

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

## First Login to Web Portal

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

## Subsequent Logins to Web Portal

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

## First Login to Mobile App

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

## Subsequent Logins to Mobile App

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