DCI Mobile App Guide (NCV)

Presented By: Acumen Fiscal Agent

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OUR MISSION

Acumen Fiscal Agent facilitates freedom, choice and opportunity through innovative fiscal agent solutions.

Mobile App Basics

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- The DCI Mobile App is used for real-time entries
- Preferred, EVV-compliant method
- Can be downloaded on a mobile device or tablet
- Use for clocking in & out
- Quick & easy
- View all entries including status & details

Download DCI Mobile EVV App

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1. Download the **DCI Mobile EVV** App

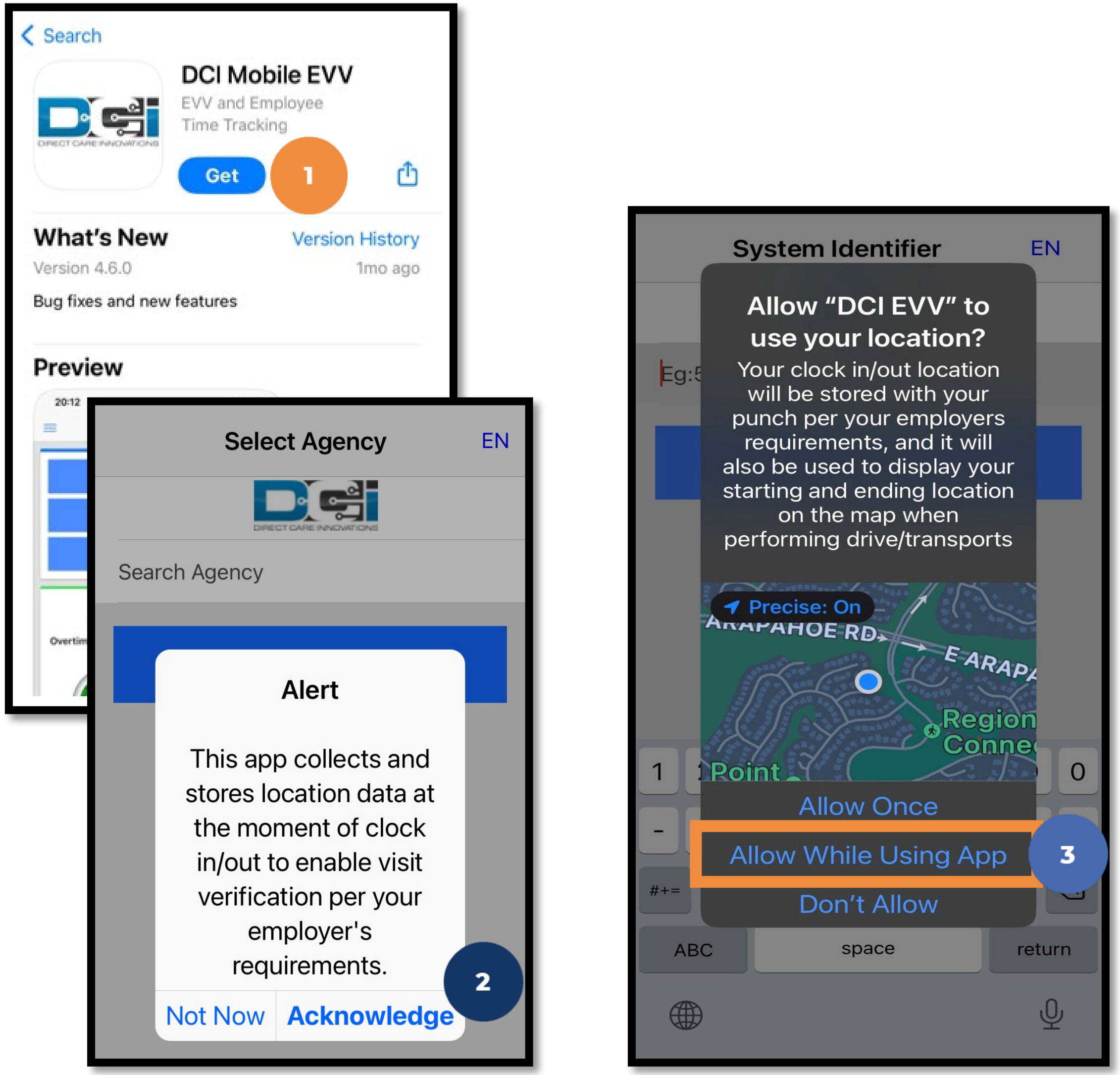
Available on the App Store | GET IT ON Google Play

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

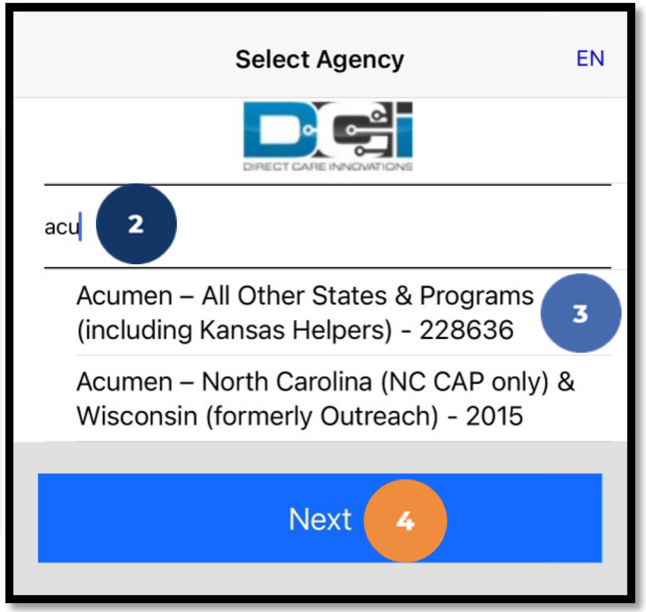
***Please note!**

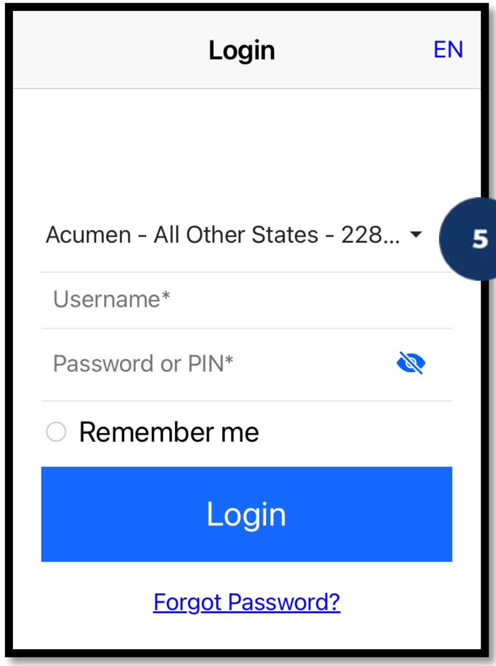
- There is more than one DCI app available. Please be sure to select the one labeled **DCI Mobile EVV.**
- Users may need to set app permissions. Media access is not necessary.



Initial Agency Selection

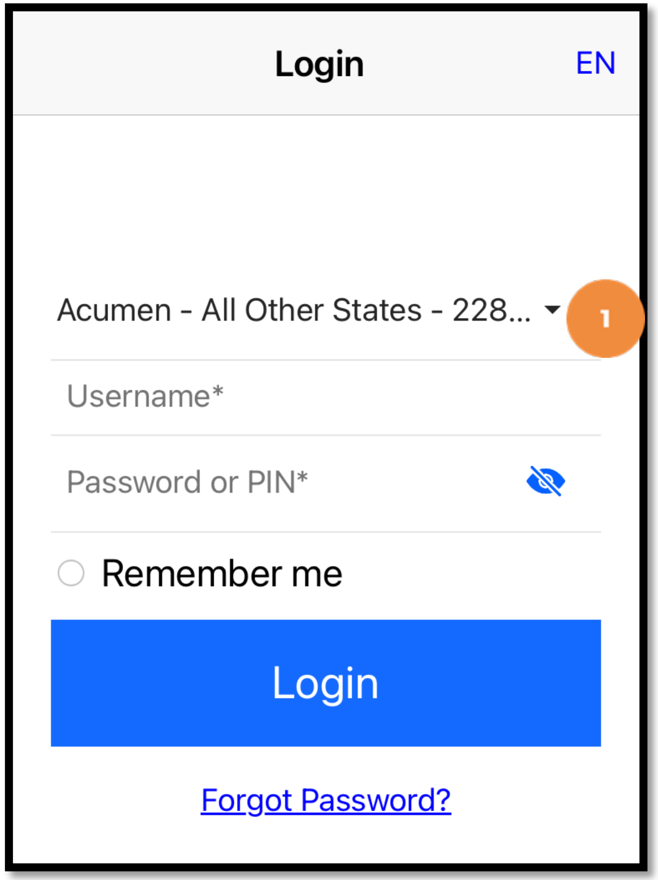
1. After downloading the app, the Select Agency screen appears with a Search Agency field.
2. **Type at least three consecutive characters of the agency name OR the system identifier** in the Search Agency field.
   - ❖ The Acumen system identifier for North Carolina (NC CAP only) & Wisconsin (formerly Outreach) is **2015**
   - ❖ The Acumen system identifier for All Other States & Programs (including Kansas Helpers) 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

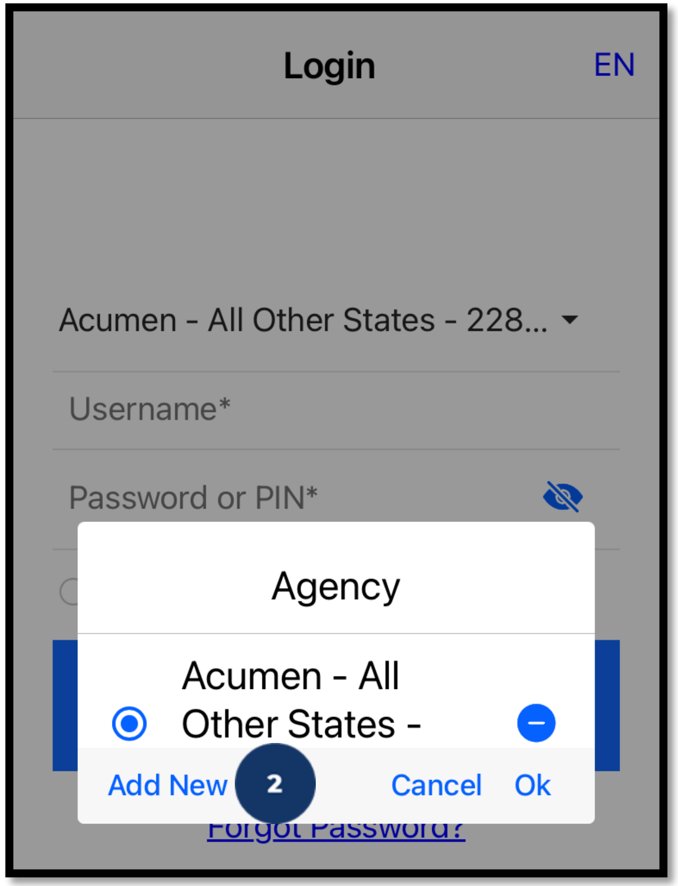




Add More Agencies

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.





Add More Agencies

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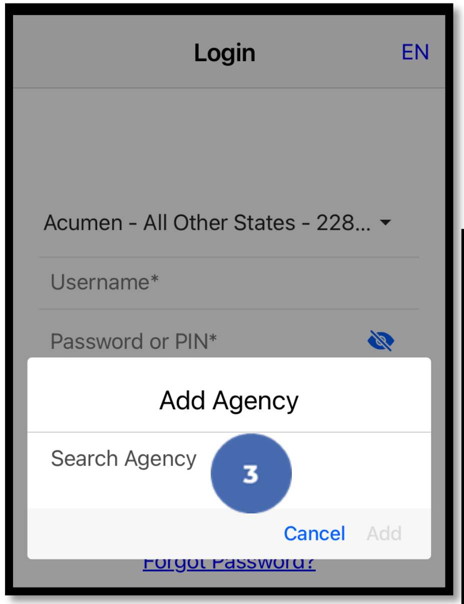
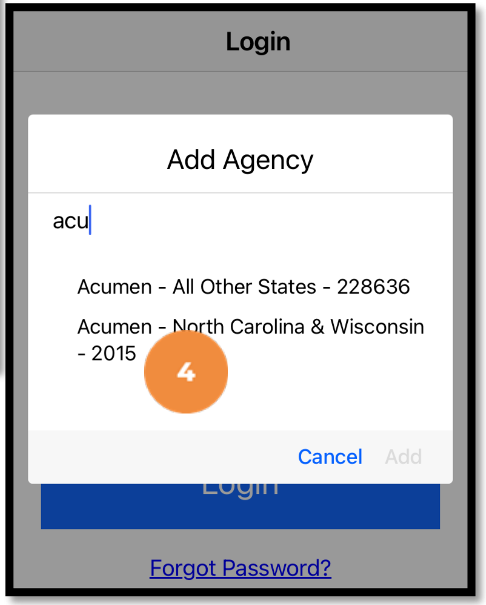
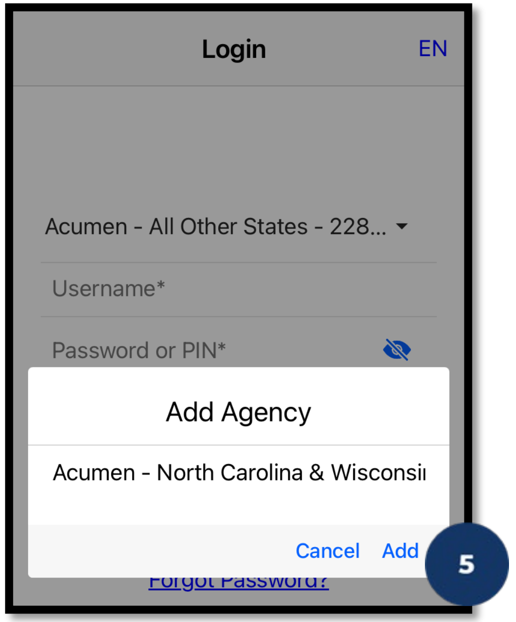
3. On the Add Agency window, **type at least three consecutive characters of the agency name OR the system identifier** in the Search Agency field.
   - ❖ The consecutive characters can be located anywhere in the agency name or system identifier
4. **Select the agency** from the list
5. Click **Add**







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

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1. Enter employee credentials
   - ✓ Acumen provided a **username** and **password** on the Good to Go letter via email or mail

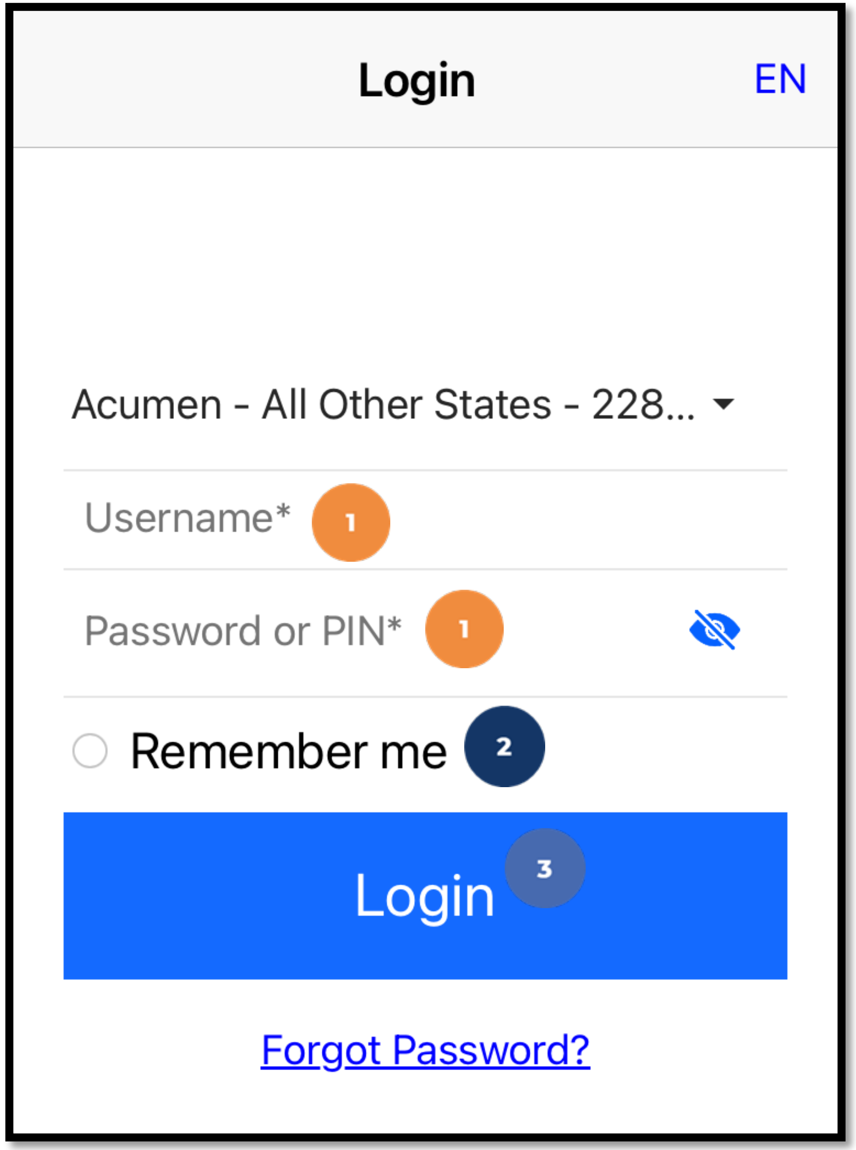
2. Optionally, select the **Remember me** button to remember the Username.

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

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

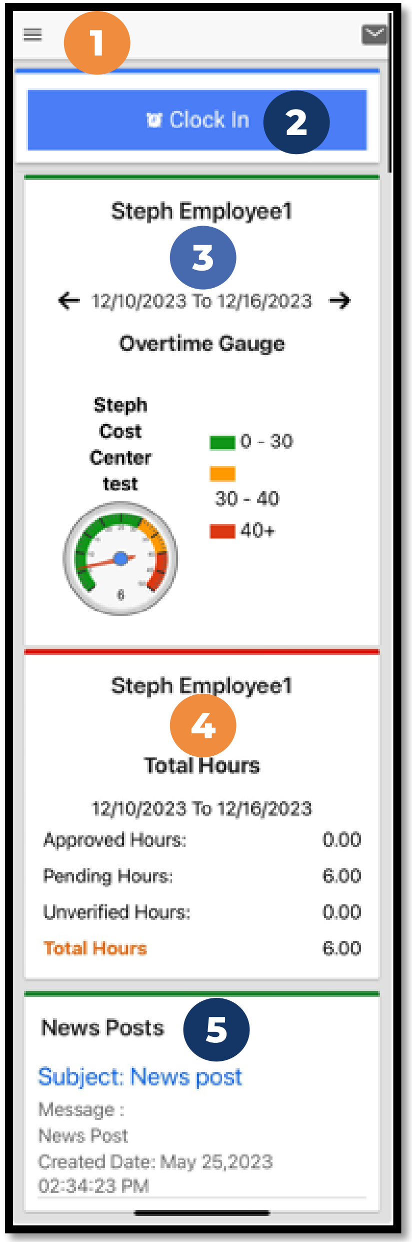
   ✓ The **Forgot Password** link is available if necessary but requires a valid email address to be on file

***Please note:** Contact Acumen customer service or your support coordinator with any login issues



Mobile App Home Page

1. Menu Button
   - Use to navigate in the mobile app
   - View all entries including status & details
2. Clock In Button
   - Click to begin the Clock In process
3. Overtime Gauge
   - Shows progress and provides a visual representation of hours worked in a week. Does not indicate overtime eligibility.
4. Total Hours
   - Shows the total hours breakdown by week by approved, pending, and unverified entry status.
5. News Posts
   - Displays important messages



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Overview Mobile App Clock In

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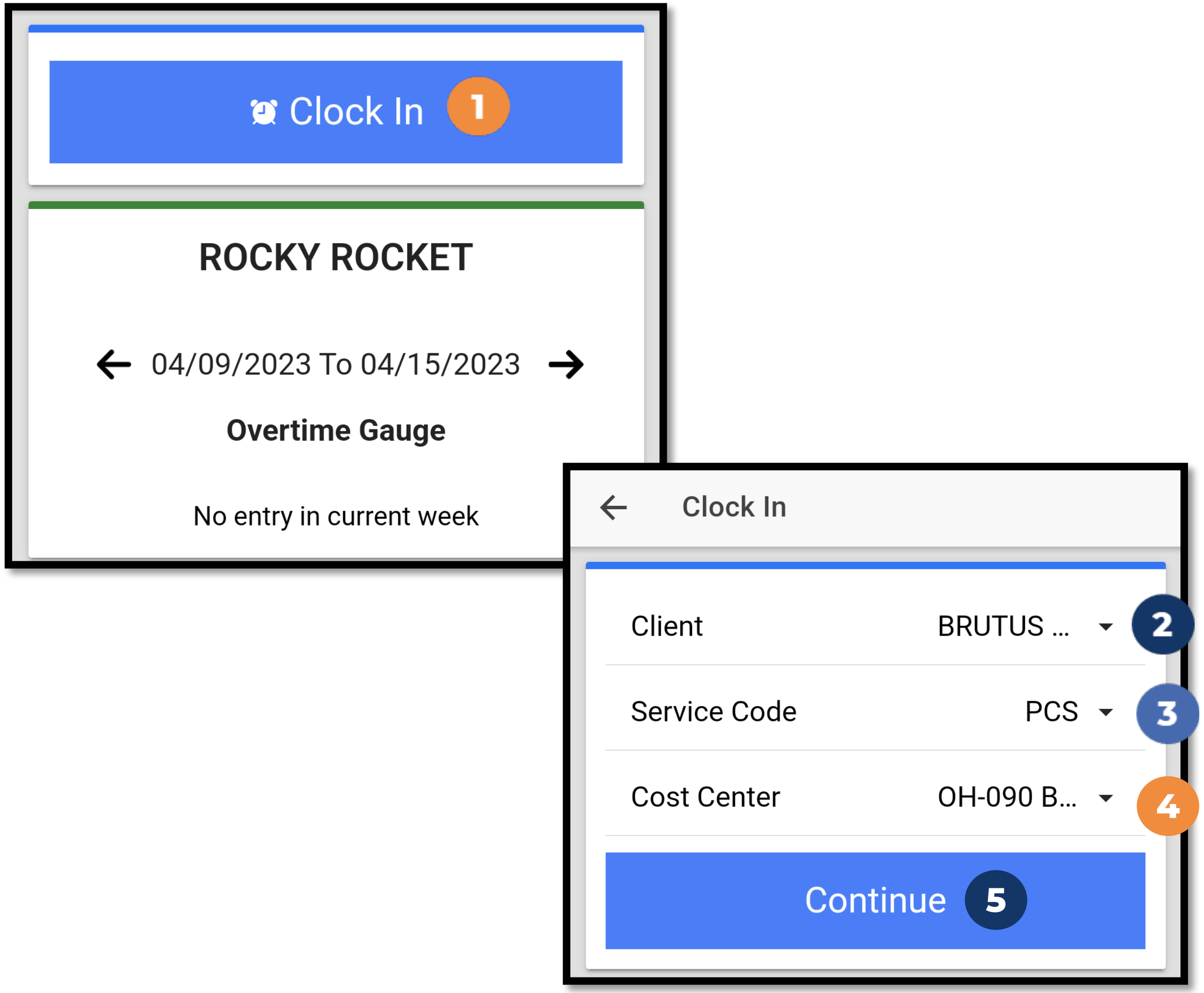
Employee Arrives to Begin Shift → Open DCI Mobile EVV App on Smartphone or Tablet → Log in with Username & Password or PIN → Tap the blue "Clock In" button (top of the screen) → Select Client Name & Service Code → Confirm Clock In (time begins for the shift)

Clock In on Mobile App

1. Click the blue **Clock In** Button
2. Select the Client's Name
    - Auto-fills for a single client
3. Select the Service Code
    - Auto-fills for a single service
4. Cost Center is always auto-filled
5. Click the blue **Continue** button



Clock In on Mobile App (cont.)

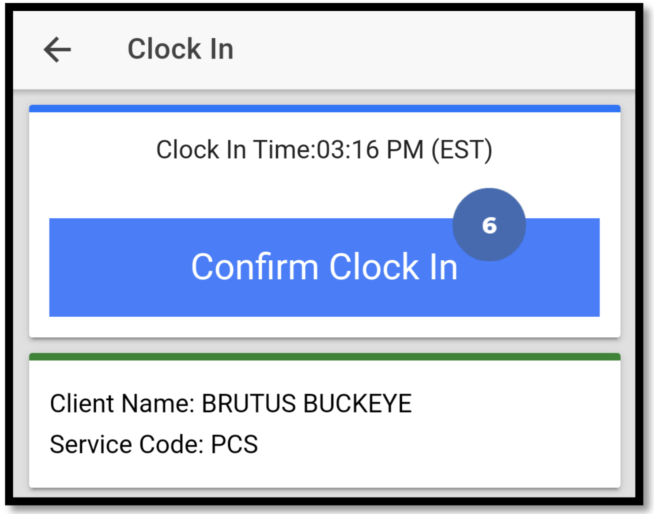
6. Select Confirm Clock In

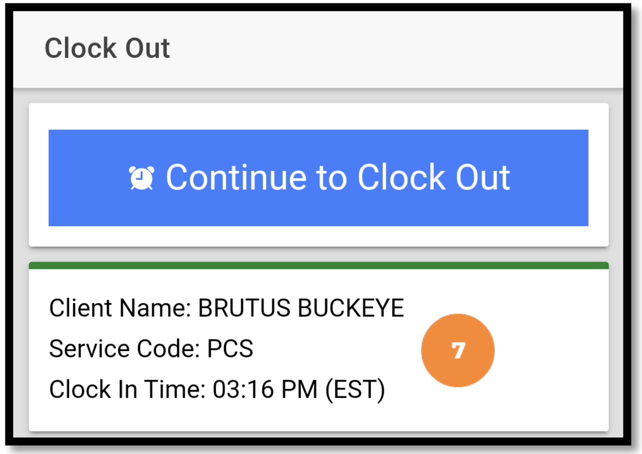
   * *This will start the time for the shift*

7. Clock In Details Summary

   - Clock in is successful when the blue **Continue to Clock Out** button displays
   - Clock in details display in summary form

***Please note:** Users do not need to stay logged into the mobile app during their shift and cannot take any other action until clocked out.





Overview Mobile App Clock Out

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End of Shift

→ Open DCI Mobile EVV App on Smartphone or Tablet

→ Log in with Username & Password or PIN

→ Tap the blue “Continue to Clock Out” button (top of screen) & Confirm

→ If required by the program, select the EVV Location.

→ Optionally Add Notes or/and Attachments

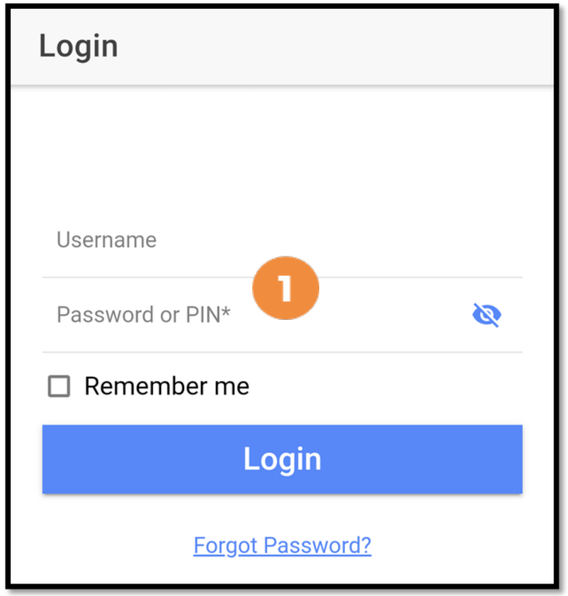
→ If required by the program, select the Task(s)/Statement(s) that was completed during the shift.

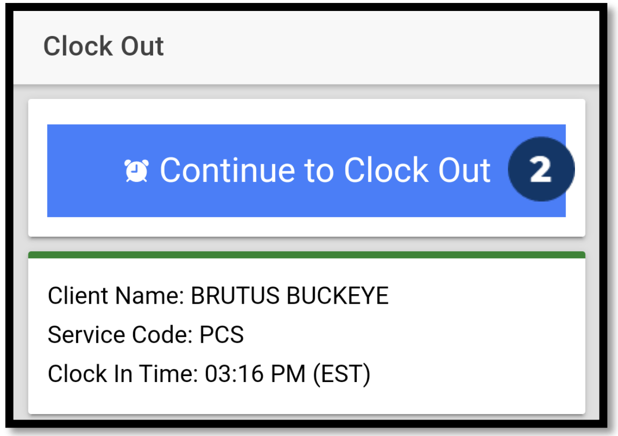
→ Confirm Clock Out (time ends for the shift)

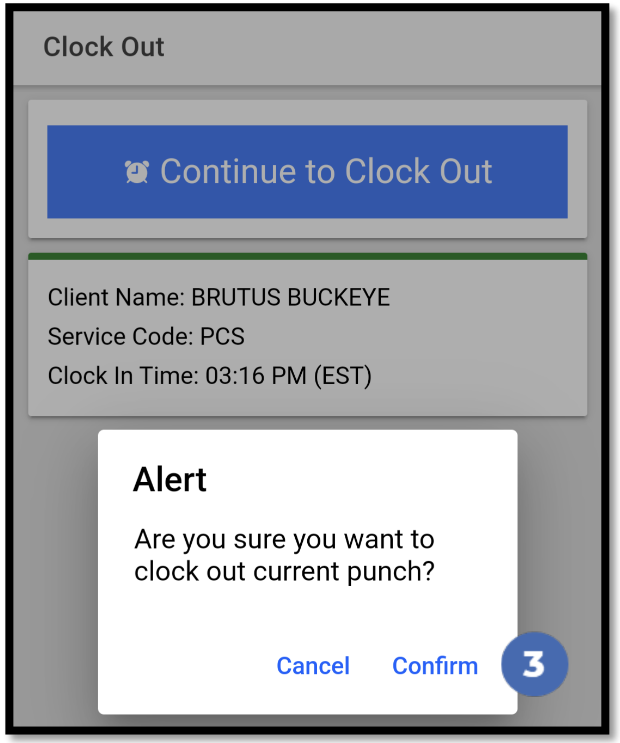
Clock Out – No Client Verification

This information <u>only</u> applies to states that <u>DO NOT</u> require Client Verification.

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



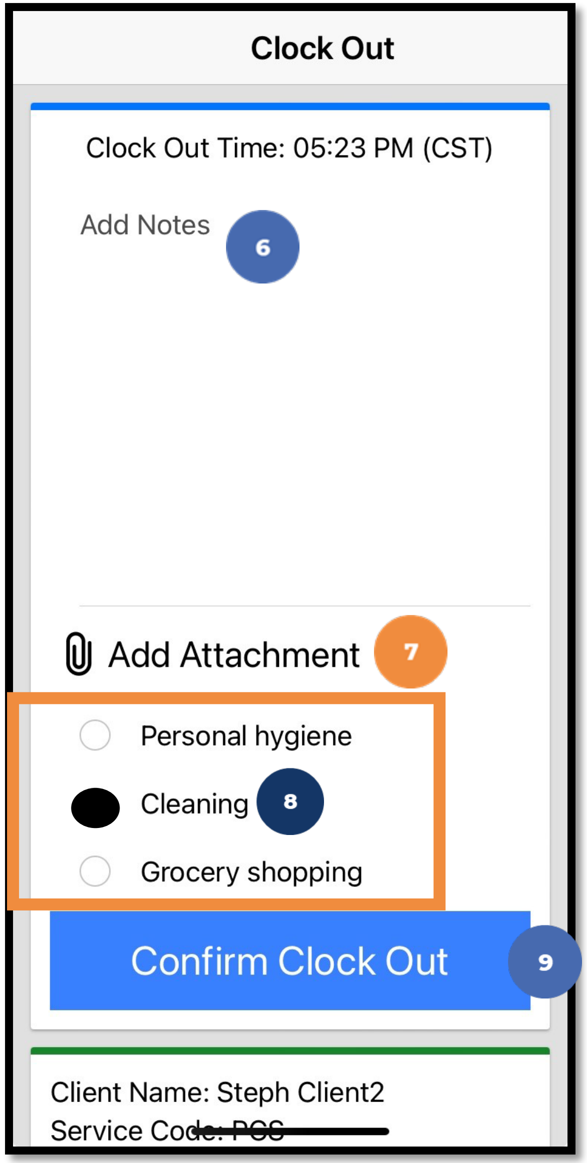


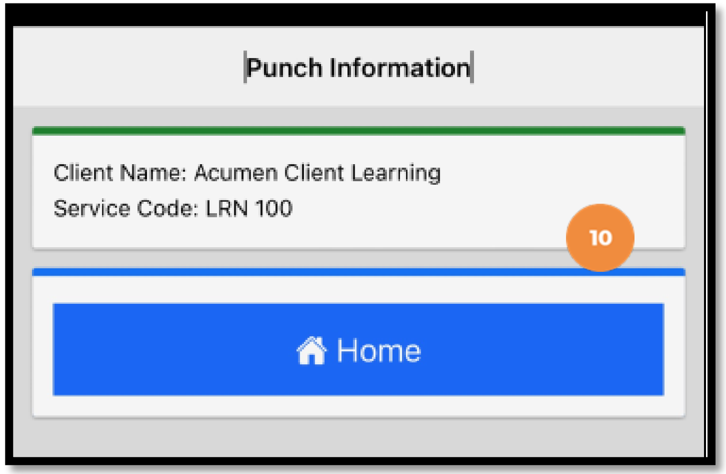


Clock Out – No Client Verification

The employee:

6. Enters any notes for the punch (optional)
7. Adds an attachment for the punch (optional)
8. **Selects the task(s)/statement(s) that was completed during the shift**
   - ✓ **Tasks/statements are a quick way to document the duties completed with/for the participant**
   - ✓ **The entry cannot be saved without a selection**
9. Clicks the blue **Confirm Clock Out** button when ready
   - ✓ *This will stop the time for the shift*
10. Punch Confirmation
    - ✓ Punch details are shown
    - ✓ Click the blue **Home** button when ready





Congratulations!
The shift is complete.

Employee - Review Entries

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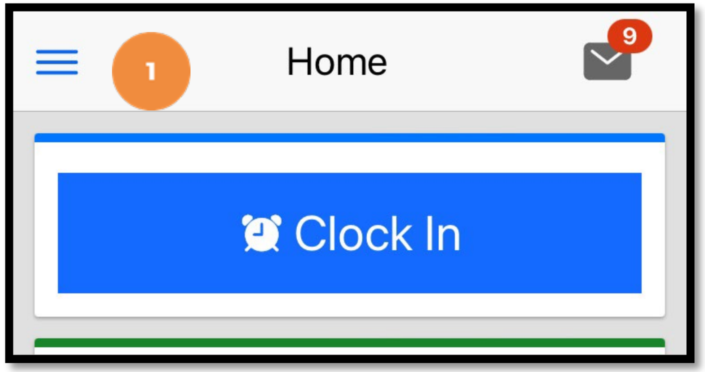
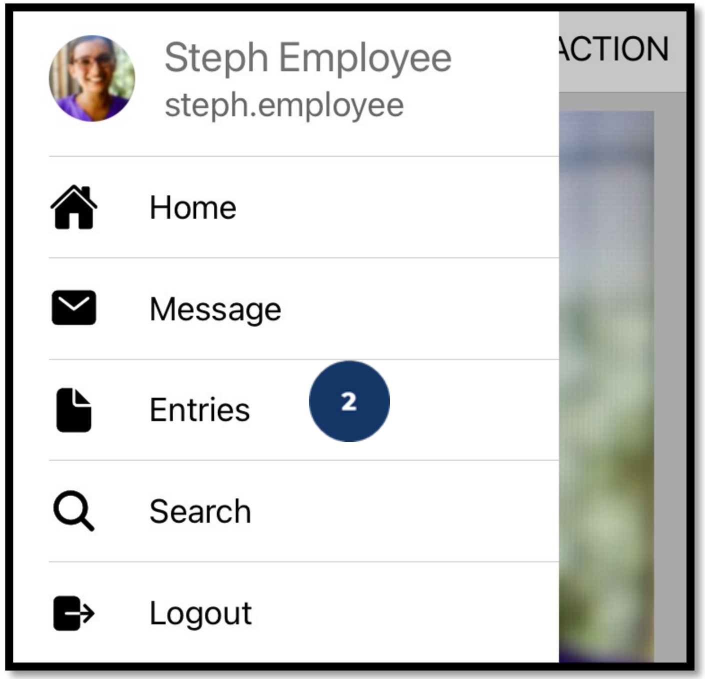
1. Click the **Menu** in the top left corner of the screen

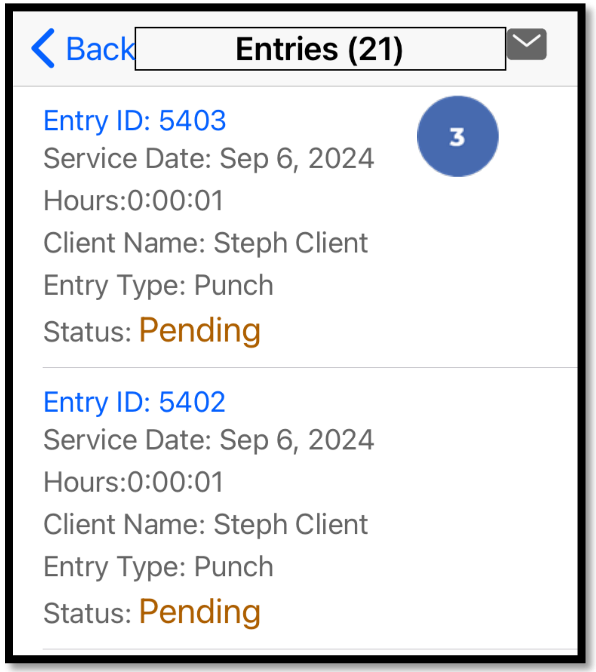
2. Select **Entries** on the submenu

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.





DCI Tips and Tricks

1. All Employers and Employees must have a unique valid email address in DCI
2. Login and take action as often as possible to become familiar with DCI and the tasks
3. Users are locked out after 3 bad attempts
   - Contact Acumen Customer Service for help
4. Employees will use the Mobile app
   - Employers use the DCI Web Portal
5. Employees will always enter their own time
   - Employers will Approve or Reject

Questions?

Thank you!

Visit the Acumen Help Center to learn more at:

acumenfiscalagent.zendesk.com