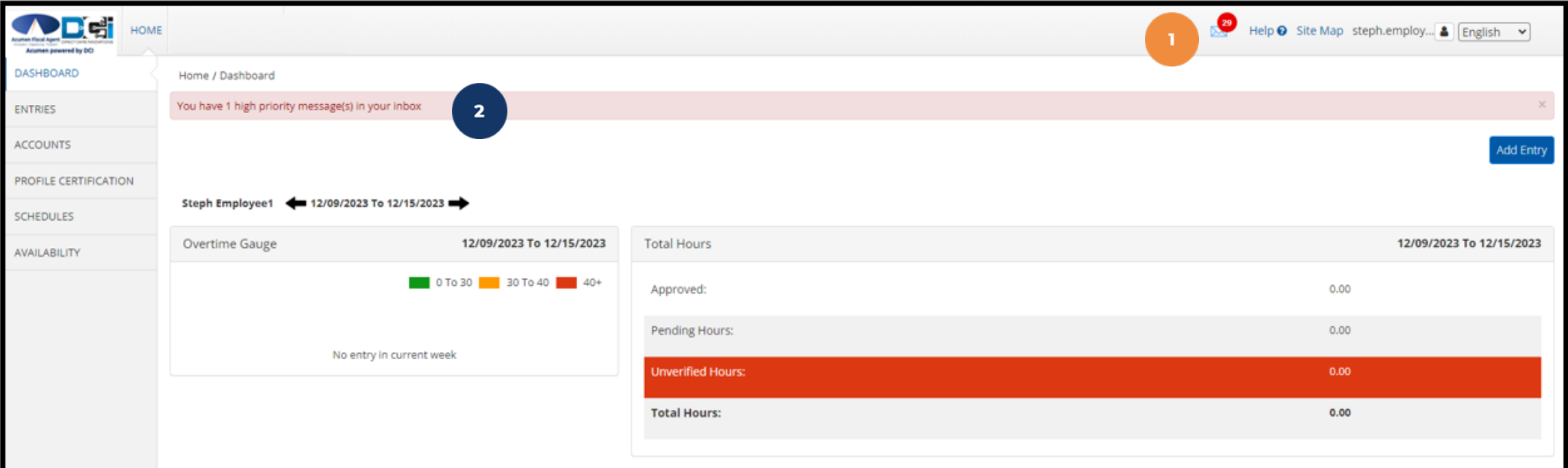


A screenshot of a confirmation alert dialog box titled "Alert". The dialog contains the question "Are you sure you want to add new pin?". At the bottom, there are two buttons: a grey "No" button and a blue "Yes" button. A dark blue circle with the number "9" is positioned over the "Yes" button.



Web Portal Messaging Module

1. Click the **Mail** icon (envelope) in the top right corner of the main menu to access the inbox
2. Alternatively, if the red **high priority message** banner displays, click it to access the inbox.



The screenshot shows the Acumen Fiscal Agent web portal dashboard. In the top right corner, there is a mail icon with a red notification bubble containing the number '1'. Below the navigation bar, a red banner displays the message: "You have 1 high priority message(s) in your inbox". A blue circle with the number '2' is placed over this banner. The main content area shows the user's name "Steph Employee1" and the date range "12/09/2023 To 12/15/2023". There is an "Add Entry" button in the top right. Below this, there is an "Overtime Gauge" section with a legend: 0 To 30 (green), 30 To 40 (yellow), and 40+ (red). The gauge shows "No entry in current week". To the right, there is a "Total Hours" table for the period "12/09/2023 To 12/15/2023".






Total Hours	12/09/2023 To 12/15/2023
Approved:	0.00
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	0.00

Web Portal Messaging Module

Select a message to view by clicking anywhere on the line




- ✓ Bold text indicates the message has not been read
- ✓ Light text indicates the message has been read
- ✓ A yellow star indicates a high priority message
- ✓ A paperclip indicates an attachment






<input type="checkbox"/>	★	Attachments	From	Subject	Date/Time	Action
<input type="checkbox"/>			DCI Support	Account Statement	07:42 AM	
<input type="checkbox"/>	★		DCI Support	Pin Added	06/04/2024 03:28 PM	
<input type="checkbox"/>	★		DCI Support	User Profile Unlocked	12/05/2023 02:53 PM	
<input type="checkbox"/>	★		DCI Support	User Locked Out	12/05/2023 02:48 PM	

View Paystubs/Statements via Messaging Module

1. Locate the Paystub/Statement message in the inbox and click anywhere on the line to view it
2. Click the **Attachments** tab
3. Click the **eye** icon in the download column to view the paystub/statement or the **download** icon to download it

<input type="checkbox"/>	★	Attachments	From	Subject	Date/Time	Action
<input type="checkbox"/>			DCI Support	Account Statement	07:42 AM	 

Notes **Attachments** 2

<input type="checkbox"/>	Date	File Name	File Type	File Size	Added By	Download	Status
<input type="checkbox"/>	Aug 27, 2024	Account Statement.pdf		82.16 KB	Stephanie Smith	 	Active

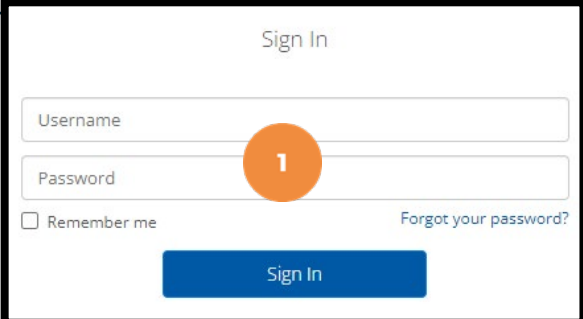
3

Employee Web Portal

Home Tab Details & Add New Entry

acumen.dcisoftware.com

1. Log in to the [DCI Web Portal](#)
2. Select the **Entries** tab to view a complete list of submitted time entries
3. Overtime Gauge & Total Hours display for the current calendar week
4. Click the **Add Entry** button to enter a historical time punch

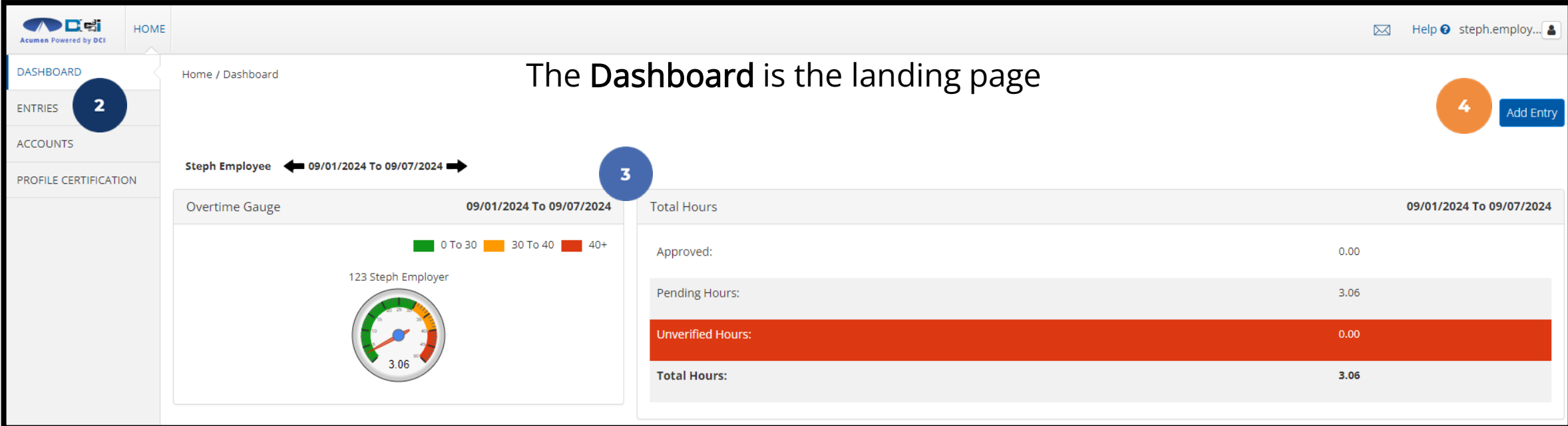


Sign In

Username

Password

Remember me [Forgot your password?](#)



The Dashboard is the landing page

HOME

DASHBOARD

ENTRIES **2**

ACCOUNTS

PROFILE CERTIFICATION

Steph Employee ← 09/01/2024 To 09/07/2024 →

Overtime Gauge 09/01/2024 To 09/07/2024

123 Steph Employer

3.06

0 To 30 30 To 40 40+

Total Hours 09/01/2024 To 09/07/2024

Approved:	0.00
Pending Hours:	3.06
Unverified Hours:	0.00
Total Hours:	3.06

Add New Entry (cont.)

5. Type a minimum of three characters to generate results and select the Client's name from the list
6. Select the SDFSS Service Code
7. Select the Service Date
8. Enter the Check In (start) and Check Out (end) times
9. Select the Pay Rate Name
 - Behavioral Training = BTM
 - Social/Recreation = REC
 - Daily Living Skills = LVS
 - Specialized Therapeutic Services = THR
 - Specialized Care = SPC

Add New Entry

Entry Type: * Punch

Employee Name: Steph Employee

Account Type: * Hourly

Client: * Steph Client - 125 5

Service Code: * SDFSS 6

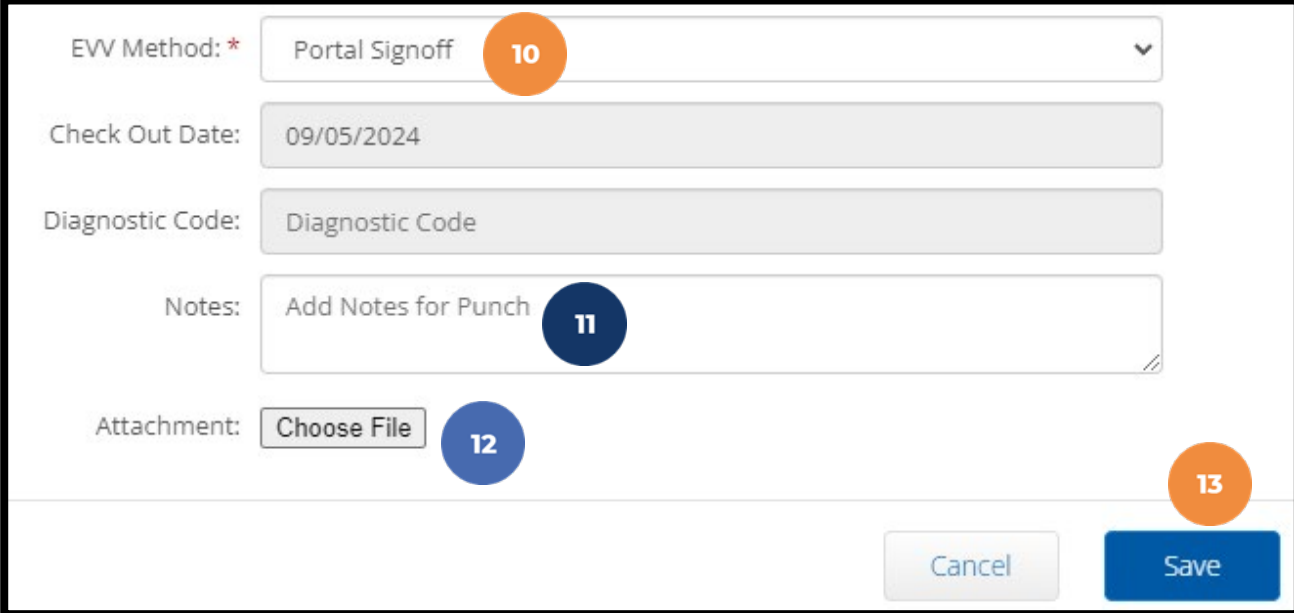
Service Date: * 09/05/2024 7

8 Check In: * 6:00 AM Check Out: * 8 9:00 AM

Pay Rate Name: * THR 9

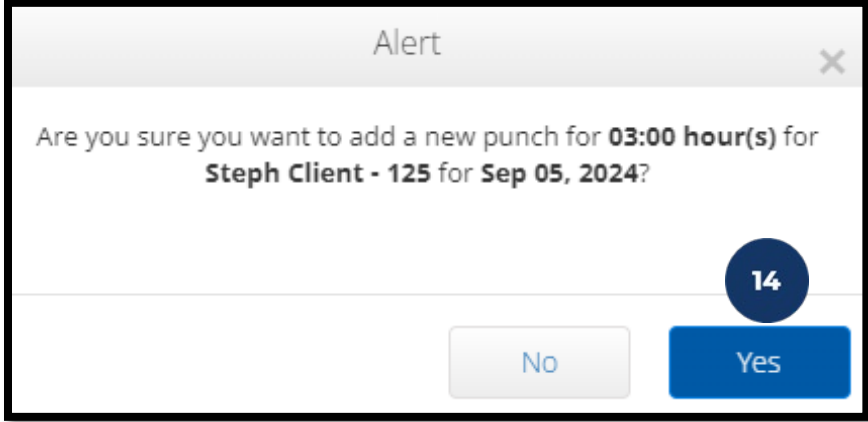
Add New Entry (cont.)

10. Select Portal Signoff as the EVV Method
11. Enter Notes for the punch (optional)
12. Click the **Choose File** button to select and upload Attachments (optional)
13. Click **Save**
14. Click **Yes** to submit



The screenshot shows a form with the following fields and callouts:

- EVV Method: *** Portal Signoff (Callout 10)
- Check Out Date:** 09/05/2024
- Diagnostic Code:** Diagnostic Code
- Notes:** Add Notes for Punch (Callout 11)
- Attachment:** Choose File (Callout 12)
- Buttons:** Cancel and Save (Callout 13)



The screenshot shows an alert dialog box with the following text and callouts:

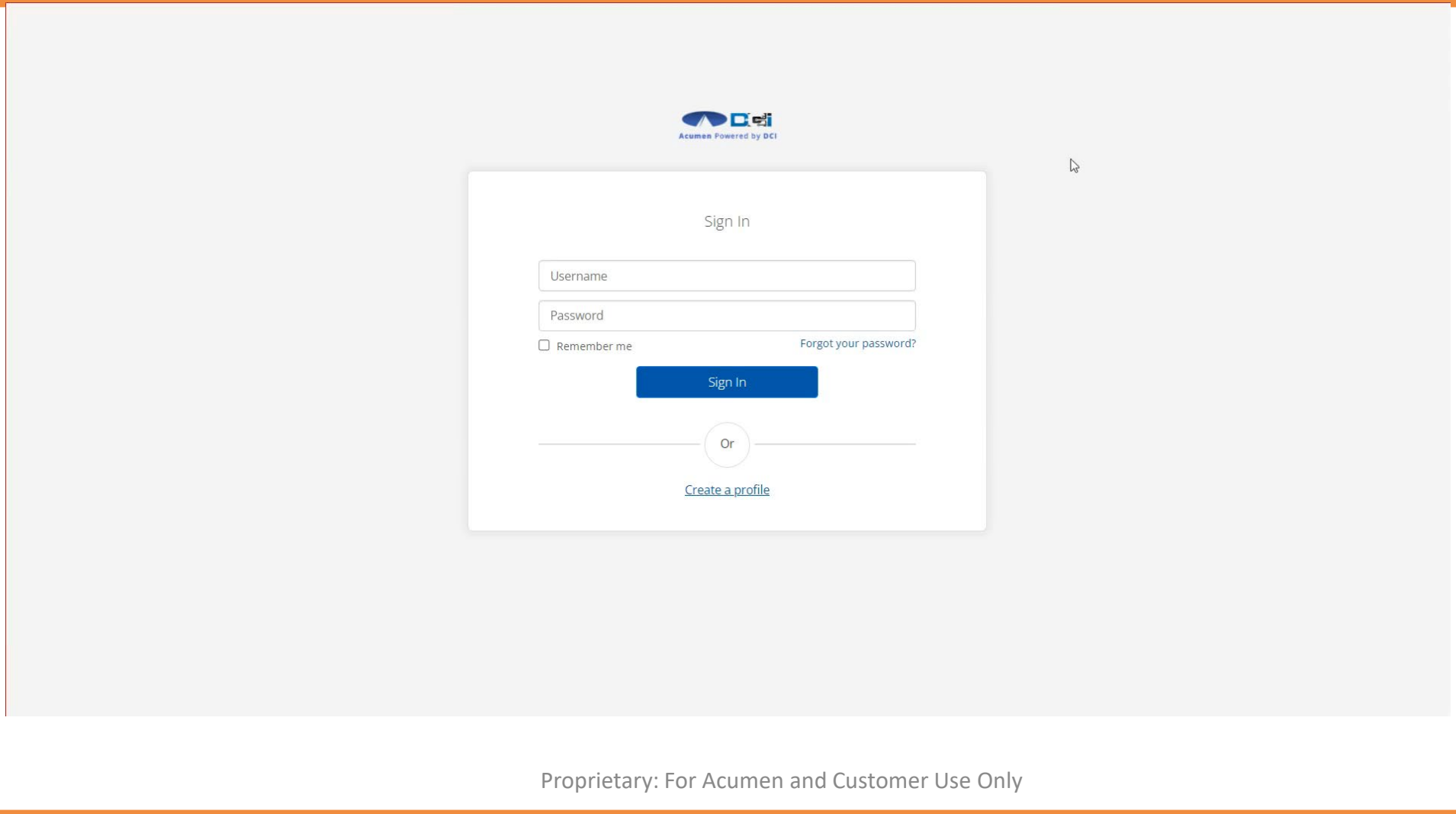
Alert

Are you sure you want to add a new punch for **03:00 hour(s)** for **Steph Client - 125** for **Sep 05, 2024**?

Buttons: No and Yes (Callout 14)

Web Portal Video

Employee Adds (Historical) Entry



The screenshot shows a web portal sign-in page. At the top center is the logo for "Acumen Powered by DCI". Below the logo is a white sign-in form with the following elements:

- A "Sign In" heading.
- A "Username" input field.
- A "Password" input field.
- A checkbox labeled "Remember me" on the left and a link "Forgot your password?" on the right.
- A blue "Sign In" button.
- A horizontal line with a circle containing the word "Or" in the center.
- A link "Create a profile" below the line.

Proprietary: For Acumen and Customer Use Only





Acumen Fiscal Agent
Innovation • Opportunity • Freedom

Edit Entry

***Please note!** Only entries in a Pending status can be edited by the employee. Contact Acumen for assistance if in any other status.

1. Log in to the [DCI Web Portal](#)
2. Click **Entries** on the submenu
3. Click anywhere on the line of the punch entry to be edited
4. Click the **Actions** button in the top right corner
5. Select **Edit Entry** from the drop-down menu

Sign In

Username

Password

Remember me [Forgot your password?](#)

Sign In

Acumen Powered by DCI

HOME

DASHBOARD

ENTRIES 2

ACCOUNTS

PROFILE CERTIFICATION

Id	Service Date	Start Time	End Time	Type	Account Type	Ref.	Client Name	Service Code	Amount	Unit Type	Status
92926243	Dec 02, 2023	10:30 AM	02:30 PM	Punch	Hourly		Steph_Client1	Steph Hourly	0:04:00	Hourly	Pending

Actions 4

- New Note
- New Attachment
- Edit Entry 5
- Reject

Edit Entry (cont.)

***Please note!** Only entries in a Pending status can be edited by the employee



6

Entry Type: * Punch

Employee Name: Steph Employee - 125

Account Type: * Hourly

Client: * Steph Client - 550

Service Code: * SDFSS

Select Date: * 09/05/2024

Check In: * 6:00 AM Check Out: * 9:00 AM

Pay Rate Name: THR

Check Out Date: 09/05/2024

EVV Method: * Portal Signoff

Diagnostic Code: Diagnostic Code

Notes: Add Notes for Punch

Attachment: Choose File

7

Cancel Save

6. Complete the necessary changes in the Edit Entry form wizard
7. Click **Save**
8. Click **Yes** to confirm the changes

The edited entry moves into a Rejected status, and a new (corrected) entry in Pending status is created.

Alert

Are you sure you want to cancel the existing punch for **0:03:00** hour(s) for **Sep 05, 2024** and add a new punch for **02:30** hour(s) for **Steph Employee** for **Steph Client-550** for **Sep 05, 2024**?

8

No Yes

Web Portal Video

Employee Edits (Historical) Entry

Acumen Powered by DCI

Sign In

Username

Password

Remember me [Forgot your password?](#)

Sign In

Or

[Create a profile](#)

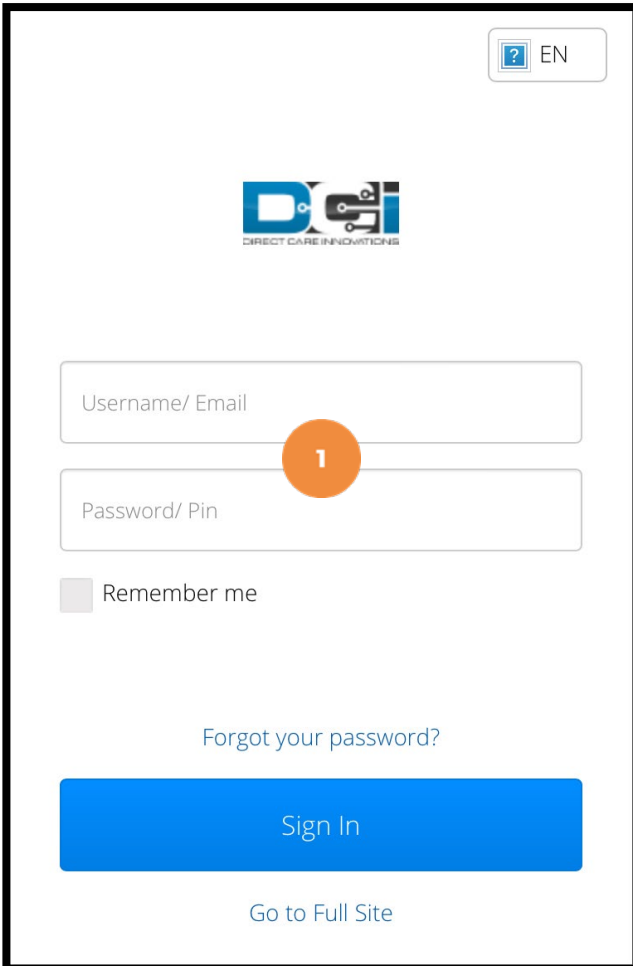
Proprietary: For Acumen and Customer Use Only



Employee Mobile Web Portal

Accessed via smartphone or tablet

Add New Entry - Mobile Device



EN

DCI
DIRECT CARE INNOVATIONS

Username/ Email

Password/ Pin

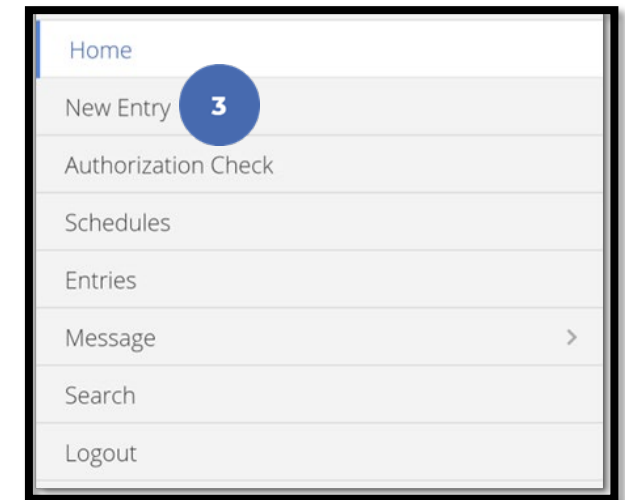
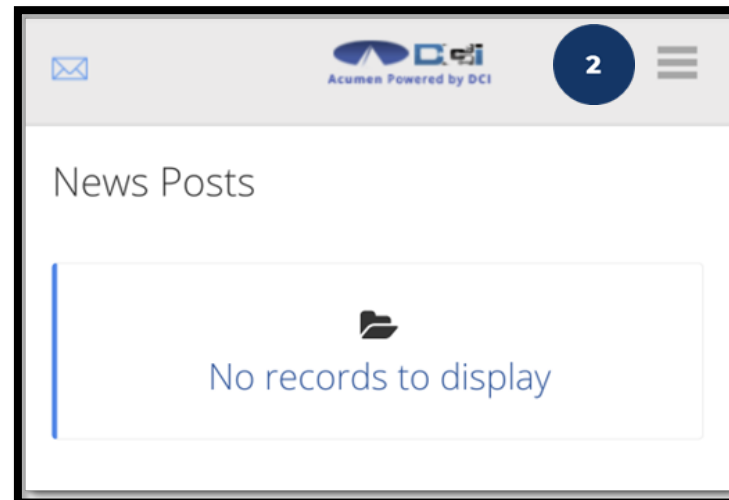
Remember me

Forgot your password?

Sign In

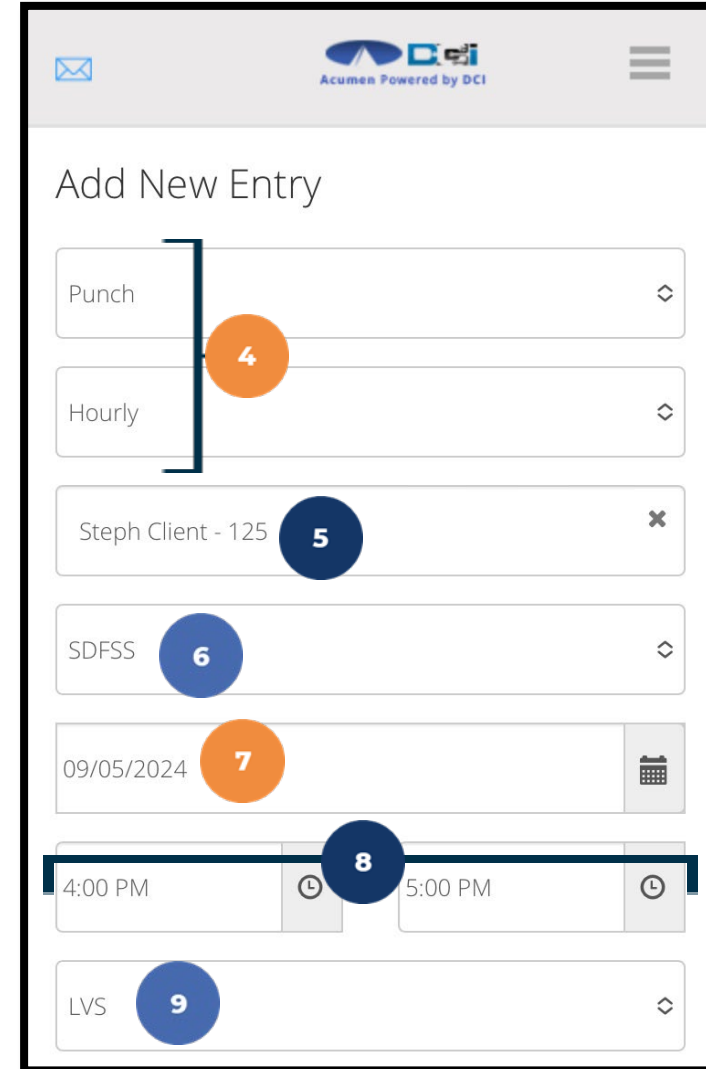
Go to Full Site

1. Log in to the DCI Web Portal on a mobile device
2. Click the **Menu** in the top right corner of the screen
3. Select the **New Entry** tab from the submenu



Add New Entry - Mobile Device (cont.)

- The first two fields are prefilled
- Type a minimum of three characters to generate results and select the Client's name from the list
- Select the SDFSS Service Code
- Select the Service Date
- Enter the Check In (start) and Check Out (end) times
- Select the Pay Rate Name
 - Behavioral Training = BTM
 - Social/Recreation = REC
 - Daily Living Skills = LVS
 - Specialized Therapeutic Services = THR
 - Specialized Care = SPC

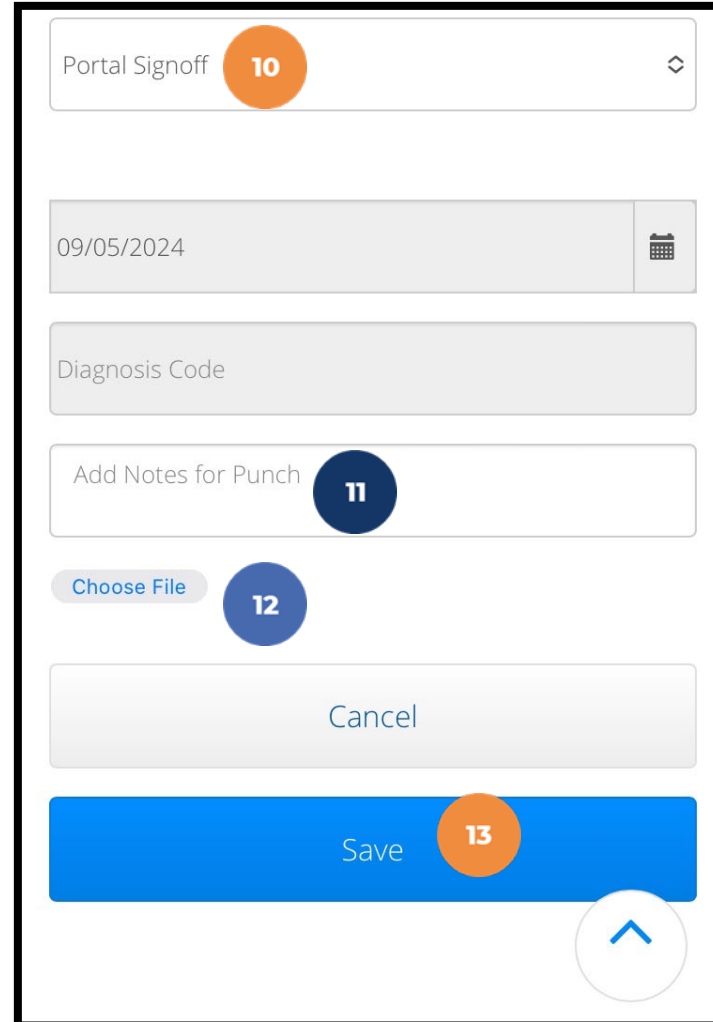


The screenshot shows the 'Add New Entry' form on a mobile device. The form has a header with the Acumen logo and 'Acumen Powered by DCI'. Below the header, the title 'Add New Entry' is displayed. The form contains several input fields, each with a numbered callout:

- Callout 4: A bracket groups the 'Punch' and 'Hourly' dropdown menus.
- Callout 5: A blue circle highlights the 'Steph Client - 125' text in the client selection field.
- Callout 6: A blue circle highlights the 'SDFSS' text in the service code dropdown.
- Callout 7: An orange circle highlights the date '09/05/2024' in the service date field.
- Callout 8: A blue circle highlights the time range '4:00 PM' to '5:00 PM' in the check-in/out time field.
- Callout 9: A blue circle highlights the 'LVS' text in the pay rate name dropdown.

Add New Entry - Mobile Device (cont.)

10. Select Portal Signoff as the Method
11. Enter Notes for the punch (optional)
12. Click the **Choose File** button to select and upload Attachments (optional)
13. Click **Save**



Portal Signoff 10

09/05/2024

Diagnosis Code

Add Notes for Punch 11

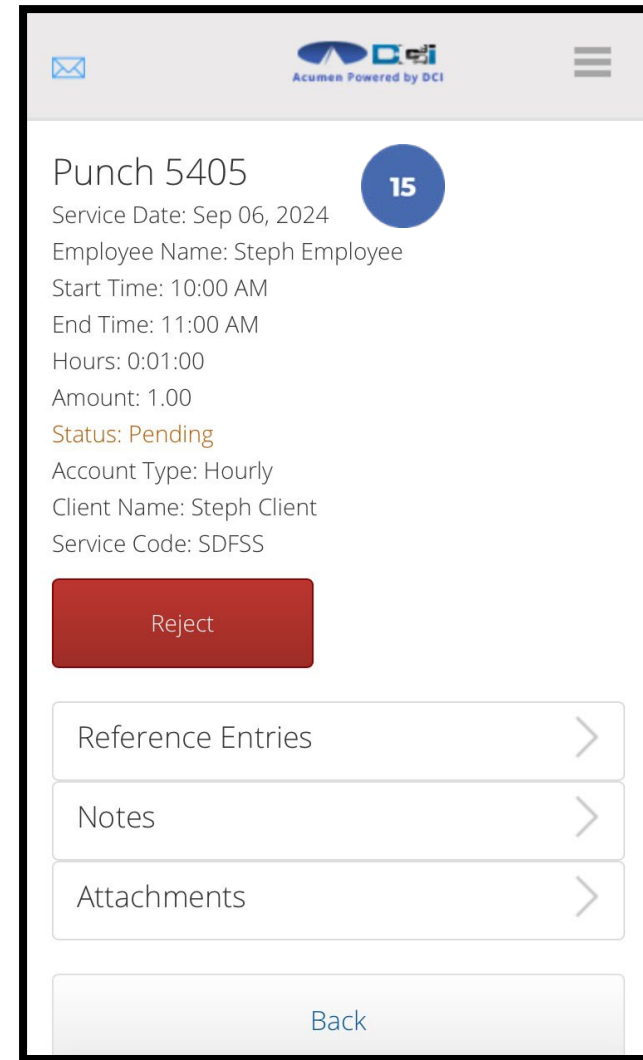
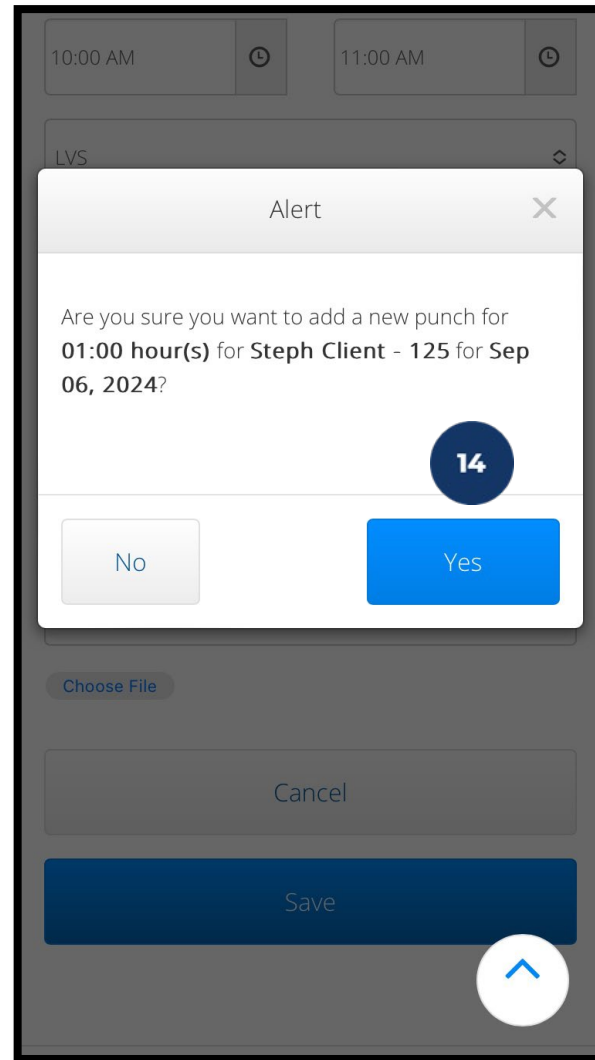
Choose File 12

Cancel

Save 13

Add New Entry - Mobile Device (cont.)

14. Click **Yes** to submit
15. The punch has been submitted



Employer Web Portal

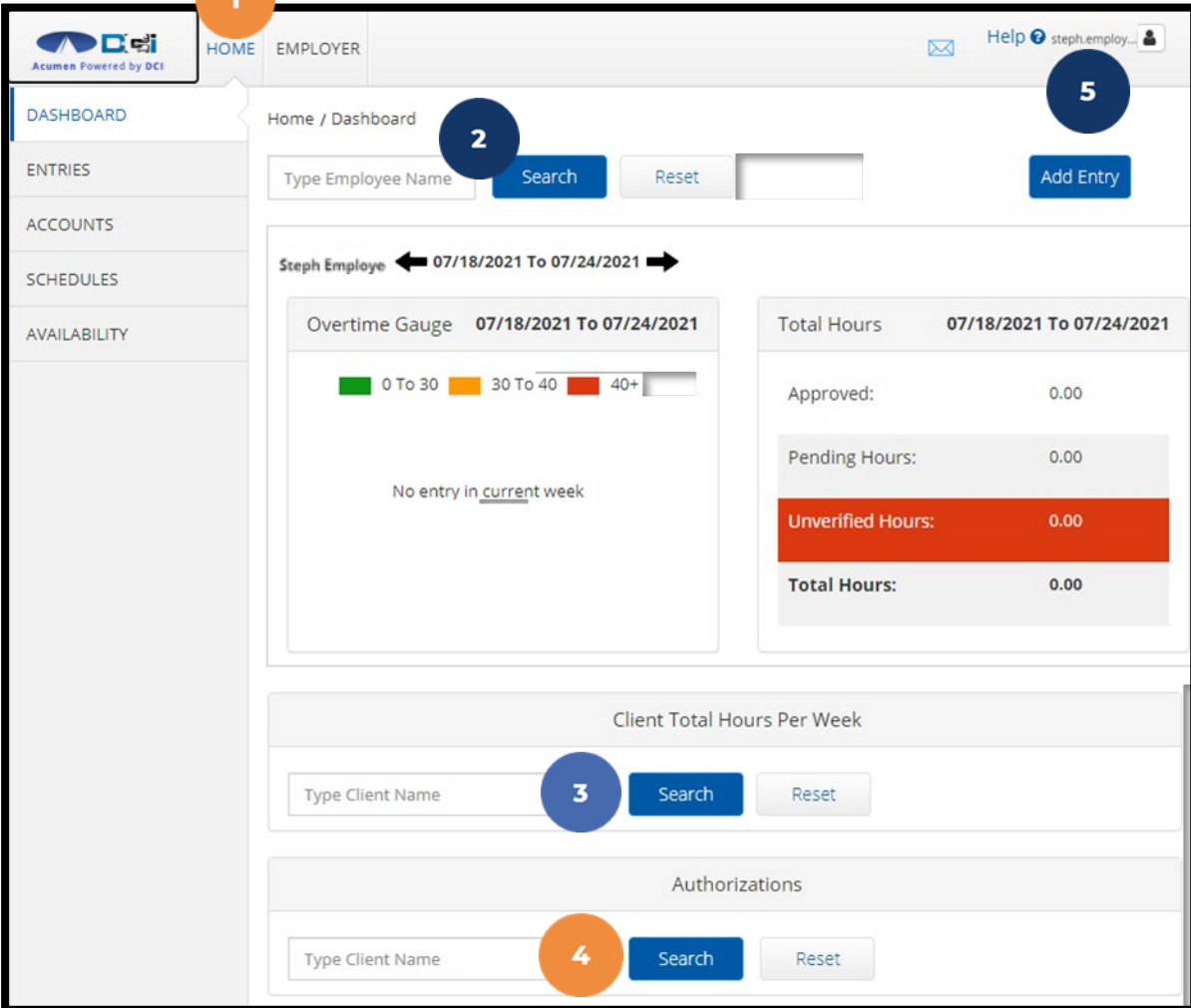
Full Site – Most compatible when accessed via computer or laptop

***Please note!** Employer mobile web portal actions are similar to the web portal but are compatible with a mobile device and do not require horizontal scrolling.

Home Tab Details

1. Select **Home** on the main menu
2. Enter an **employee name** and click the blue **Search** button to view the information below by week. Use the black arrows to toggle between weeks:
 - ✓ Overtime Gauge
 - ✓ Total Hours breakdown
3. Client Total Hours Per Week Widget
 - ✓ Enter the **client name** and click the blue **Search** button to view the total hours worked for the client by week
4. Authorizations (Budget) Widget
 - ✓ Enter the **client name** and click the blue **Search** button to view details of all active authorizations (budgets) detailed on next slide
5. Profile Settings

The Dashboard is the landing page



The screenshot shows the dashboard interface with the following elements and callouts:

- 1**: Points to the **HOME** tab in the top navigation bar.
- 2**: Points to the **Search** button in the employee search section.
- 3**: Points to the **Search** button in the Client Total Hours Per Week widget.
- 4**: Points to the **Search** button in the Authorizations widget.
- 5**: Points to the user profile icon in the top right corner.

The dashboard content includes:

- Navigation menu: DASHBOARD, ENTRIES, ACCOUNTS, SCHEDULES, AVAILABILITY.
- Employee search: "Type Employee Name" input, "Search" button, "Reset" button, "Add Entry" button.
- Employee selection: "Steph Employee" with left and right arrows for week navigation.
- Overtime Gauge: "07/18/2021 To 07/24/2021" with a legend (0 To 30, 30 To 40, 40+).
- Total Hours breakdown table:

Total Hours 07/18/2021 To 07/24/2021	
Approved:	0.00
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	0.00
- Client Total Hours Per Week: "Type Client Name" input, "Search" button, "Reset" button.
- Authorizations: "Type Client Name" input, "Search" button, "Reset" button.

Authorizations (Budget) Widget



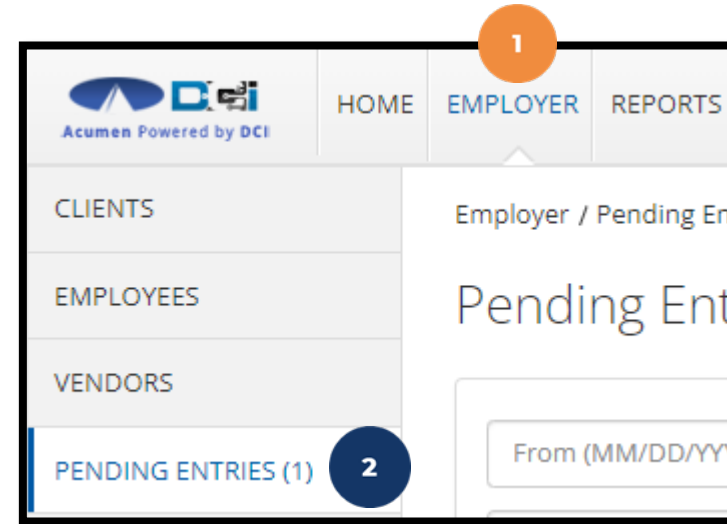
- The authorizations (budget) widget allows the user to search by client (required) or optionally use the date filter to view approved authorizations (budgets) in the past, present, or future.
- As employees clock in and clock out, their time will be deducted from the authorization and placed into a pre-authorization hold.
- Units or dollars in a pre-authorization hold remain in that status until billing and payroll have been processed. After payroll and billing completion, the units and dollars that were previously in a pre-authorization hold status will be deducted from the remaining balance and an updated remaining balance will be displayed.

Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorization Holds	Current Available Balance	Monthly Max	Weekly Max	Daily Max
PCS	01/17/2022	01/31/2024	1000.00 Dollars	785.00 Dollars	0.30 Dollars	784.70 Dollars	100.00 Dollars	100.00 Dollars	20.00 Dollars

1. Initial Balance - Total amount of authorization
2. Remaining Balance - Amount remaining after pre-authorization holds have been processed for billing and payment
3. Pre-Authorization Holds - Amount deducted from the authorization that has not yet been processed for billing and payment
4. Current Available Balance - The total of the remaining balance minus any pre-authorization holds

Navigate to Pending Entries

1. Click **Employer** on the main menu
2. Select **Pending Entries** on the submenu
 - ✓ The number of pending entries displays in parenthesis on the submenu



All entries requiring review/action appear in the table

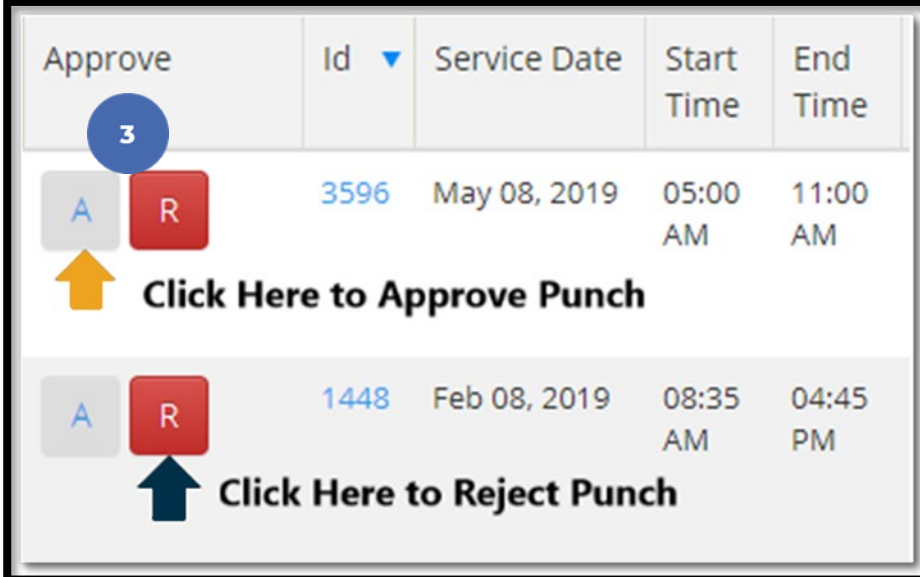
Approve	Punch ID	Service Date	Start Time	End Time	Cost Center	Client/ Program Name	Employee/ Program Name	Service Code/Type	Amount	EWV	Needs Review
A R	68312	Dec 19, 2023	01:06 PM	01:10 PM	JVK Cost Center - JVKCostCenter			EVVRequired	0:00:04	No	?
A R	68310	Dec 19, 2023	12:47 PM	12:51 PM	JVK Cost Center - JVKCostCenter			EVVRequired	0:00:04	YES	👁
A R	68306	Dec 19, 2023	11:57 AM	12:46 PM	Kenneth Cost Center - KEN			Hourly	0:00:49	YES	👁
A R	68304	Dec 19, 2023	01:18 PM	01:18 PM	Default Cost Center - 00-000			DPI Hourly	0:00:00	YES	







Load More

***Please note!** To view all entries, click the Load More button at the bottom of the page.

Manage Pending Entries

1. Click **Employer** on the main menu
2. Select **Pending Entries** on the submenu
 - ✓ The number of pending entries displays in parenthesis on the submenu
3. Any punch that requires approval is listed here
 - ✓ Review each entry
 - Click on the entry to view all details
 - ✓ Approve or reject
 - Click the **A** on the entry line to approve
 - ❖ Entries must be approved within 60 days of the date of service
 - ❖ After 60 days the approval will be prohibited as it will violate the timely filing business rule
 - Click the red **R** on the entry line to reject
 - ❖ If an entry is rejected, ask the employee to re-enter the time correctly in the DCI web portal.



Approve	Id	Service Date	Start Time	End Time
 	3596	May 08, 2019	05:00 AM	11:00 AM
 Click Here to Approve Punch				
 	1448	Feb 08, 2019	08:35 AM	04:45 PM
 Click Here to Reject Punch				

Employer Web Portal Video

Manage Entries

Acumen Powered by DCI

Sign In

Press the 1Password icon in your browser's toolbar to unlock

Username

Password

Remember me [Forgot your password?](#)

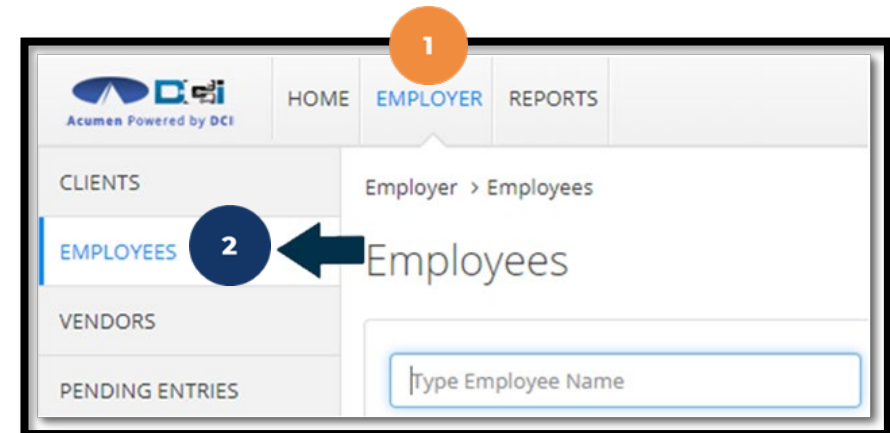
Sign In

Proprietary: For Acumen and Customer Use Only



Using the Employees Page

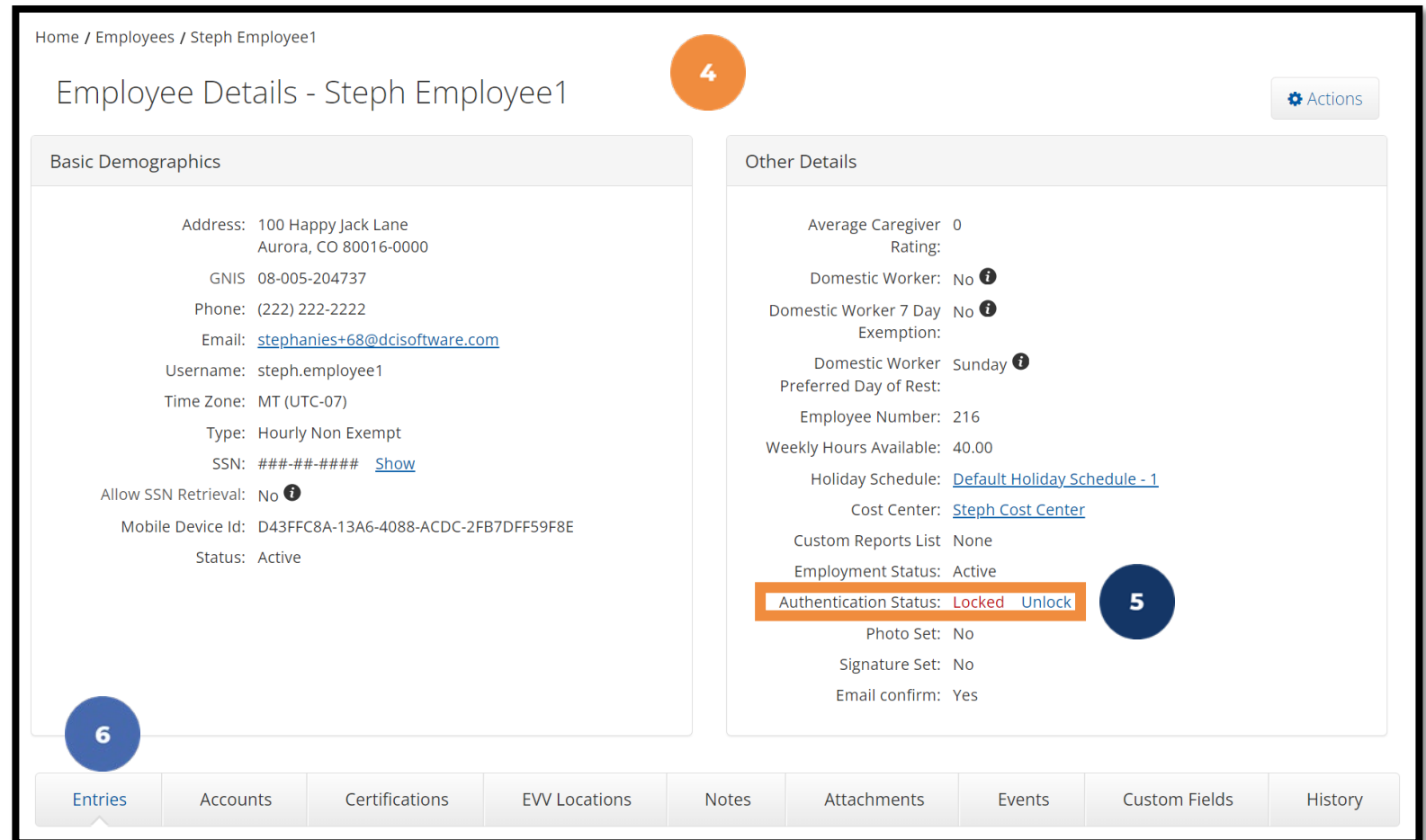
1. Click **Employer** on the main menu
2. Select the **Employees** tab from the submenu
3. Click anywhere on the selected employee's line



Name	Employee #	Phone #	Email	Time Zone	Type	Status
Steph Employee1	721	(222) 222-2222	stephanies+320@dcisoftware.com	MT (UTC-07)	Hourly Non Exempt	Active

Using the Employees Page (cont.)

4. View the employee details page
5. Unlock Employee Profile if needed
6. Scroll down to the Entries tab



Home / Employees / Steph Employee1

Employee Details - Steph Employee1

Actions

Basic Demographics

Address: 100 Happy Jack Lane
Aurora, CO 80016-0000

GNIS: 08-005-204737

Phone: (222) 222-2222

Email: stephanies+68@dcisoftware.com

Username: steph.employee1

Time Zone: MT (UTC-07)

Type: Hourly Non Exempt

SSN: ###-##-#### [Show](#)

Allow SSN Retrieval: No ⓘ

Mobile Device Id: D43FFC8A-13A6-4088-ACDC-2FB7DFF59F8E

Status: Active

Other Details

Average Caregiver Rating: 0

Domestic Worker: No ⓘ

Domestic Worker 7 Day Exemption: No ⓘ

Domestic Worker Preferred Day of Rest: Sunday ⓘ

Employee Number: 216

Weekly Hours Available: 40.00

Holiday Schedule: [Default Holiday Schedule - 1](#)

Cost Center: [Steph Cost Center](#)

Custom Reports List: None

Employment Status: Active

Authentication Status: **Locked** [Unlock](#)

Photo Set: No

Signature Set: No

Email confirm: Yes

6

4

5

Entries Accounts Certifications EVW Locations Notes Attachments Events Custom Fields History

Using the Employees Page (cont.)



7. View the punch entries for the employee
8. Ensure all time for the pay period is entered and approved before the submission due date

Navigation tabs: Entries, Accounts, Certifications, EVV Locations, Notes, Caregiver Ratings, Attachments, Custom Fields, History

Search filters:

- From (MM/DD/YYYY) [calendar icon]
- To (MM/DD/YYYY) [calendar icon]
- Type Punch Id
- Type Client Name
- Type Service Code
- Select Account Type [dropdown]
- Select Status [dropdown]

Buttons: Reset, Search

Entries **7** Export

Showing 13 out of 13 records

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client/ Program Name	Service Code	Amount	Status
1897873	Jul 12, 2023			Client Transportation	1897872	Steph Cost Center - 75	Steph Client1	Client Transportation	0.00	Approved
1894616	Jun 07, 2023	05:00 AM	08:00 AM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:03:00	Approved
1894612	Jun 04, 2023	04:00 PM	05:00 PM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:01:00	Approved
1894611	Jun 03, 2023	04:00 PM	06:00 PM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:02:00	Approved
1897872	Jul 12, 2023	06:22 AM	06:25 AM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:00:03	Pending
1894620	Jun 23, 2023	07:18 AM	07:19 AM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:00:01	Pending

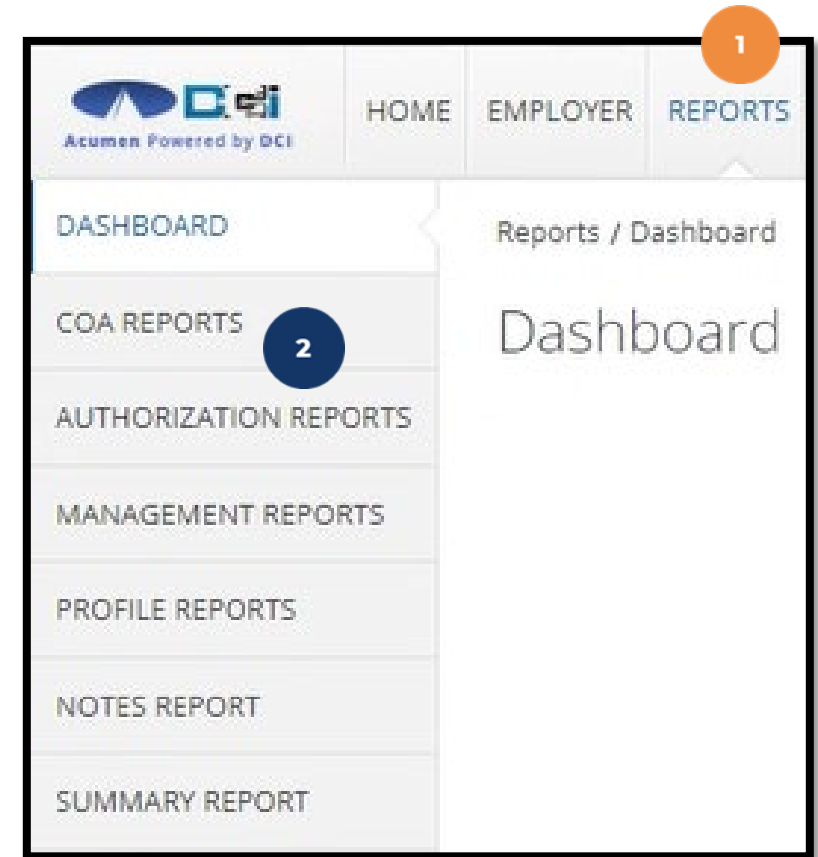
Entry Status



- **Unverified:** Entries that the Employer or Admin (someone other than the employee) enters or edits on behalf of an employee. The employee must resolve the unverified entries so the employer can review.
- **Unvalidated:** Temporary status. Entries that are waiting for the business rule validation process to complete. This process runs multiple times an hour. Moves to pending or rejected status after processes run.
- **Pending:** Entries that are awaiting review and approval by the Employer. Display on the Pending Entries page.
- **Rejected:** Entries that have been rejected by the Employer or a system process
- **Approved:** Entries that have been approved by the Employer and are ready to be processed
- **Batched:** An approved entry that has been included in a pending payroll batch
- **Processed:** Entries that have been processed and are ready for payroll

Using Reports

1. Select **Reports** on the main menu
2. Select a report category from the submenu
 - ✓ **COA Reports**
 - Punch Entries Report – Use the filters to locate specific entries
 - ✓ **Authorization (Budget) Reports**
 - Authorization Run Rate Report – View the budget usage breakdown by client, account type, or service code.
 - ✓ **Notes Reports**
 - Punch Entry Notes and Canned Statements (Tasks) Report - Pull service notes and canned statements (tasks) entered on punches
 - ✓ **Summary Report** - Breakdown of punches and percentages of budget remaining



Phone IVR (Interactive Voice Response)

***Option when access to a mobile device
or computer is limited**

Phone EVV IVR Basics

- Employer - Confirm the landline phone number on file with Acumen is for the client
 - ✓ Employees must call from a recognized number only
 - ***Please note!** If calling from a number not associated with the client, the employee will receive an error message.
- Employee - Will be asked to validate the following information:
 - ✓ Last four digits of their social security number
 - ✓ PIN (their employee pin)
 - ✓ MMDD of their birthday
 - ✓ Client Name & Service Code for the shift
- Client or Employer – Need client PIN for historical phone entries
 - ✓ Client PIN is on the Employer Good To Go letter



Clock In: Real Time Entry

1. Sign in:
 - ✓ Call (855) 807-9595 from the client's landline to start the shift
 - ✓ Enter the last four digits of the social security number
 - ✓ Enter PIN
 - ✓ Enter month/day of birth (MMDD)
2. Press #1 for hourly
3. Confirm the client's name with the prompt given
4. Press #1 for real time entry
5. Select the service code with the prompts given
6. Press #1 to confirm and save the punch
7. The recording will read back the punch details and then disconnect



Clock Out: Real Time Entry

1. Sign in:
 - ✓ Call (855) 807-9595 from the client's landline to end the shift
 - ✓ Enter the last four digits of the social security number
 - ✓ Enter PIN
 - ✓ Enter month/day of birth (MMDD)
2. Recording announces that there is an open punch
3. When prompted press #1 to confirm closing the punch
4. The punch is now closed and the employee is clocked out
5. Press #2 to disconnect or Press #1 to open a new punch



Historical Entry

***Please note!** Historical entries are used for a missed punch or punch correction.

The client or employer must be present at the end of this process.

1. Sign in:
 - ✓ Call (855) 807-9595 from the client's landline to enter the shift
 - ✓ Enter the last four digits of the social security number
 - ✓ Enter PIN
 - ✓ Enter month/day of birth (MMDD)
2. Press #1 for hourly
3. Confirm the client's name with the prompt given
4. Select #2 for historical entry
5. Select the service code with the prompts given



Historical Entry (cont.)

6. Enter the date of service in MMDDYYYY format (i.e., April 28, 2024 = 04282024)
7. Enter the clock-in time in HH:MM (i.e., 0830)
8. Select #1 for AM or #2 for PM
9. Enter the clock-out time in HH:MM (i.e., 0530)
10. Select #1 for AM or #2 for PM
11. The recording will read back the punch details
12. Press #1 to confirm



Historical Entry (cont.)

***Please Note!** The client or employer must be present for the following final steps:

13. Hand the phone to the client/employer who presses #1 when ready
14. The client/employer reviews the punch details and presses #1 to accept or #2 to reject the entry
15. The client/employer will validate the call using the client PIN
16. The punch is created
17. The phone disconnects and the shift is recorded



Troubleshooting

- Is the employee having trouble signing in?
 - ✓ PIN not working? Update under profile settings
 - ✓ Employee can call Acumen to confirm their date of birth & last four digits of their social security number on their profile
- Is the employee having trouble clocking in?
 - ✓ Only call from the client's landline
 - Call Acumen at (866) 644-4188 to confirm the client's number
- Is the employee having trouble adding historical entries?
 - ✓ Enter the date & time in the correct format (MM/DD/YYYY & HH:MM)
 - ✓ Do not overlap with other employee's shifts
- Is the client having trouble validating the entry?
 - ✓ Employer calls Acumen to reset their client PIN



Payroll Schedule & Deadlines

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Critical Dates & Deadlines



- **September 16th**: Begin submitting time and vendor entries with Acumen. Preferred methods: Mobile App, Phone EVV (IVR), or Web Portal.
- **October 4th**: Deadline to submit time and vendor entries for the service dates September 16th – 30th
- **October 15th**: First payday with Acumen
- Time must be entered and approved online by the due date, *even if it falls on a weekend or holiday*.
 - ❖ Time entries approved after the due date will be processed on the following pay period's pay date
- Vendor payment entries must be entered online by the due date, *even if it falls on a weekend or holiday*.
 - ❖ Vendor payment entries submitted after the due date will be processed on the following pay period's pay date
 - ❖ Please reference the NV SDFSS [Pay Schedule](#) for due dates
- All time entries must be entered and approved within 60 days of the date of service
- All vendor payment entries must be entered within 60 days of the date of service
 - ❖ After 60 days the entry will be prohibited as it will violate the timely filing business rule



IMPORTANT



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SDFSS Payment Schedule

- Employee time & vendor payment must be entered and approved by 11:59 PM PST on the Due NO Later Than date, even if it falls on a weekend or holiday.
- Employee time & vendor payments received after the due date will be processed in the following pay period
- Pay dates are the 15th and the last day of the month unless it falls on the weekend or a holiday
- If using paper timesheets or paper vendor payments, submit by the due date:
 - ✓ Fax without coversheet to (866) 496-4551 (keep a copy of the fax confirmation)
 - ✓ Email worker timesheets to payroll-nv@acumen2.net
 - ✓ Email vendor payments to vendor-nv@acumen2.net

Payment Period Start/End Date	Payment Period End Date	Worker Hours & Vendor Request Due NO Later Than	Direct Deposit & Check Issue Date
9/16/2024	9/30/2024	Fri, 10/04/24	Tue, 10/15/24
10/1/2024	10/15/2024	Sat, 10/19/24	Wed, 10/30/24
10/16/2024	10/31/2024	Mon, 11/04/24	Fri, 11/15/24
11/1/2024	11/15/2024	Tue, 11/19/24	Fri, 11/29/24
11/16/2024	11/30/2024	Wed, 12/04/24	Fri, 12/13/24
12/1/2024	12/15/2024	Thu, 12/19/24	Mon, 12/30/24
12/16/2024	12/31/2024	Sat, 01/04/25	Wed, 01/15/25
1/1/2025	1/15/2025	Sun, 01/19/25	Thu, 01/30/25
1/16/2025	1/31/2025	Tue, 02/04/25	Fri, 02/14/25
2/1/2025	2/15/2025	Wed, 02/19/25	Fri, 02/28/25
2/16/2025	2/28/2025	Tue, 03/04/25	Fri, 03/14/25
3/1/2025	3/15/2025	Wed, 03/19/25	Fri, 03/28/25
3/16/2025	3/31/2025	Fri, 04/04/25	Tue, 04/15/25
4/1/2025	4/15/2025	Sat, 04/19/25	Wed, 04/30/25
4/16/2025	4/30/2025	Sun, 05/04/25	Thu, 05/15/25
5/1/2025	5/15/2025	Mon, 05/19/25	Fri, 05/30/25
5/16/2025	5/31/2025	Wed, 06/04/25	Fri, 06/13/25
6/1/2025	6/15/2025	Thu, 06/19/25	Mon, 06/30/25
6/16/2025	6/30/2025	Fri, 07/04/25	Tue, 07/15/25

"Payment Period Start/End Date" is the first/last day of service pay period (days worked).

"Direct Deposit & Check Issue Date" shows the date that payment will be issued. For payees that have selected direct deposit this is also the date that funds will be available in their accounts.

"Worker Hours & Vendor Request Due NO Later Than" is the last date that your time sheets or payment requests can be received, or that your DCI approvals can be entered, for the pay period.

❖ All employee time & vendor payments must be **entered and approved** within **60 days of the date of service**

Where to go for help?

Utilize the website acumenfiscalagent.zendesk.com for more help

- This will give you a full list of Training Materials for DCI



Acumen phone: (866) 644-4188

Acumen fax: (866) 496-4551



<https://acumenfiscalagent.com/state/nevada/>

acumenfiscalagent.zendesk.com



For payment or other questions please complete the [Contact Us](#) form at www.acumenfiscalagent.com/contact



Vendor Payments & New Vendor Requests

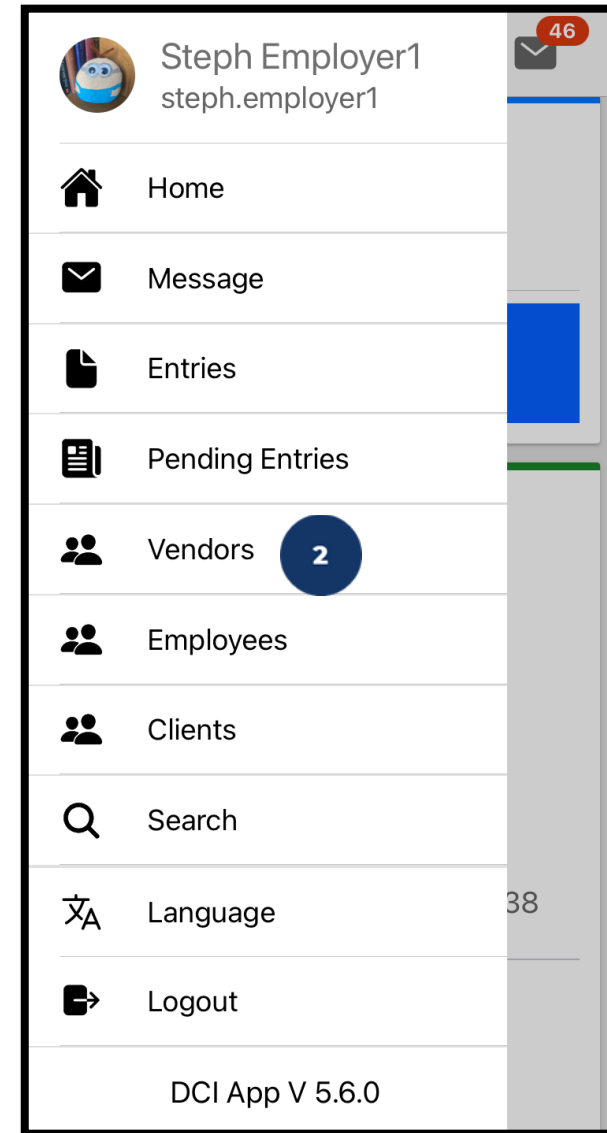
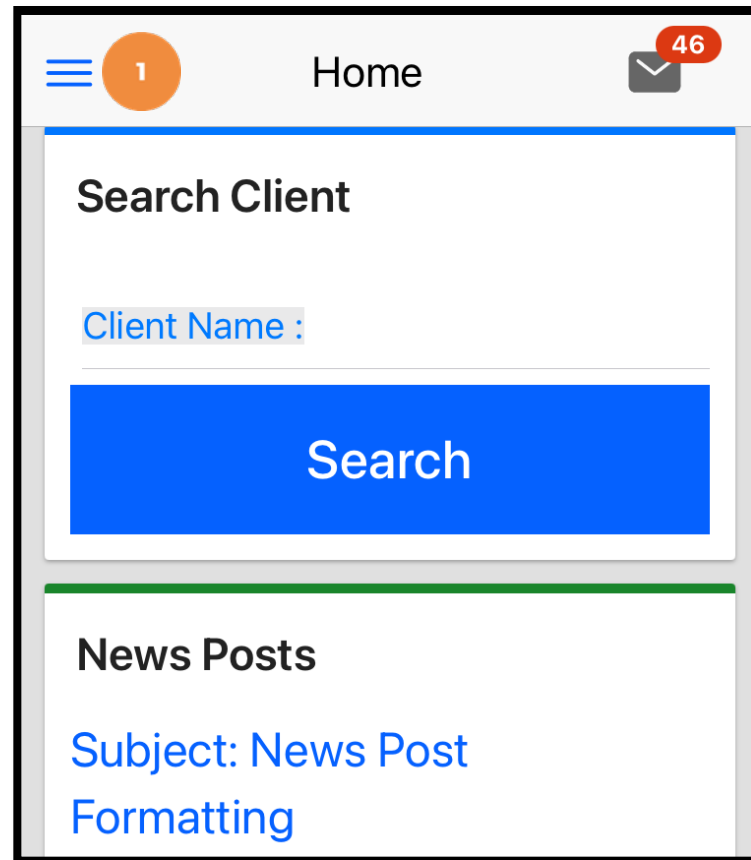
***The employer is responsible for creating these for their vendors**

Vendor Payment Entry

Mobile App

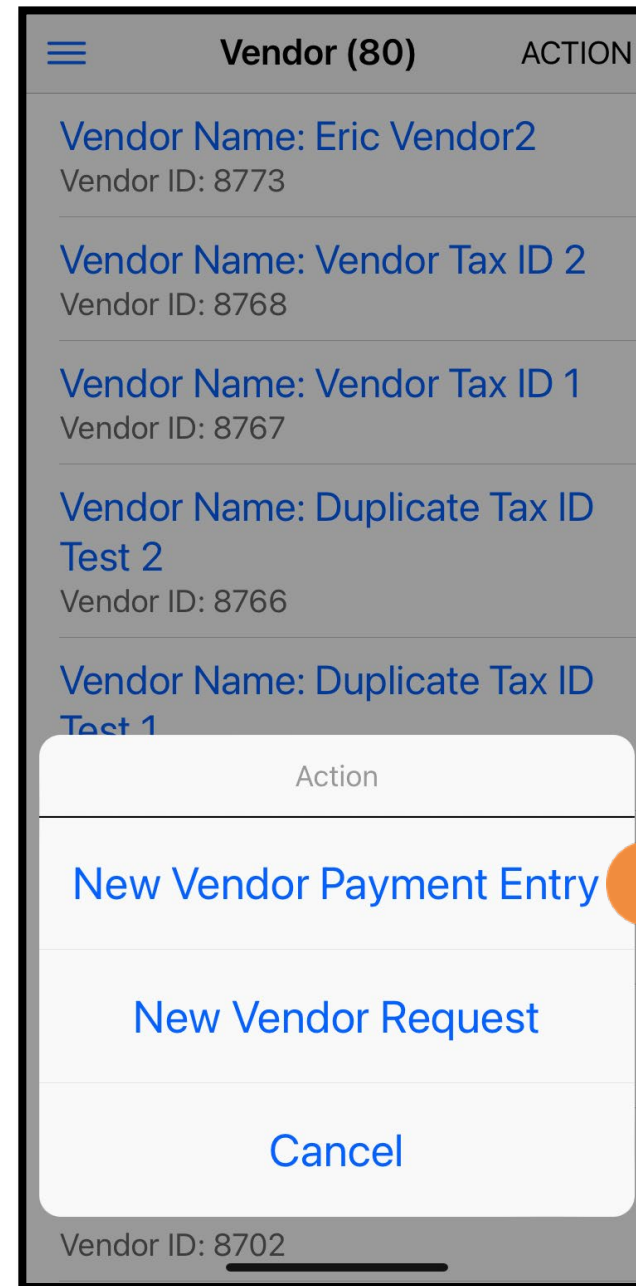
Vendor Payment

1. Click the **Menu** in the top left corner of the screen
2. Select **Vendors** on the submenu



Vendor Payment

3. Click **ACTION** in the top right corner
4. Select **New Vendor Payment Entry**



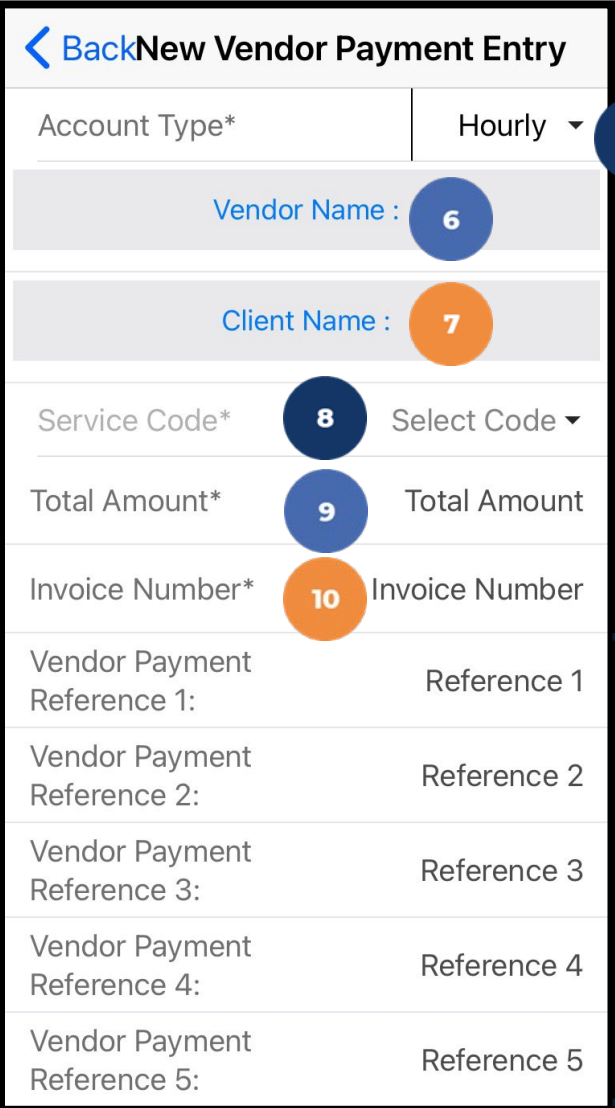
3



4

Vendor Payment

- Click the **Account Type** drop-down to select Hourly
- Click **Vendor Name** to type and select the vendor
 - Can't find the vendor? View the New Vendor Request section in this training document.
- Click **Client Name** to type and select the client
 - Please note: The vendor's name will display at this time
- Click the **Select Code** drop-down to select the service code
 - If the appropriate service code is not available in the drop-down menu, please contact your local office or service coordinator.
- Enter the Total Amount for the invoice for all dates of service
- Enter the Invoice Number *along with the client's name*
- Optionally enter any additional information in Vendor Payment Reference fields 1-5



[Back](#) New Vendor Payment Entry

Account Type*	Hourly	5
Vendor Name :		6
Client Name :		7
Service Code*	Select Code	8
Total Amount*	Total Amount	9
Invoice Number*	Invoice Number	10
Vendor Payment Reference 1:	Reference 1	11
Vendor Payment Reference 2:	Reference 2	
Vendor Payment Reference 3:	Reference 3	
Vendor Payment Reference 4:	Reference 4	
Vendor Payment Reference 5:	Reference 5	

Vendor Payment

12. Click the **calendar icon** to select the Date(s) of Service


❖ **Please note:** Multiple dates may be selected. Click the date again to unselect it.

13. Click the blue **Ok** button to confirm the selected date(s)

14. If multiple dates are selected, enter the amount for each date.

❖ **Please note:** The sum of the individual amounts must match the Total Amount of the payment (step 9)


Dates of Service* : 12 

Dates of Service* : 

< Aug 2024 >

S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

13 **Ok**

Dates of Service* : 

1. Date: 08/18/2024

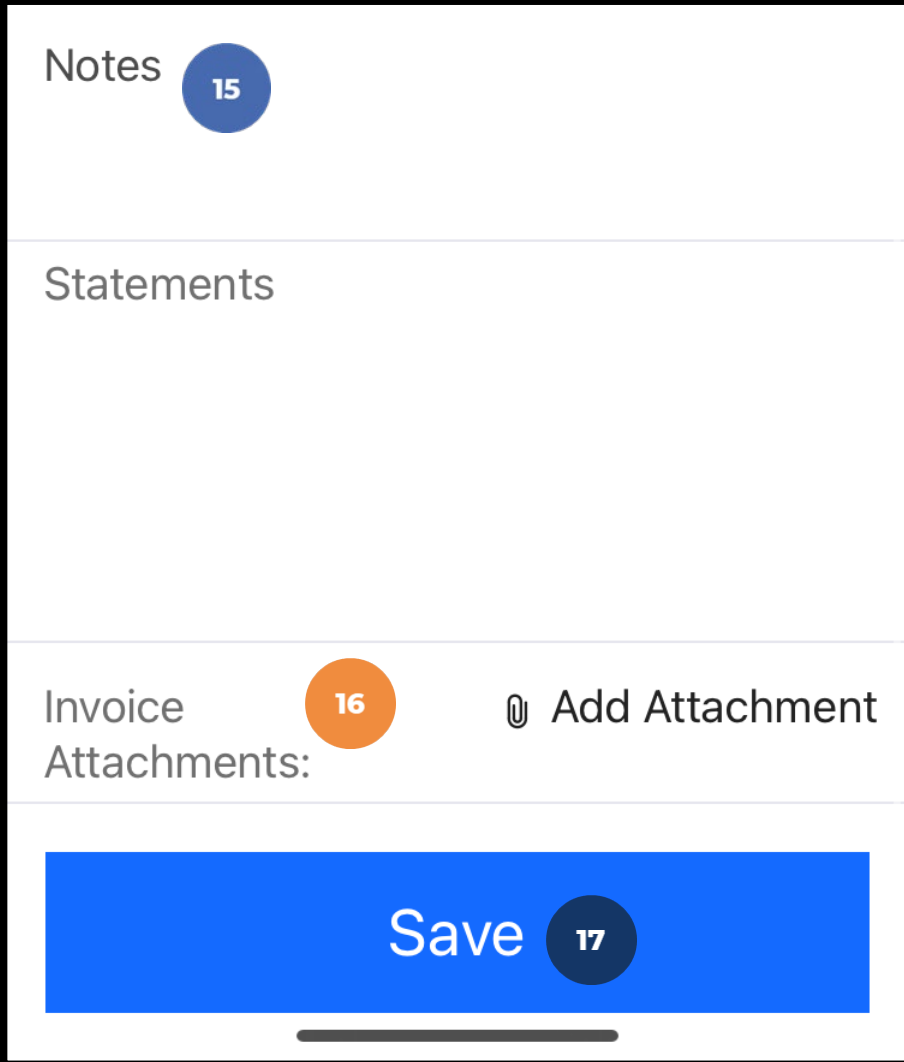
Amount* Amount 14

2. Date: 08/19/2024

Amount* Amount 14

Vendor Payment

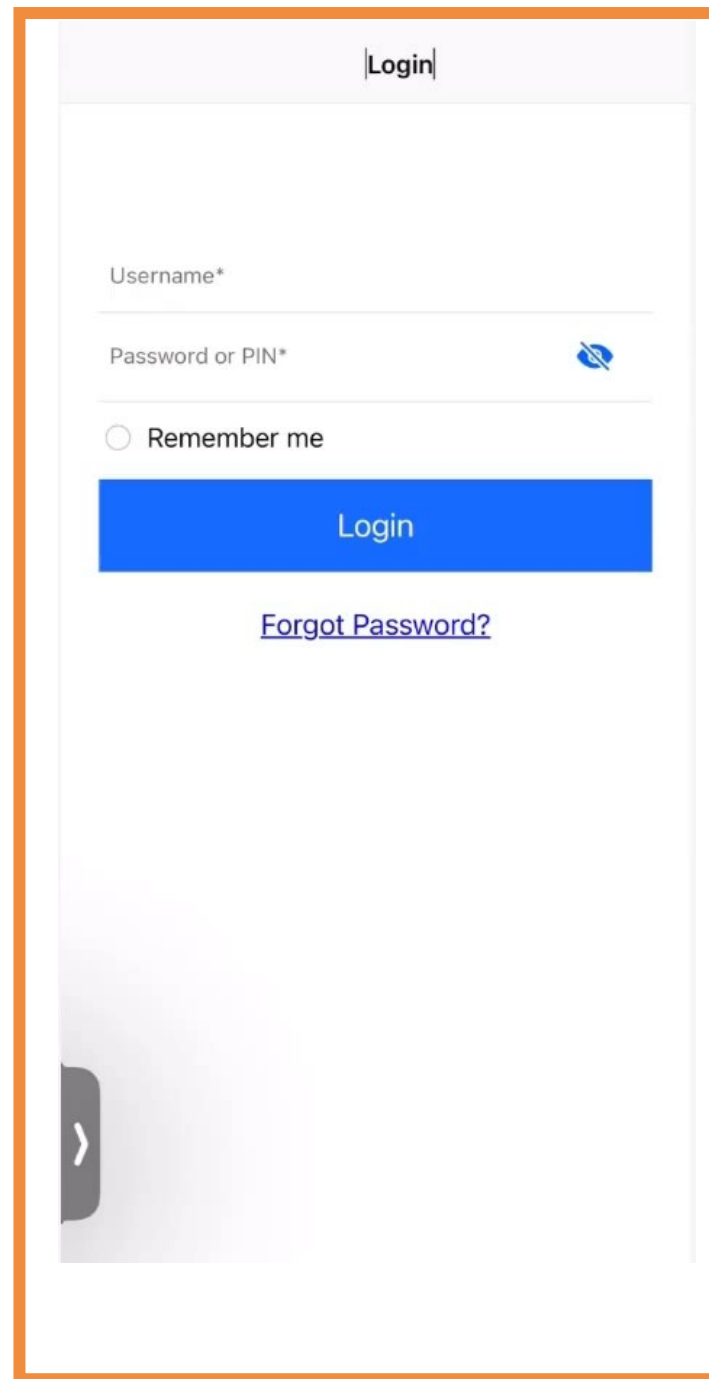
15. Optionally add Notes for the payment
16. Click **Add Attachment** to access the device camera to take a picture of the invoice
17. Click the blue **Save** button when all fields are complete



The screenshot shows a mobile application interface for entering vendor payment information. It features several sections: 'Notes' with a blue circle containing the number 15; 'Statements'; 'Invoice Attachments:' with an orange circle containing the number 16 and a paperclip icon followed by the text 'Add Attachment'; and a large blue 'Save' button at the bottom with a dark blue circle containing the number 17. A horizontal line is visible at the bottom of the screen, likely representing the home indicator bar on an iPhone.

Employer Mobile App Video

Create a
Vendor
Payment
Entry

A screenshot of a mobile application's login screen. The screen is white with a thin orange border. At the top, the word "Login" is centered in a dark font. Below it, there are two input fields: "Username*" and "Password or PIN*", each with a light gray border. To the right of the password field is a blue eye icon. Below the password field is a radio button followed by the text "Remember me". A large blue button with the word "Login" in white is centered below the radio button. Underneath the button is a blue underlined link that says "Forgot Password?". At the bottom left, a dark gray navigation bar contains a white chevron icon pointing to the right.

Proprietary: For Acumen and Customer Use Only

View Vendor Payment Entries

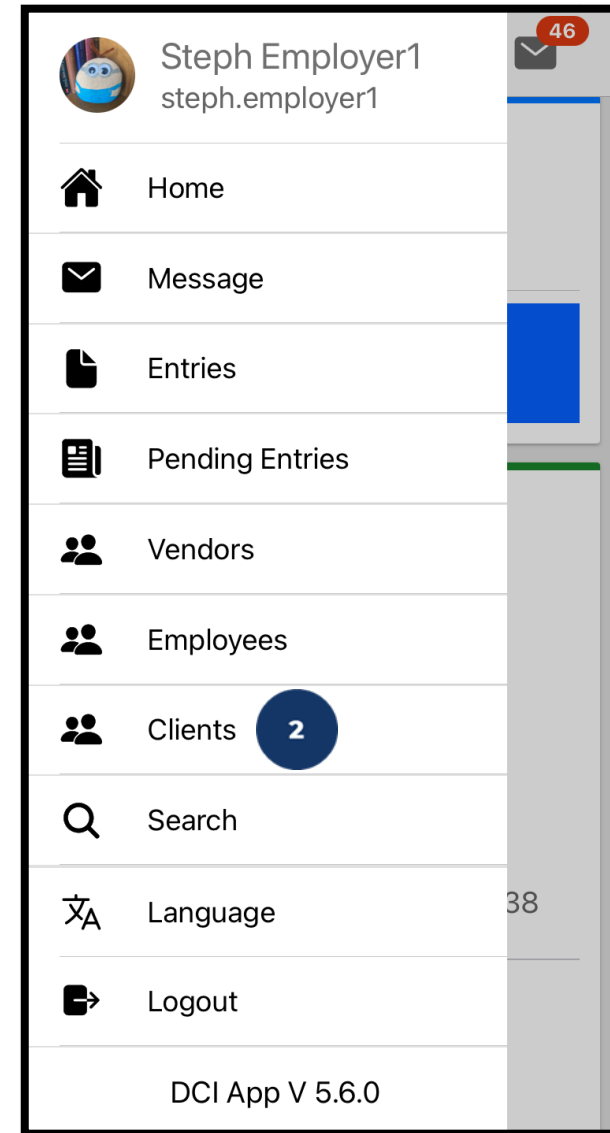
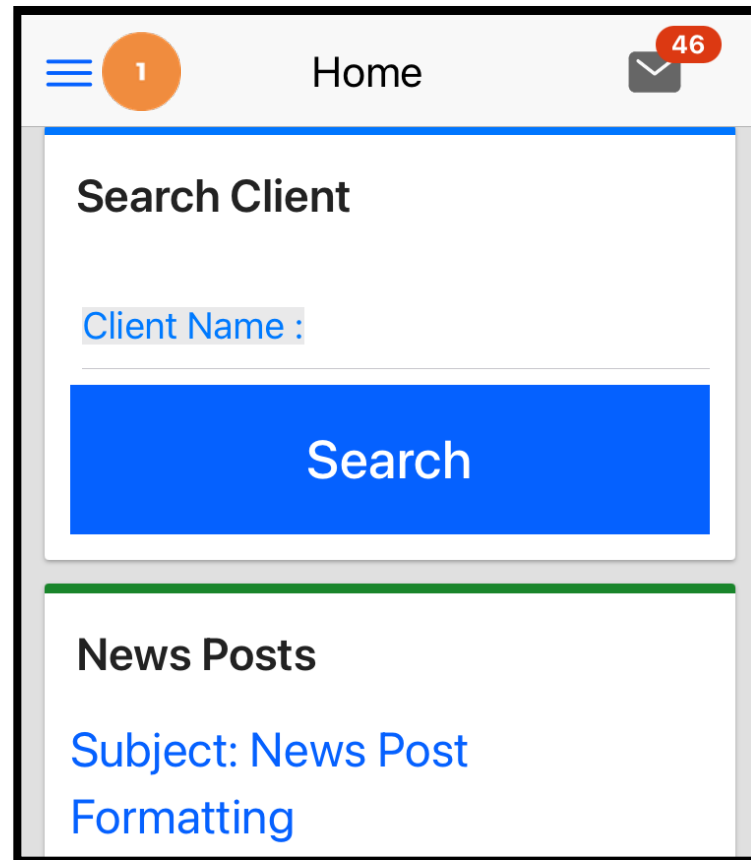
View By Client



Acumen Fiscal Agent

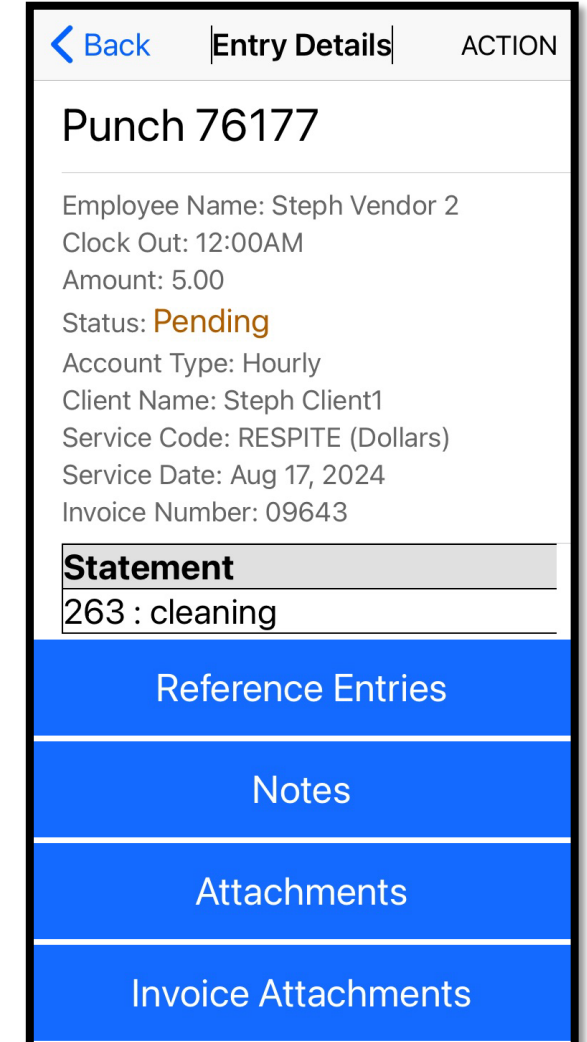
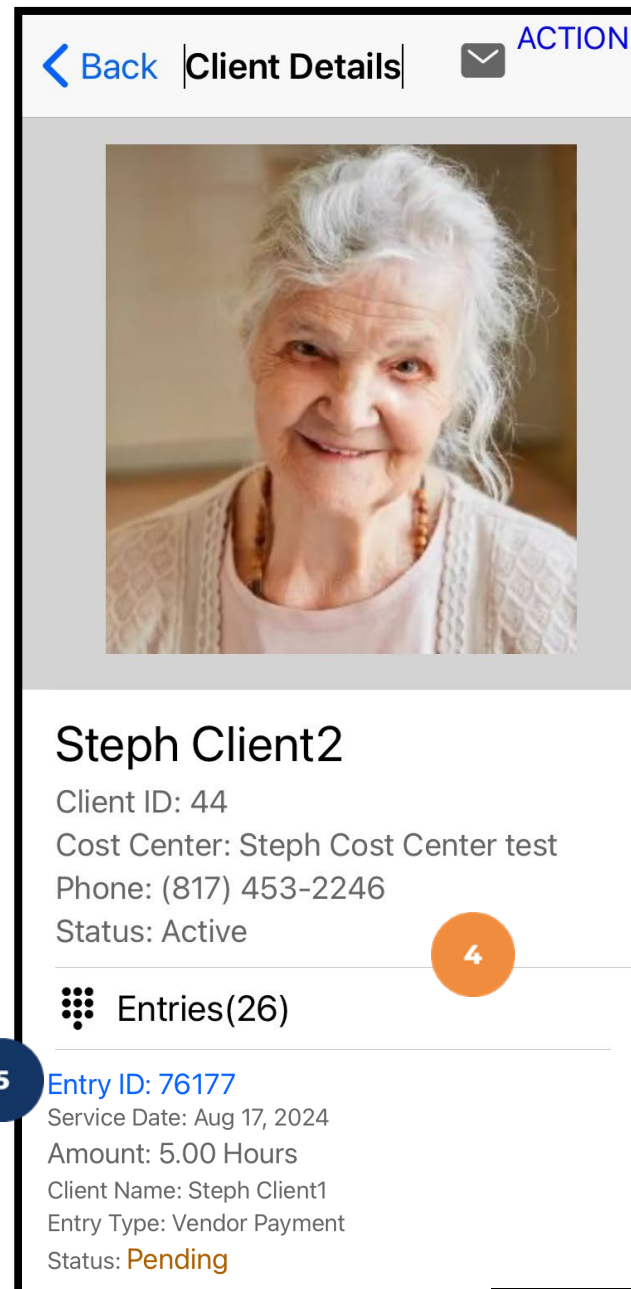
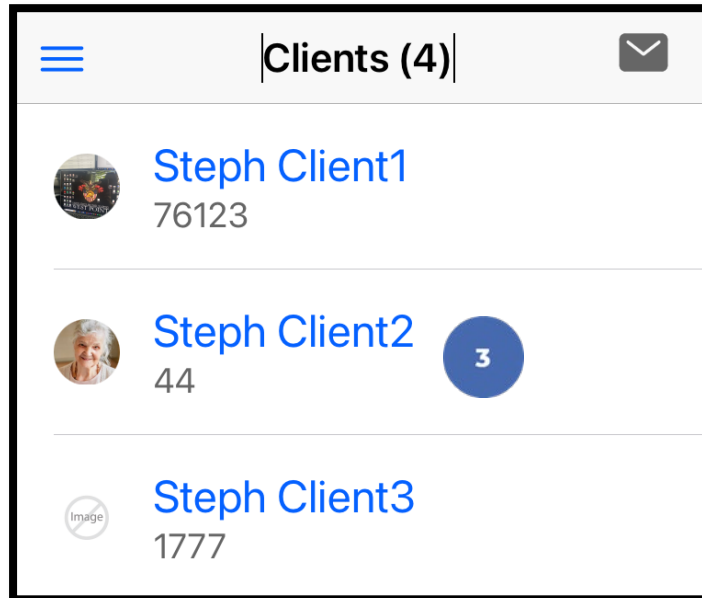
ation • Opportunity • Freedom

1. Click the **Menu** in the top left corner of the screen
2. Select **Clients** on the submenu



View By Client

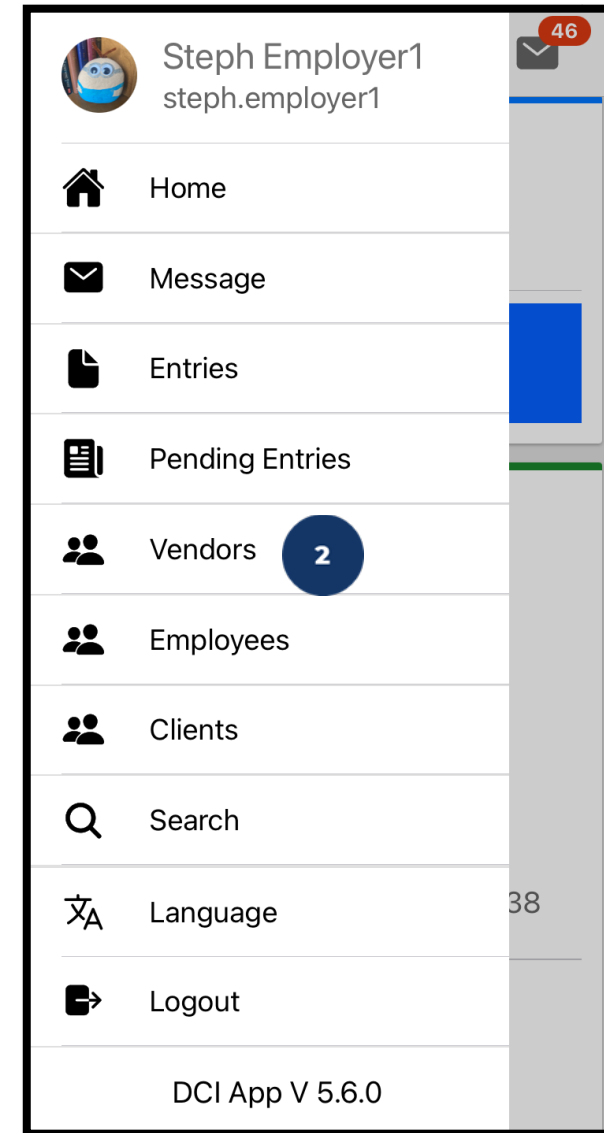
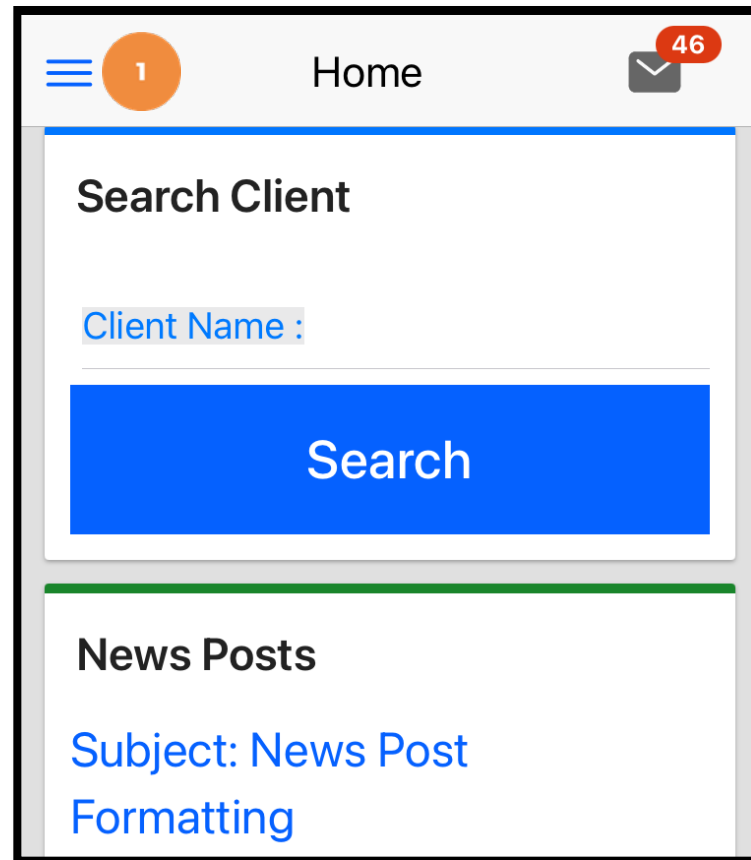
3. View the list of clients and click on the client's name (blue hyperlink) to select it
4. View the client details and entries
5. Select the blue hyperlink Entry ID to view the vendor entry details



View By Vendor

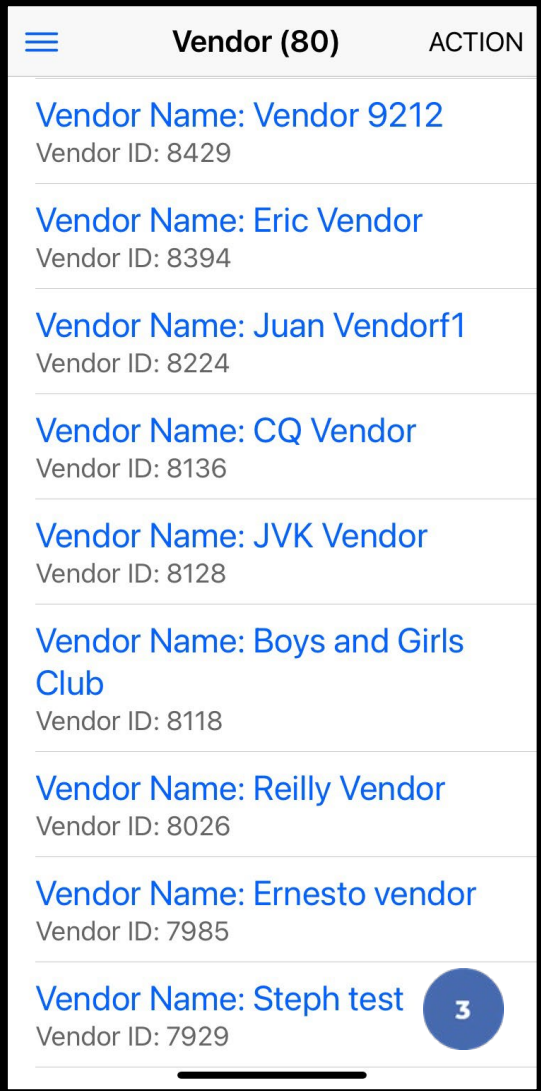
To check the status of the vendor payment entry:

1. Click the **Menu** in the top left corner of the screen
2. Select **Vendors** on the submenu



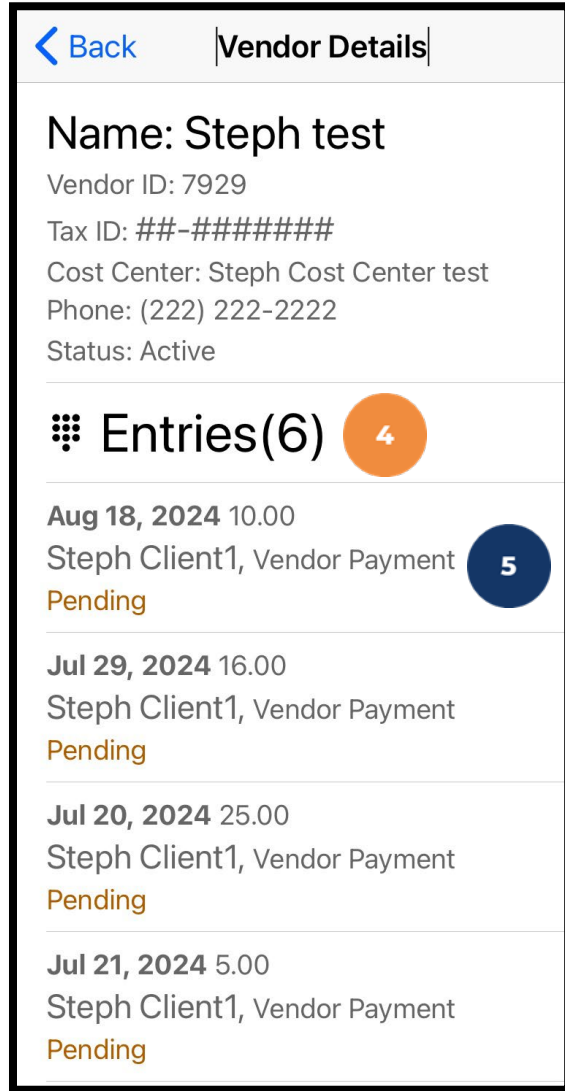
View By Vendor

3. Click on the vendor's name (blue hyperlink) to select it
4. View the list of entries for that vendor
5. Click on an entry to select it
6. View the Entry Details page



Vendor (80) ACTION

- Vendor Name: Vendor 9212
Vendor ID: 8429
- Vendor Name: Eric Vendor
Vendor ID: 8394
- Vendor Name: Juan Vendorf1
Vendor ID: 8224
- Vendor Name: CQ Vendor
Vendor ID: 8136
- Vendor Name: JVK Vendor
Vendor ID: 8128
- Vendor Name: Boys and Girls Club
Vendor ID: 8118
- Vendor Name: Reilly Vendor
Vendor ID: 8026
- Vendor Name: Ernesto vendor
Vendor ID: 7985
- Vendor Name: Steph test **3**
Vendor ID: 7929

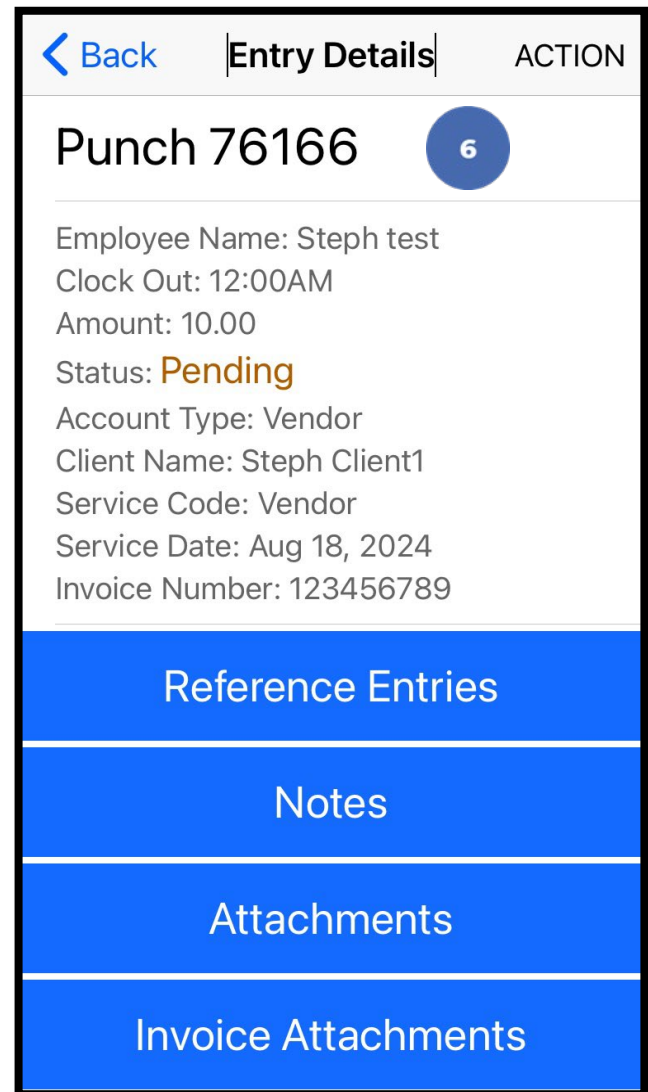


< Back | Vendor Details | ACTION

Name: Steph test
Vendor ID: 7929
Tax ID: ##-#####
Cost Center: Steph Cost Center test
Phone: (222) 222-2222
Status: Active

Entries(6) **4**

- Aug 18, 2024 10.00
Steph Client1, Vendor Payment **5**
Pending
- Jul 29, 2024 16.00
Steph Client1, Vendor Payment
Pending
- Jul 20, 2024 25.00
Steph Client1, Vendor Payment
Pending
- Jul 21, 2024 5.00
Steph Client1, Vendor Payment
Pending



< Back | Entry Details | ACTION

Punch 76166 **6**

Employee Name: Steph test
Clock Out: 12:00AM
Amount: 10.00
Status: Pending
Account Type: Vendor
Client Name: Steph Client1
Service Code: Vendor
Service Date: Aug 18, 2024
Invoice Number: 123456789

Reference Entries

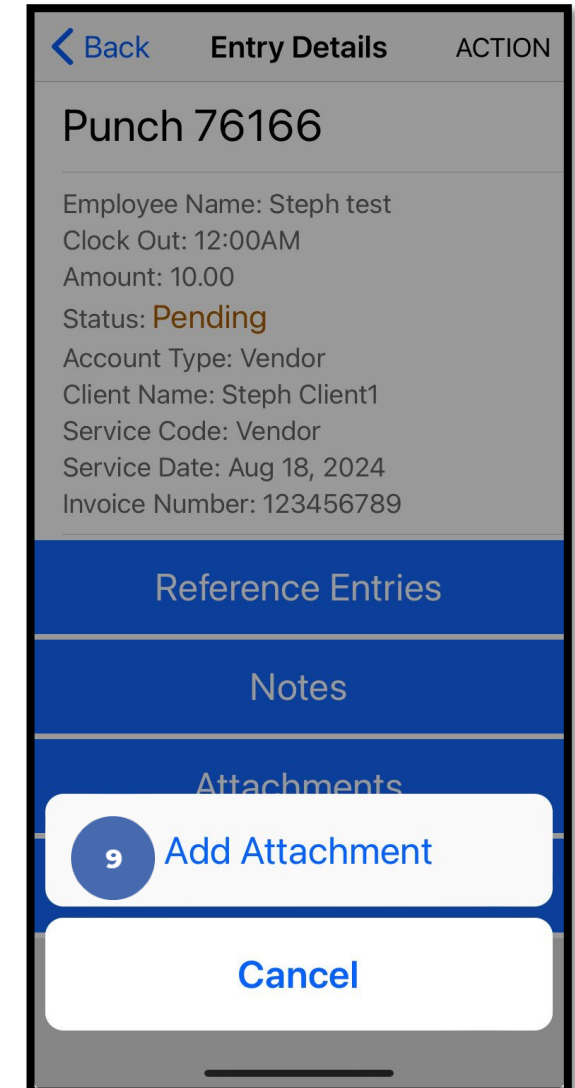
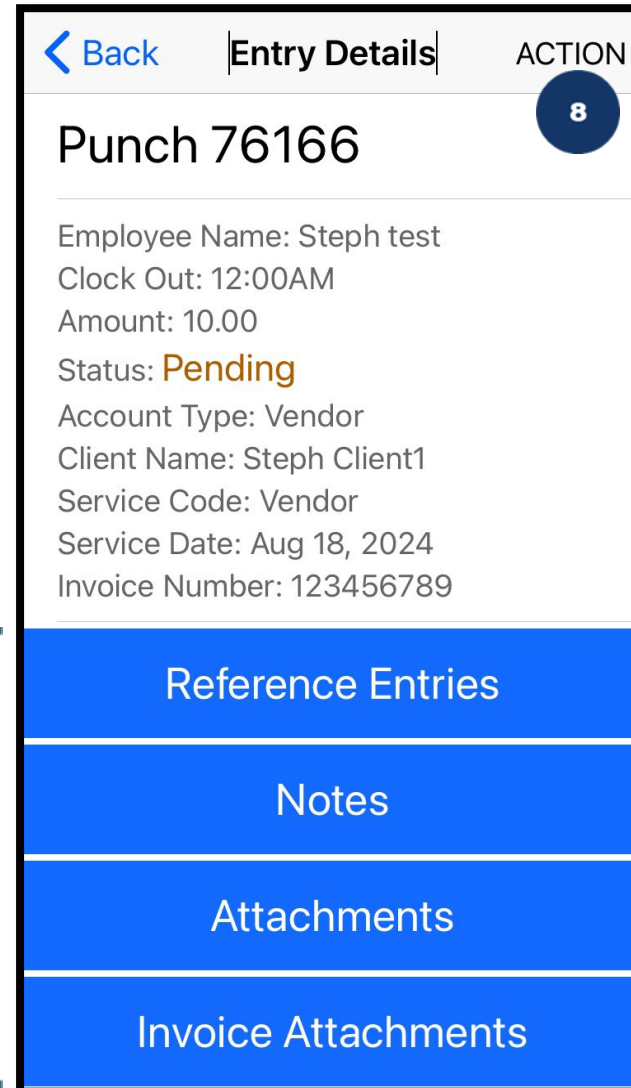
Notes

Attachments

Invoice Attachments

View By Vendor

- Optionally click on any of the blue buttons to view or add additional information:
 - ✓ Reference Entries (view)
 - ✓ Notes (view or add)
 - ✓ Attachments (view)
 - ✓ Invoice Attachments (view)
- Optionally click **ACTION** in the upper right corner
- Optionally select **Add Attachment** to access the device camera and add an attachment to the entry



New Vendor Request

Mobile App

- If unable to locate the vendor when attempting to create a vendor payment, complete a New Vendor Request.
- A W9 is required. If the vendor does not wish to share the W9 with the employer, they may email it to vendor-nv@acumen2.net.
- The online vendor request will only be processed if all required fields are completed and the W9 is attached

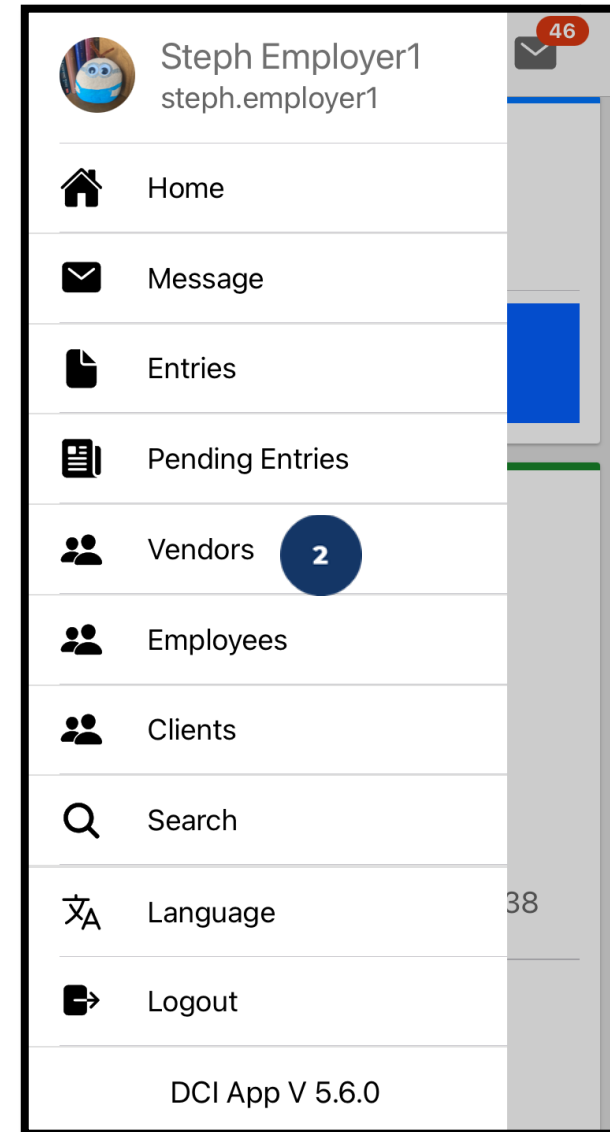
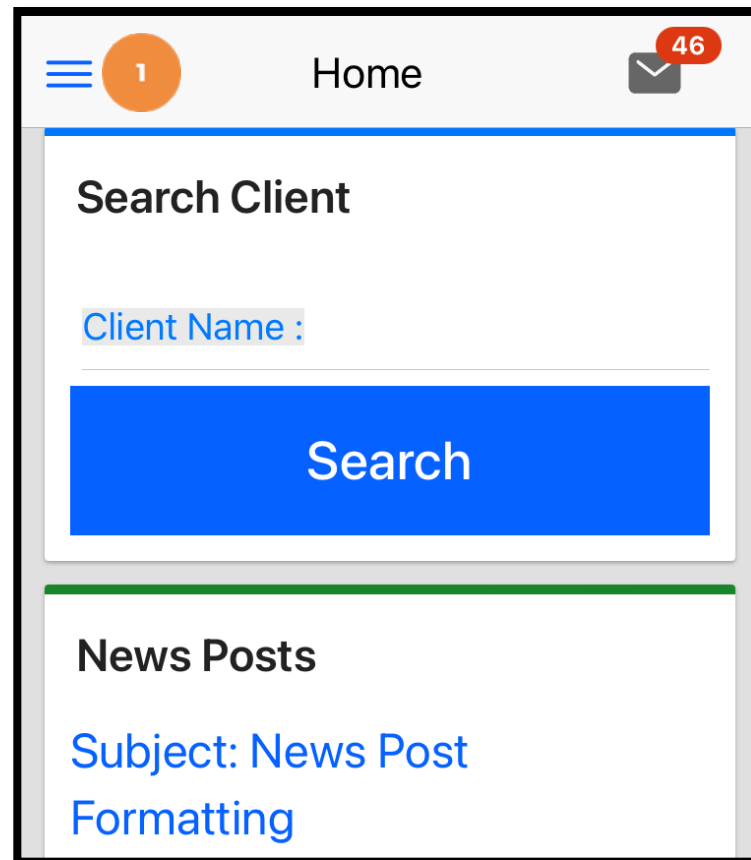


Acumen Fiscal Agent

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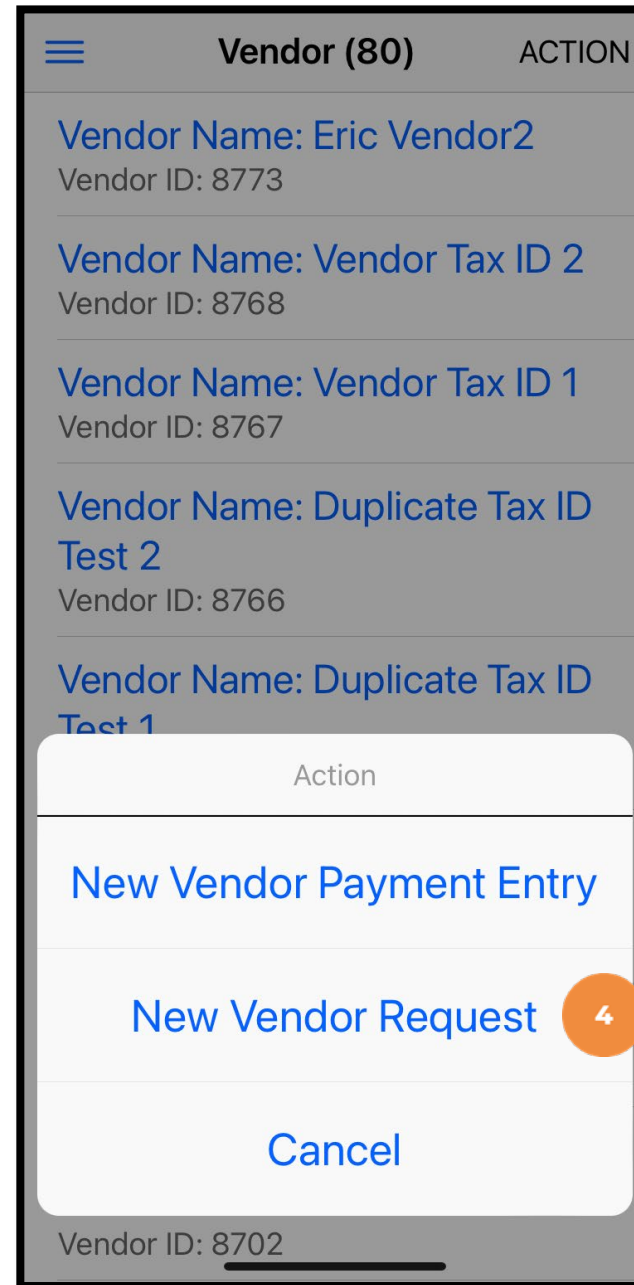
New Vendor Request

1. Click the **Menu** in the top left corner of the screen
2. Select **Vendors** on the submenu



New Vendor Request

3. Click **ACTION** in the top right corner
4. Select **New Vendor Request**



3



New Vendor Request



5. Enter the name and DBA (Doing Business As) of the new vendor
6. Enter the vendor's street address
7. Click the **Select State** drop-down menu and select the vendor's state
8. Enter the vendor's city
9. Enter the vendor's zip code
10. Enter the vendor's main company phone number
11. Optionally enter an alternate phone number for the vendor
12. Click **Add Attachment** to access the device camera to take a picture of the W-9 completed by the vendor. For the most up-to-date Form W-9, please visit <https://www.irs.gov/forms-instructions-and-publications>.
13. Click the blue **Save** button when all fields are complete

A screenshot of a mobile application form titled "New Vendor Request". The form contains the following fields and controls, each with a numbered callout:

- 5: "Type Vendor Name*" text input field.
- 6: "Address Line 1*" text input field.
- 7: "Address Line 2" text input field.
- 7: "State*" dropdown menu with "Select State" text and a downward arrow.
- 8: "City*" text input field.
- 9: "ZipCode*" text input field.
- 10: "Phone*" text input field.
- 11: "Alternate Phone" text input field.
- 12: "Attachments*" section with an "Add Attachment" button featuring a camera icon.
- 13: A large blue "Save" button at the bottom of the form.

Request Review

- New Vendor Requests are reviewed by the payroll team
 - ✓ The Employer is notified of the review results via the email listed on the DCI profile
 - ✓ If the new vendor request is approved, the Employer may create the Vendor Payment entry.
- To pay the vendor via EFT (electronic funds transfer):
 - ✓ *Coming Soon!* The EFT form will be located on the Nevada state page
 - ✓ Email vendor-nv@acumen2.net to request the form and send completed form back

Vendor Payment Entry

Web Portal

Vendor Payment



*Please note! The Employer is responsible for creating the vendor payment entry for their vendor(s)

1. Navigate to acumen.dcisoftware.com and log into the **Employer Profile**

Sign In

Username **Employer Username**

Password **Employer Password**

Remember me [Forgot your password?](#)

Sign In

Or

[Create a profile](#)

2. Click **Employer** on the main menu
3. Click **Vendors** on the submenu

Acumen Powered by DCI

HOME EMPLOYER REPORTS

CLIENTS

EMPLOYEES

VENDORS

PENDING ENTRIES (15)

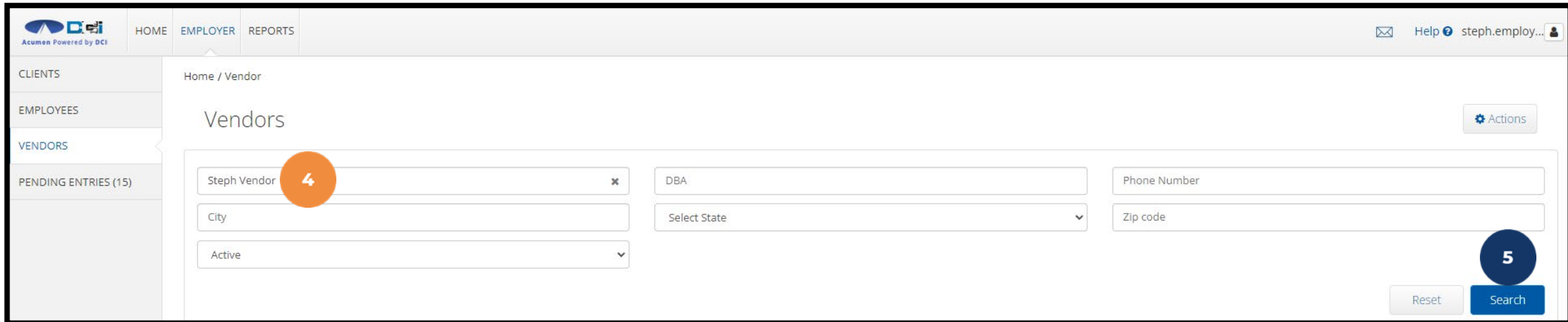
Home / Vendor

Vendors

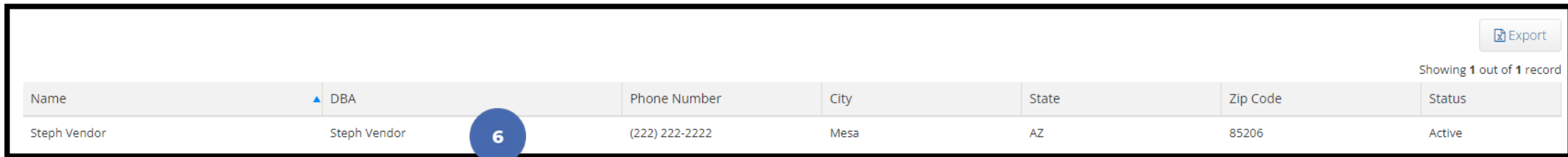
Vendor Name

Vendor Payment

4. Type and select the Vendor Name in the filter
5. Click the blue Search button
6. Click anywhere in the vendor row to open the details page



The screenshot shows the 'Vendors' search page. The left sidebar contains navigation options: CLIENTS, EMPLOYEES, VENDORS, and PENDING ENTRIES (15). The main area has a breadcrumb 'Home / Vendor' and a title 'Vendors'. There is an 'Actions' button in the top right. The search form includes fields for Name (containing 'Steph Vendor' with a blue circle '4' over it), DBA, Phone Number, City, Select State, and Zip code. There is also an 'Active' dropdown menu. A blue circle '5' is over the 'Search' button. A 'Reset' button is also present.

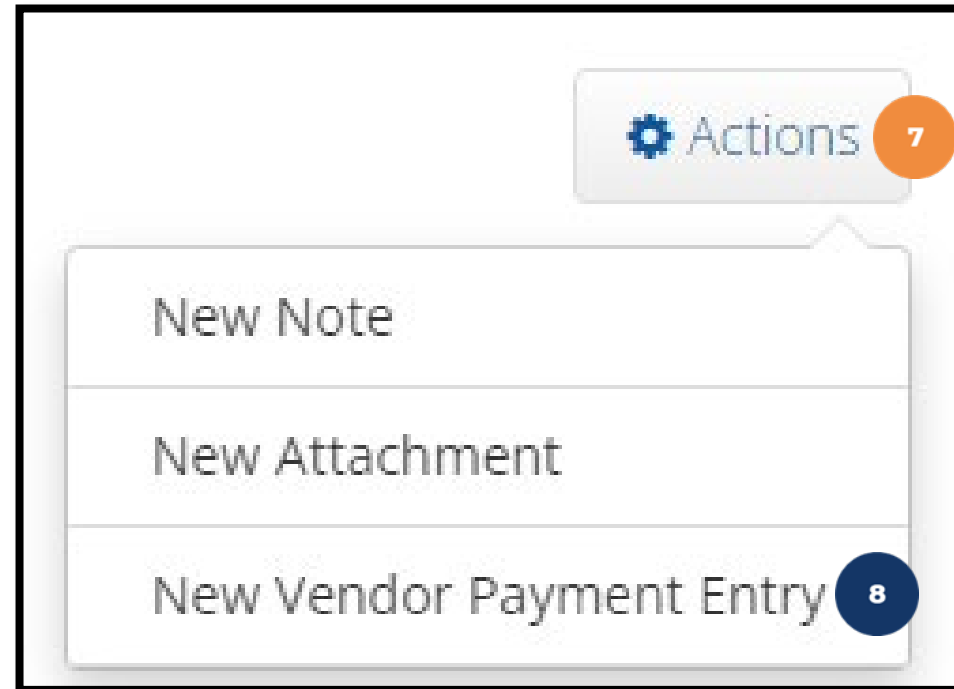


The screenshot shows the search results table. The table has columns: Name, DBA, Phone Number, City, State, Zip Code, and Status. The status is 'Active'. A blue circle '6' is over the 'Steph Vendor' entry in the DBA column. An 'Export' button is in the top right. The text 'Showing 1 out of 1 record' is displayed.

Name	DBA	Phone Number	City	State	Zip Code	Status
Steph Vendor	Steph Vendor	(222) 222-2222	Mesa	AZ	85206	Active

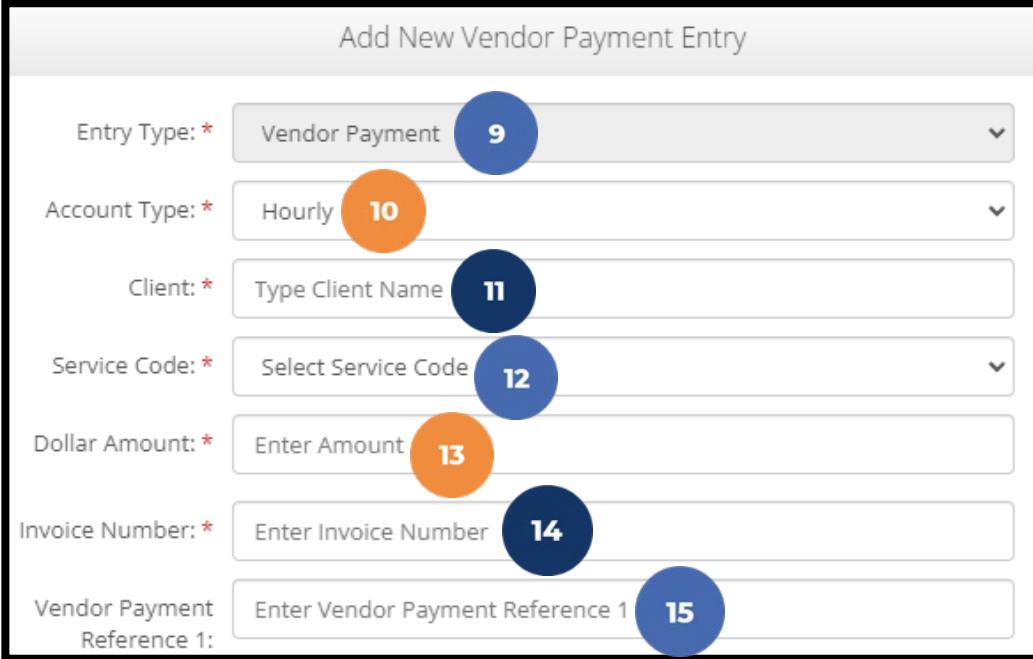
Vendor Payment

7. On the Vendor Details page, click **Actions**.
8. Select **New Vendor Payment Entry** from the drop-down menu



Vendor Payment

Complete the **Add New Vendor Payment Entry** form wizard:



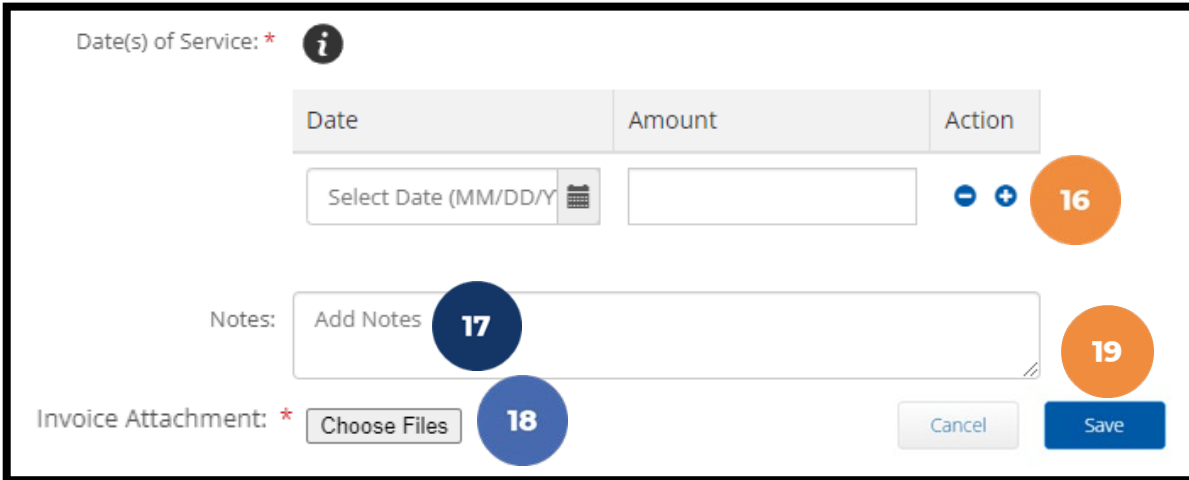
The screenshot shows a form titled "Add New Vendor Payment Entry" with the following fields and callouts:


- 9. Entry Type: * Vendor Payment
- 10. Account Type: * Hourly
- 11. Client: * Type Client Name
- 12. Service Code: * Select Service Code
- 13. Dollar Amount: * Enter Amount
- 14. Invoice Number: * Enter Invoice Number
- 15. Vendor Payment Reference 1: Enter Vendor Payment Reference 1




9. Entry Type: Auto-populates
10. Account Type: Select Hourly
11. Client: Type & select from the drop-down
12. Service Code: Select from the drop-down
 - If the appropriate service code is not available in the drop-down menu, please contact your local office or service coordinator.
13. Dollar Amount: Enter the total amount for the invoice for all dates of service
14. Invoice Number: Enter the invoice number *along with the client's name*
15. Vendor Payment Reference fields 1-5: Optionally add any additional information regarding the vendor payment


Vendor Payment

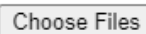


Add New Vendor Payment Entry form wizard continued:



Date(s) of Service: * 

Date	Amount	Action
Select Date (MM/DD/YY) 		  16

Notes: Add Notes **17**  **19**

Invoice Attachment: *  **18**  

16. Date(s) of Service: This may be one date or multiple dates. Enter the date and the amount for that date then click the blue **plus sign (+)** to add more as needed.

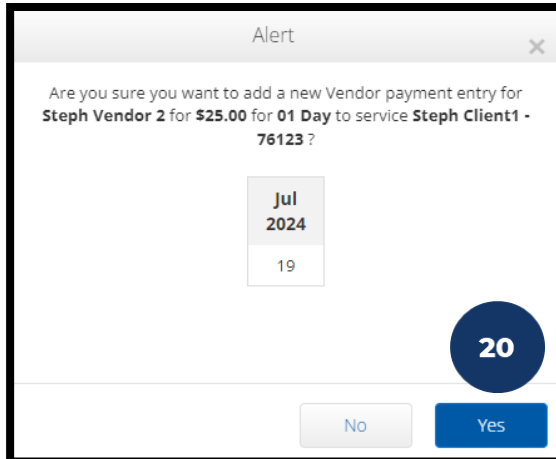
- The sum of the dates of service must match the dollar amount entered in the Dollar Amount field (see step 5)

17. Notes (optional)

18. Invoice Attachment: Click the **Choose Files** button. Attachment must be in PDF, JPG, or PNG format.

19. Click **Save**

20. Click **Yes** to confirm



Alert

Are you sure you want to add a new Vendor payment entry for Steph Vendor 2 for \$25.00 for 01 Day to service Steph Client1 - 76123?

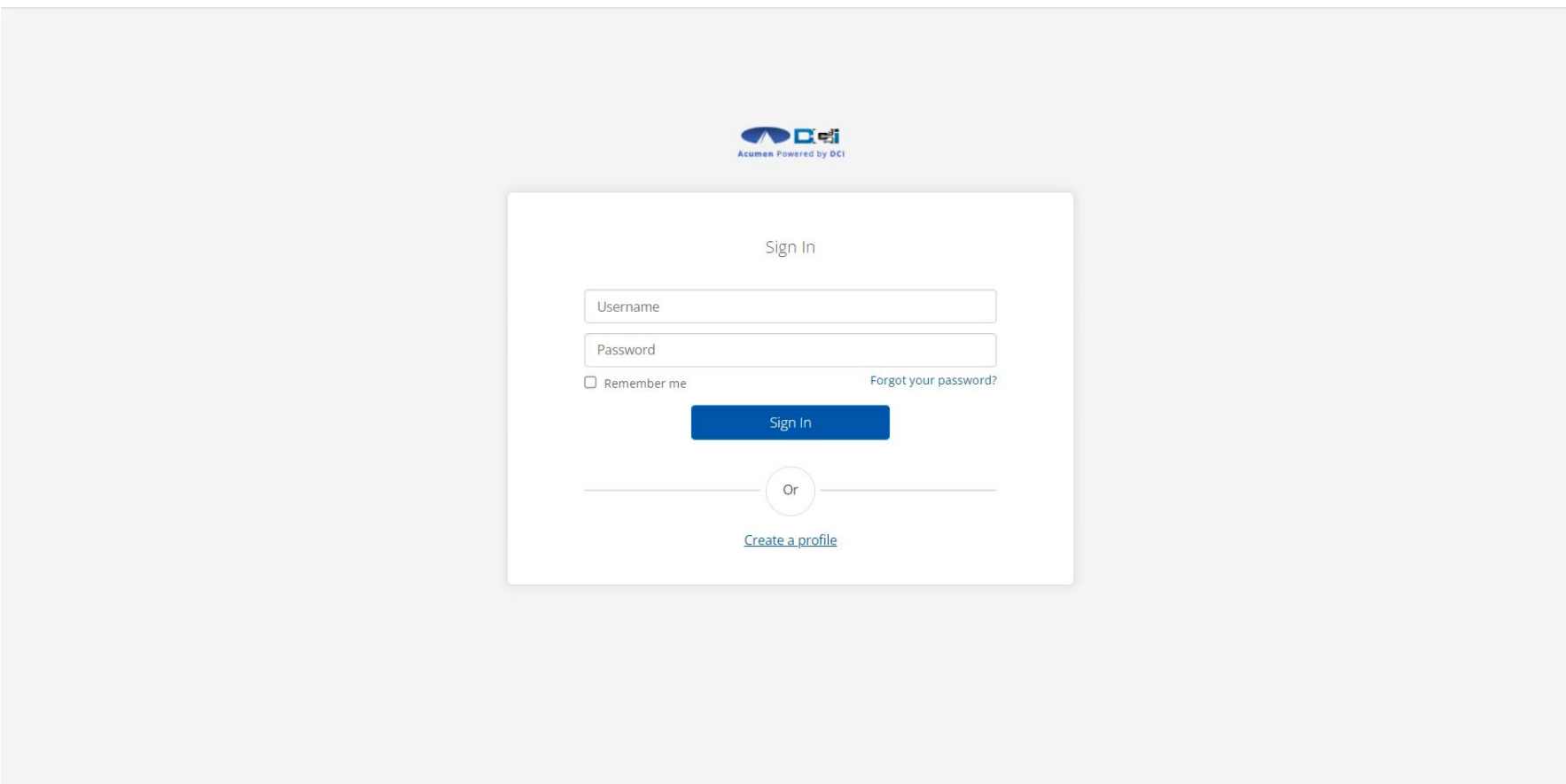
Jul 2024
19

20

No Yes

Employer Web Portal Video

Create a Vendor Payment Entry



The screenshot shows a web portal sign-in page. At the top center is the logo for Acumen Powered by DCI. Below the logo is a white sign-in box with the following elements: the text "Sign In", a "Username" input field, a "Password" input field, a "Remember me" checkbox, a "Forgot your password?" link, a blue "Sign In" button, a horizontal line with a circle containing the word "Or" in the center, and a "Create a profile" link.

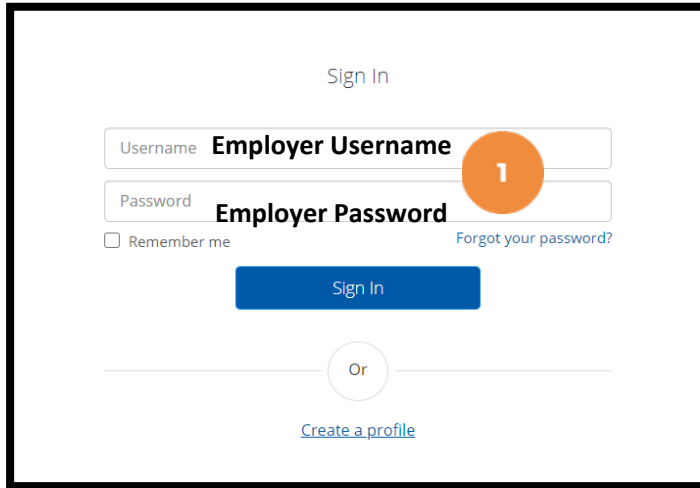
Proprietary: For Acumen and Customer Use Only



View Clients & Submitted Entries

View Clients

1. Navigate to acumen.dcisoftware.com and log into the **Employer Profile**



Sign In

Username **Employer Username** 1

Password **Employer Password** 1

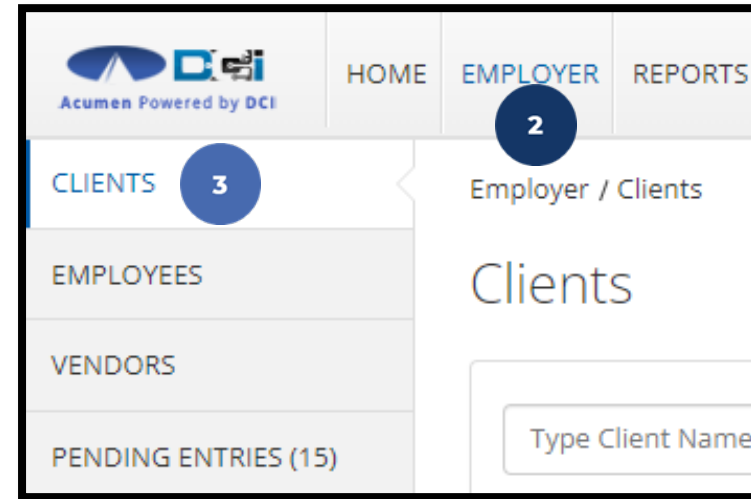
Remember me [Forgot your password?](#)

Sign In

Or

[Create a profile](#)

2. Click **Employer** on the main menu
3. Click **Clients** on the submenu



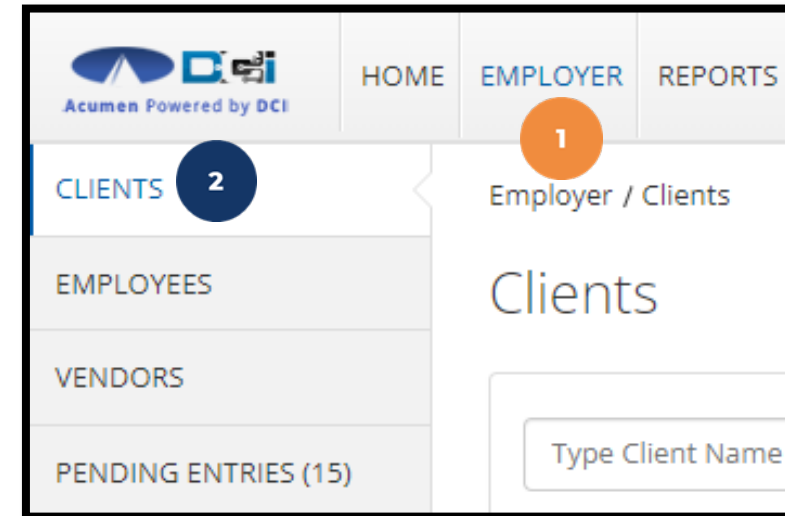
4. Click anywhere in the client row to open the details page

Name	Client Id
SMITH JOHN 4	12340

View Submitted Entry

To check the status of the vendor payment entry:

1. Click **Employer** on the main menu
2. Select the **Clients** tab from the submenu
3. Click anywhere on the **client row**



Name	Client Id	Status
Steph Client	125	Active

View Submitted Entry



4. From the Client Details page, scroll down to select the **Entries** tab.

The screenshot shows the 'Client Details - Steph Client' page. The left sidebar contains navigation options: CLIENTS, EMPLOYEES, VENDORS, and PENDING ENTRIES (15). The main content area is divided into two panels: 'Basic Demographics' and 'Other Details'. The 'Basic Demographics' panel contains the following information:

- Client Id: 125
- Address: 5416 E Baseline Road, Mesa, AZ 85206-4700
- GNIS: 04-013-7890
- Phone: (222) 222-2222
- Email: stephanies+51@dcisoftware.com
- Date of Birth: May 01, 2001
- Allow SSN Retrieval: No ⓘ
- No. of Funding Accounts: 1
- No. of Service Accounts: 1
- Status: Active

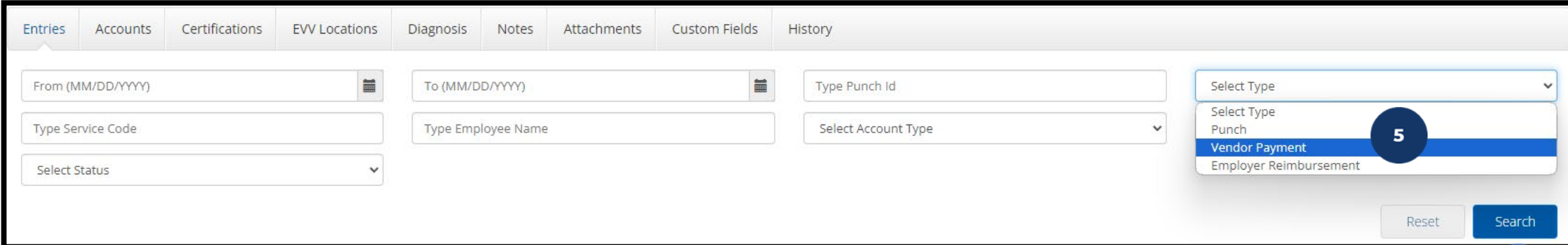
The 'Other Details' panel contains the following information:

- Cost Center: Steph Employer Cost Center
- Username: steph.client
- Client Status: Active
- Authentication Status: Active
- Email confirm: Yes
- Photo Set: No
- Signature Set: No
- Enable Caregiver Rating Emails: No
- Enable Vendor Payment: Yes
- Enable Employer Reimbursement: Yes

At the bottom of the page, there is a tabbed interface with the following tabs: Entries, Accounts, Certifications, EVV Locations, Diagnosis, Notes, Attachments, Custom Fields, and History. The 'Entries' tab is highlighted with a red circle and the number 4.

View Submitted Entry

5. Select **Vendor Payment** from the Select Type filter
6. Click the blue **Search** button to return results



The screenshot shows a web application interface for viewing submitted entries. At the top, there are tabs for 'Entries', 'Accounts', 'Certifications', 'EVV Locations', 'Diagnosis', 'Notes', 'Attachments', 'Custom Fields', and 'History'. Below the tabs are several input fields: 'From (MM/DD/YYYY)' and 'To (MM/DD/YYYY)' with calendar icons, 'Type Service Code', 'Type Employee Name', 'Type Punch Id', and 'Select Account Type'. A 'Select Status' dropdown is also present. On the right side, there is a 'Select Type' dropdown menu with a blue circle containing the number '5' next to it. The dropdown menu is open, showing options: 'Select Type', 'Punch', 'Vendor Payment' (highlighted in blue), and 'Employer Reimbursement'. At the bottom right, there are 'Reset' and 'Search' buttons. A blue circle containing the number '6' is positioned near the 'Search' button.

View Submitted Entry



If more than one Date of Service was entered for the vendor payment, an entry is created for each and the entry for the total amount is canceled.

Entries											
<u>Id</u>	<u>Service Date</u>	<u>Start Time</u>	<u>End Time</u>	<u>Account Type</u>	<u>Ref.</u>	<u>Cost Center</u>	<u>Client Name</u>	<u>Service Code</u>	<u>Amount</u>	<u>Status</u>	
75689	Jul 29, 2024			Vendor		Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	16.00	Pending	
75316	Jul 20, 2024			Vendor	75314	Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	25.00	Pending	
75315	Jul 21, 2024			Vendor	75314	Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	5.00	Pending	
75314	Jul 20, 2024			Vendor		Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	30.00	Canceled	

If only one Date of Service was entered for the vendor payment, only one entry is created.

75689	Jul 29, 2024			Vendor		Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	16.00	Pending	
-----------------------	--------------	--	--	--------	--	---	-------------------------------	----------------	-------	---------	--

7. Click anywhere on the entry row to view the details

View the entry status

Entry Review

- Entries are reviewed by the payroll team and approved or rejected
 - ✓ If approved, the entry status changes to Approved and payment is made according to the program pay schedule.
 - ✓ If rejected, the entry status changes to Rejected and communication is sent to the Employer via the email listed on the DCI profile.
- Contact Acumen to cancel or edit the entry

Paper Vendor Payment Request



If you choose to submit the vendor payment on paper (non-electronically), follow these steps:

1. Complete the NV SDFSS – Vendor Payment Request Form located at acumenfiscalagent.com/state/nevada/
2. Email the completed form AND invoice to vendor-nv@acumen2.net
 - Alternatively, fax without coversheet to (866) 496-4551.

New Vendor Request

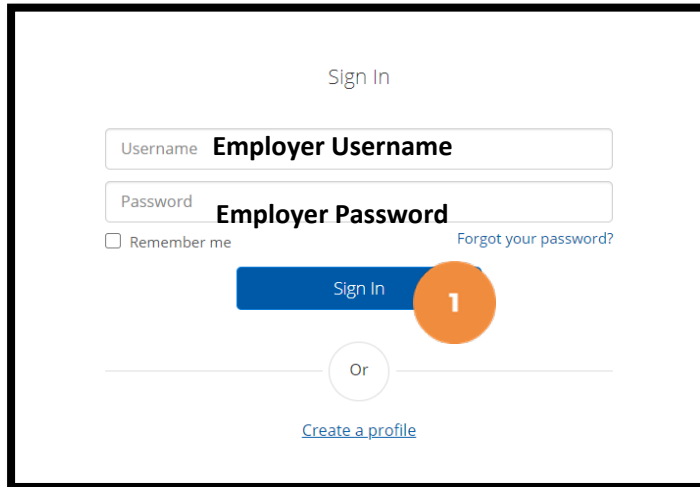
Web Portal

- If unable to locate the vendor when attempting to create a vendor payment, complete a New Vendor Request.
- A W9 is required. If the vendor does not wish to share the W9 with the employer, they may email it to vendor-nv@acumen2.net.
- The online vendor request will only be processed if all required fields are completed and the W9 is attached

New Vendor Request

*Please note! The Employer is responsible for requesting the new vendor

1. Navigate to acumen.dcisoftware.com and log into the **Employer Profile**



Sign In

Username **Employer Username**

Password **Employer Password**

Remember me [Forgot your password?](#)

Sign In **1**

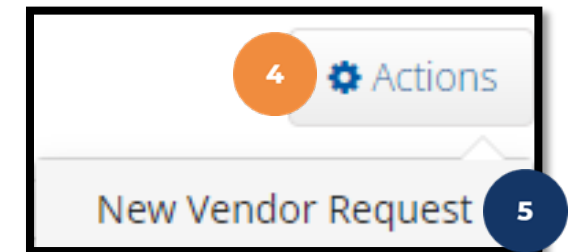
Or

[Create a profile](#)

2. Click **Employer** on the main menu
3. Click **Vendors** on the submenu

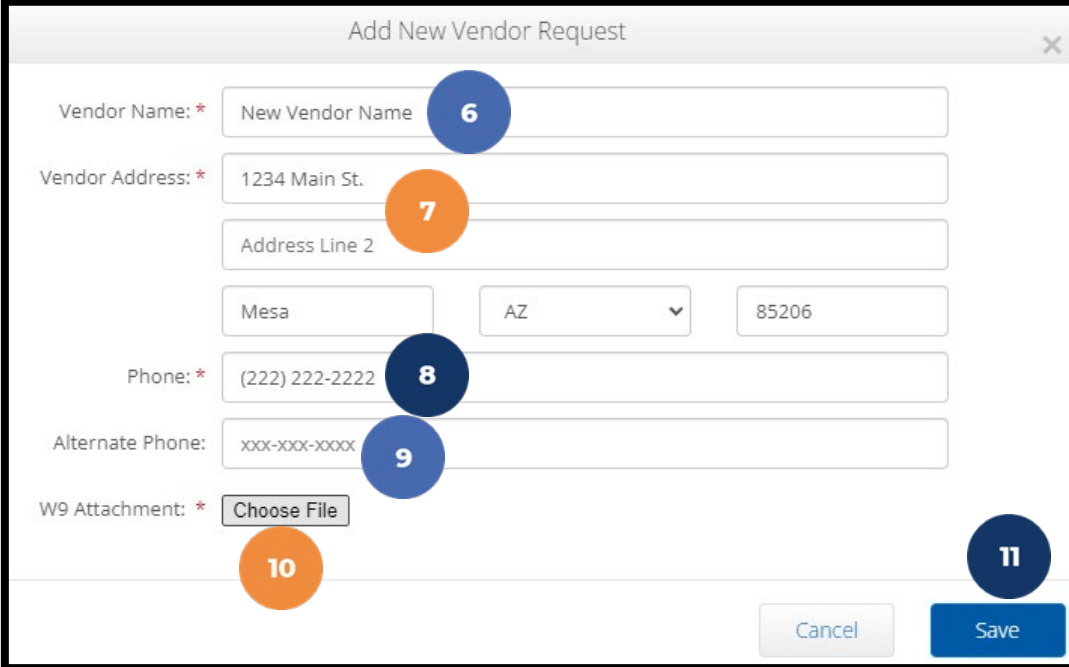


4. Click **Actions**
5. Select **New Vendor Request** from the drop-down menu



New Vendor Request

Complete the Add New Vendor Request form wizard:



6. Vendor Name: * New Vendor Name

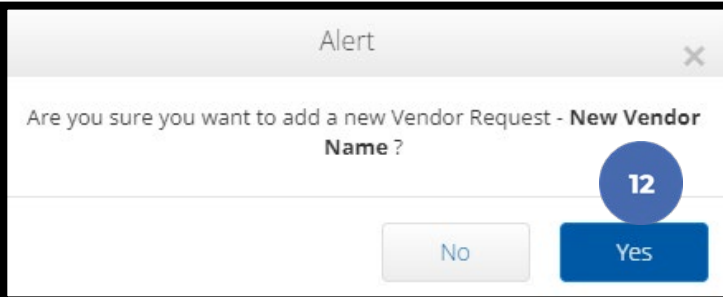
7. Vendor Address: * 1234 Main St.
Address Line 2

8. Phone: * (222) 222-2222

9. Alternate Phone: xxx-xxx-xxxx

10. W9 Attachment: * Choose File

11. Save



12. Yes

6. Vendor Name: Enter the name of the new vendor on the invoice along with the DBA Name (Doing Business As)
7. Vendor Address: Enter the address of the new vendor on the invoice
8. Phone: Enter the new vendor's main company phone number
9. Alternate Phone (optional)
10. W9 Attachment: Click the **Choose File** button to upload the W9 completed by the vendor. Must be in PDF, JPG, or PNG format. For the most up-to-date Form W-9, please visit <https://www.irs.gov/forms-instructions-and-publications>.
11. Click **Save**
12. Click **Yes** to confirm

Request Review

- New Vendor Requests are reviewed by the payroll team
 - ✓ The Employer is notified of the review results via the email listed on the DCI profile
 - ✓ If the new vendor request is approved, the Employer may create the Vendor Payment entry.
- To pay the vendor via EFT (electronic funds transfer):
 - ✓ *Coming Soon!* The EFT form will be located on the Nevada state page
 - ✓ Email vendor-nv@acumen2.net to request the form and send completed form back

Troubleshooting

- Not seeing your vendor?
 - Submit a New Vendor Request
- Not seeing your client?
 - Please contact Acumen customer service at (866) 644-4188
- Need to verify, add, or update your email address?
 - Log into the web portal, click on your username, select Settings, then select Change Email.

Questions?

Thank you!

**Visit the Acumen Help Center
to learn more at:**

acumenfiscalagent.zendesk.com