

Change Profile Settings

Presented By: Acumen Fiscal
Agent



Acumen Fiscal Agent

Innovation • Opportunity • Freedom



OUR MISSION

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

Profile Basics

- Changing Profile Settings will help keep your account secure
- DCI users can change any profile setting at any time on a computer
 - Options include Username, Password, PIN, Email & more
- Username/Passwords are used to log into DCI across all devices
- Employee PINs are used for easier login on a mobile device
- Client PINs are used for EVV when Clocking In/Out on Mobile App
 - Only Employer or Client should know the Client PIN
- Any changes are reflected immediately on all devices

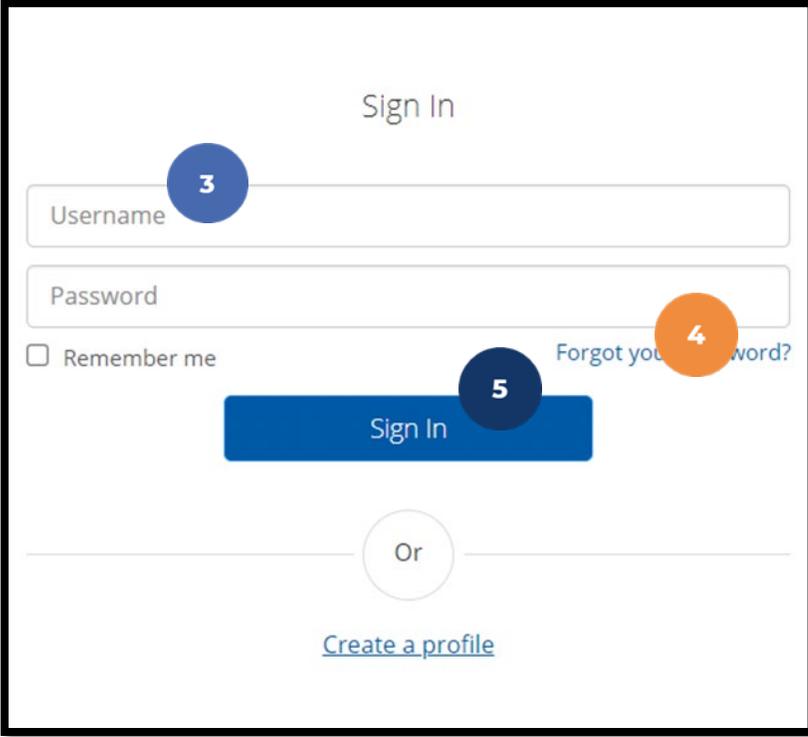


Accessing the DCI Web Portal

1. Open an internet browser on a computer or mobile device (Google Chrome is preferred) and navigate to the DCI Web Portal.
 1. All states **except** WI, NC Cap (including KS Helpers): acumen.dcisoftware.com
 2. WI, NC Cap Only: outreach.dcisoftware.com
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

acumen.dcisoftware.com

outreach.dcisoftware.com



Sign In

1

3

4

5

Username

Password

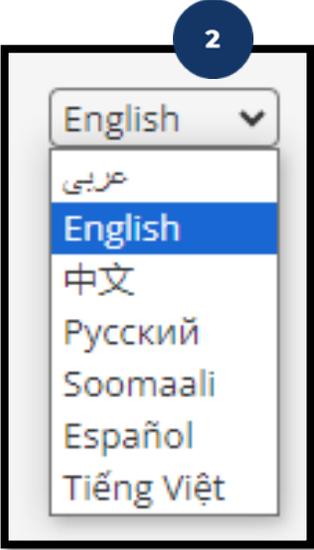
Remember me

[Forgot your password?](#)

Sign In

Or

[Create a profile](#)



2

English

عربي

English

中文

Русский

Soomaali

Español

Tiếng Việt

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

Profile Settings

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

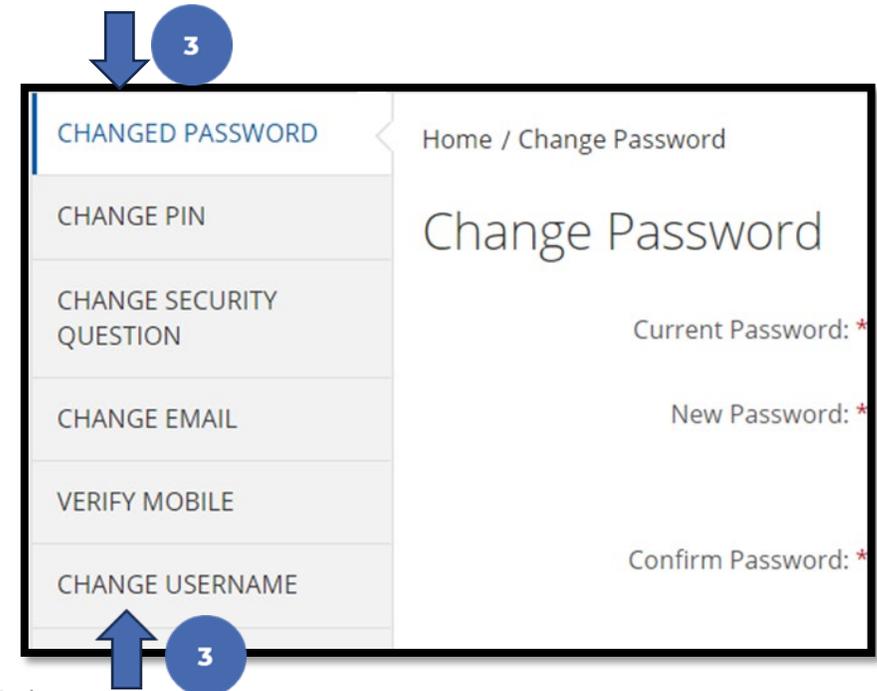
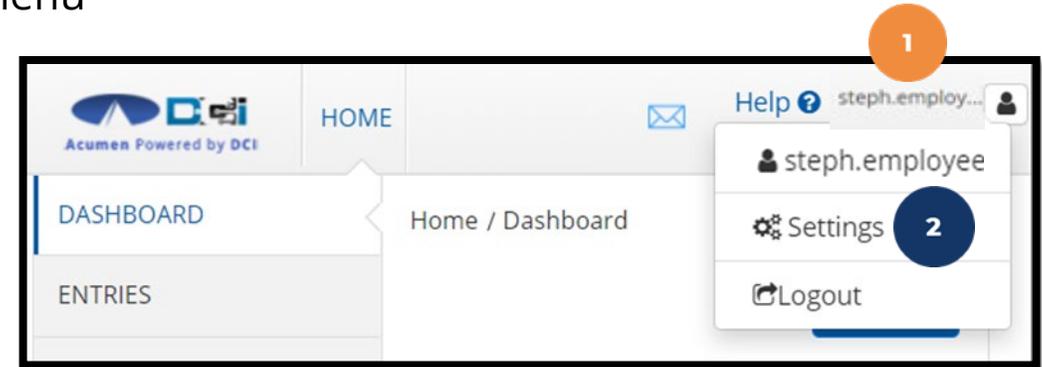


1. Click the **username** in the top right corner of the main menu

2. Click **Settings**

3. Select a submenu tab to update:

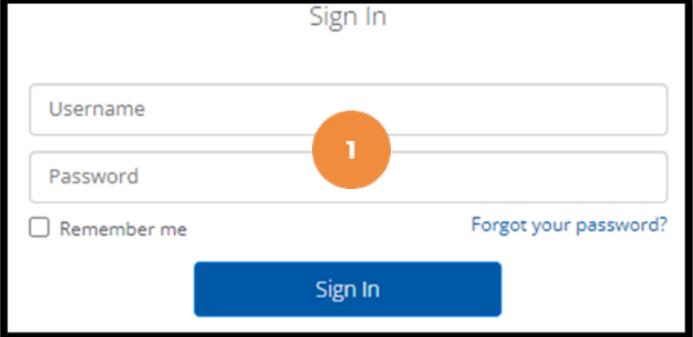
- Change Password – Used for login
- Change PIN – A number that can be used instead of a password when logging into the mobile app. *Required for employees if using Phone EVV IVR.*
- Change Security Question
- Change Email – A valid and correct email address is required for password recovery
- Verify 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
 1. All states **except** WI, NC Cap (including KS Helpers): acumen.dcisoftware.com
 2. WI, NC Cap Only: outreach.dcisoftware.com
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



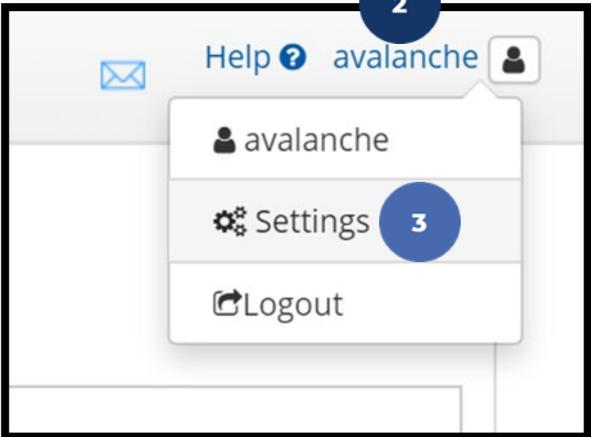
Sign In

Username **1**

Password **1**

Remember me [Forgot your password?](#)

Sign In

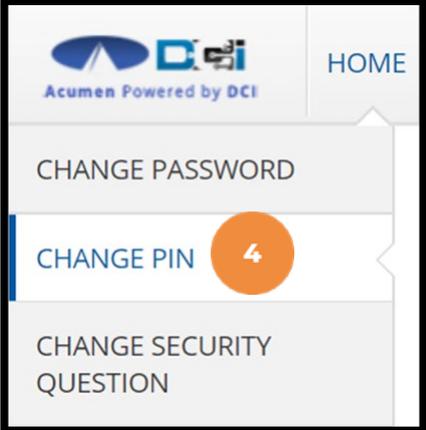


Help ? avalanche **2**

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**

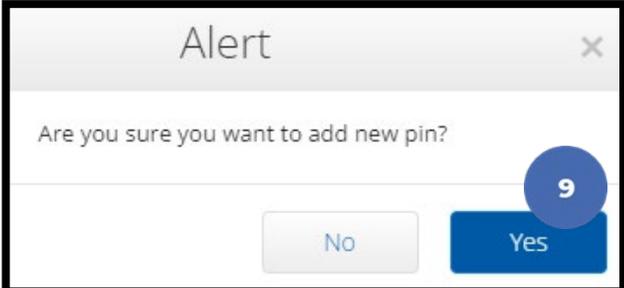
Add / Change PIN (cont.)

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



The screenshot shows a form with two input fields: "New Pin: *" and "Confirm Pin: *". Both fields contain the placeholder text "Please enter New Pin" and "Please Confirm Pin" respectively. A blue 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 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



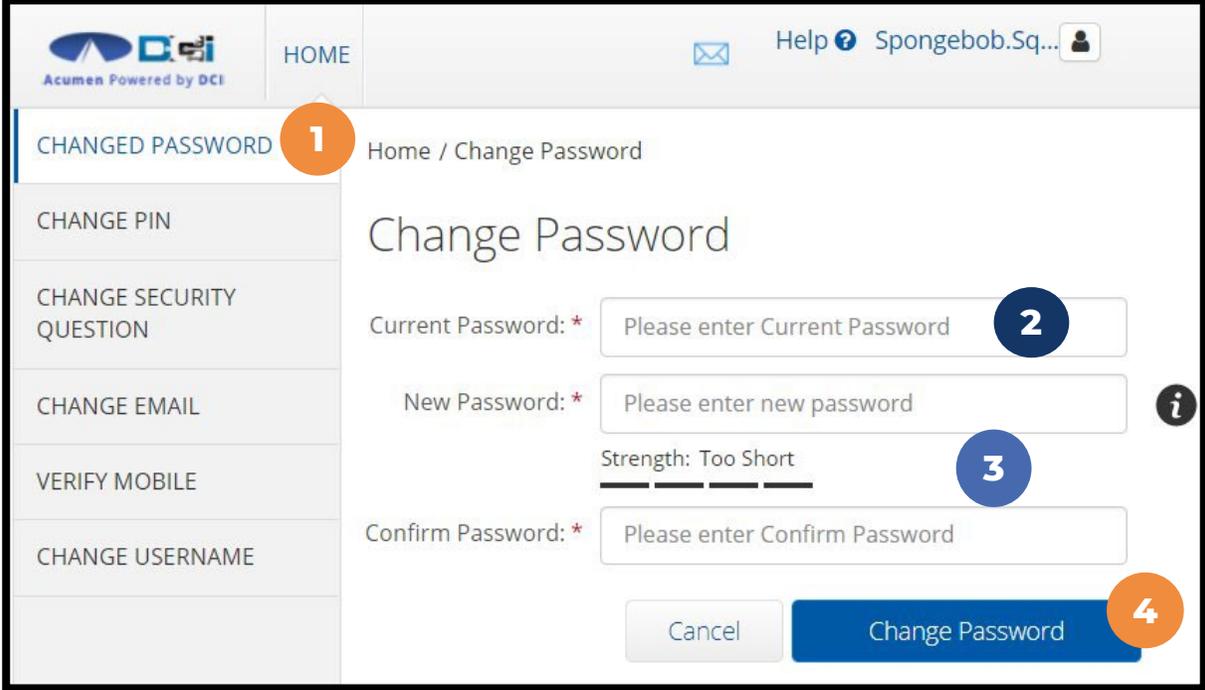
The screenshot shows an "Alert" dialog box with the text "Are you sure you want to add new pin?". Below the text are two buttons: a grey "No" button and a blue "Yes" button. A blue circle with the number "9" is positioned over the "Yes" button.



Change Password

Once Profile Settings are open

1. Select Change Password from the sub menu
2. Enter current password
3. Enter new password twice
4. Select Change Password and Confirm



Pro Tip:

Be sure to follow Password Criteria.
Make it secure & easy to remember.



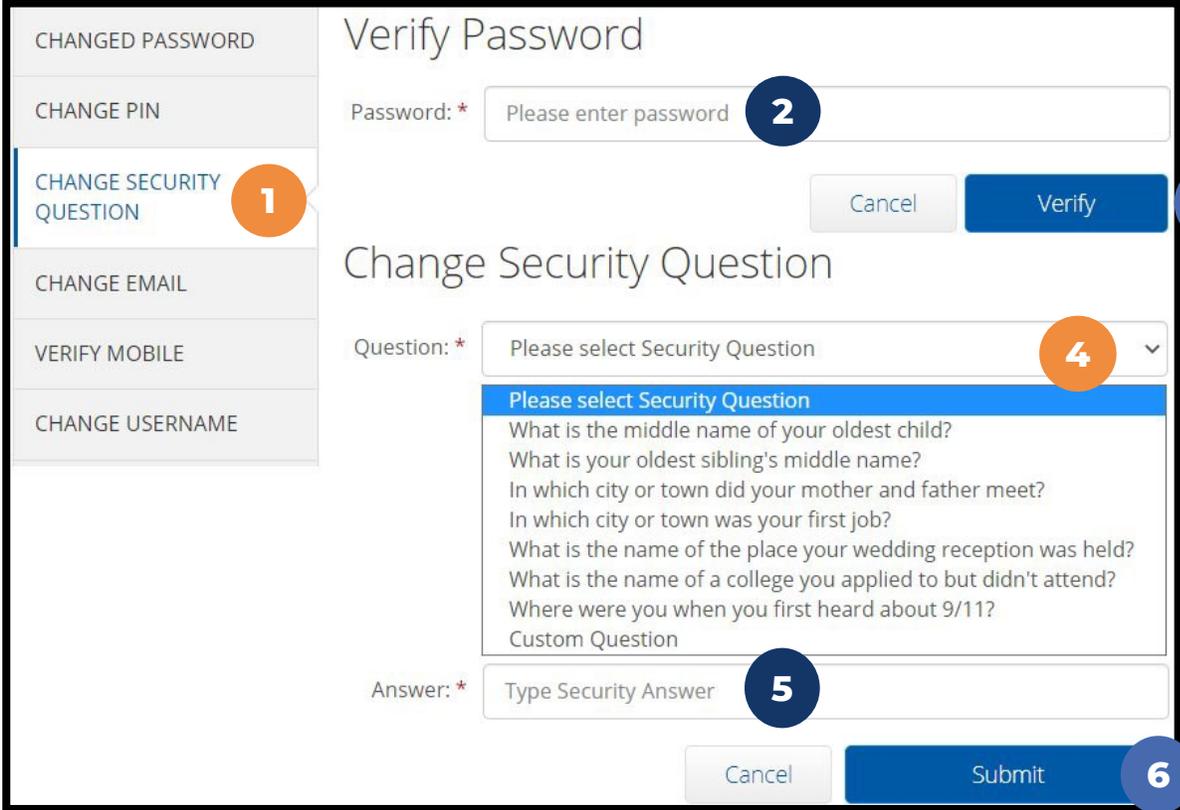
Password Criteria

1. Must be at least 10 characters.
2. Must contain 1 uppercase letters, lowercase letters, numbers and special characters
3. Must not contain more than two repeated characters in a row.
4. The password should be different from the 3 previous passwords.

Change Security Question

Once Profile Settings are open

1. Select Change Security Question
2. Enter current password
3. Select Verify
4. Select question from list
5. Type answer to question
6. Select Submit and confirm



The screenshot shows a user interface for changing a security question. On the left is a menu with options: CHANGED PASSWORD, CHANGE PIN, CHANGE SECURITY QUESTION (highlighted with a blue bar and a red circle with '1'), CHANGE EMAIL, VERIFY MOBILE, and CHANGE USERNAME. The main area is titled 'Verify Password' and contains a 'Password: *' field with a placeholder 'Please enter password' and a red circle with '2'. Below this are 'Cancel' and 'Verify' buttons, with a red circle with '3' on the 'Verify' button. The next section is 'Change Security Question' and contains a 'Question: *' dropdown menu with a placeholder 'Please select Security Question' and a red circle with '4'. The dropdown is open, showing a list of questions: 'Please select Security Question', 'What is the middle name of your oldest child?', 'What is your oldest sibling's middle name?', 'In which city or town did your mother and father meet?', 'In which city or town was your first job?', 'What is the name of the place your wedding reception was held?', 'What is the name of a college you applied to but didn't attend?', 'Where were you when you first heard about 9/11?', and 'Custom Question'. Below the dropdown is an 'Answer: *' field with a placeholder 'Type Security Answer' and a red circle with '5'. At the bottom are 'Cancel' and 'Submit' buttons, with a red circle with '6' on the 'Submit' button.

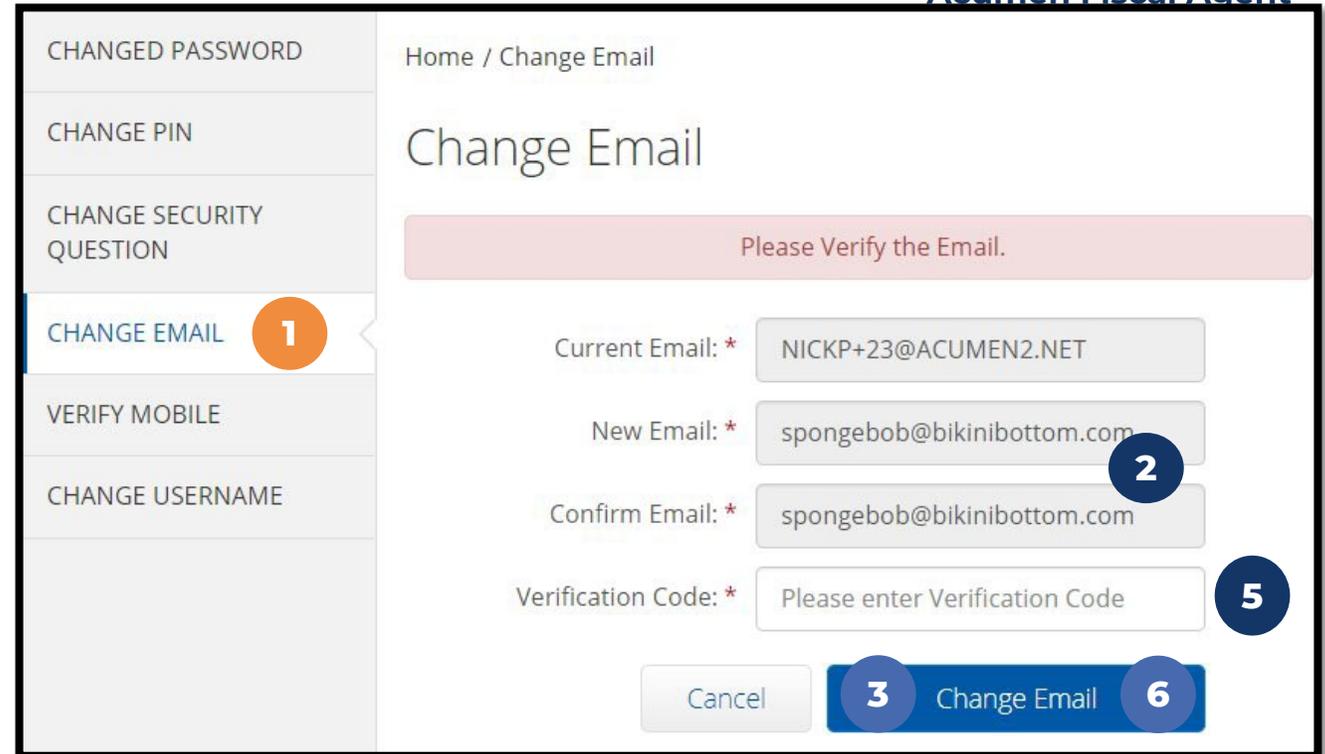
Change Email

Once Profile Settings are open

1. Select Change Email from the menu
2. Enter new email twice to confirm
3. Select Change Email
4. Check email for verification code
5. Enter code from email
6. Select Change Email and confirm

Pro Tip:

Emails will help you reset passwords on your own.



Home / Change Email

Change Email

Please Verify the Email.

Current Email: * NICKP+23@ACUMEN2.NET

New Email: * spongebob@bikinibottom.com

Confirm Email: * spongebob@bikinibottom.com

Verification Code: * Please enter Verification Code

Cancel Change Email

4



Dear ACUMEN EMPLOYEE LEARNING,

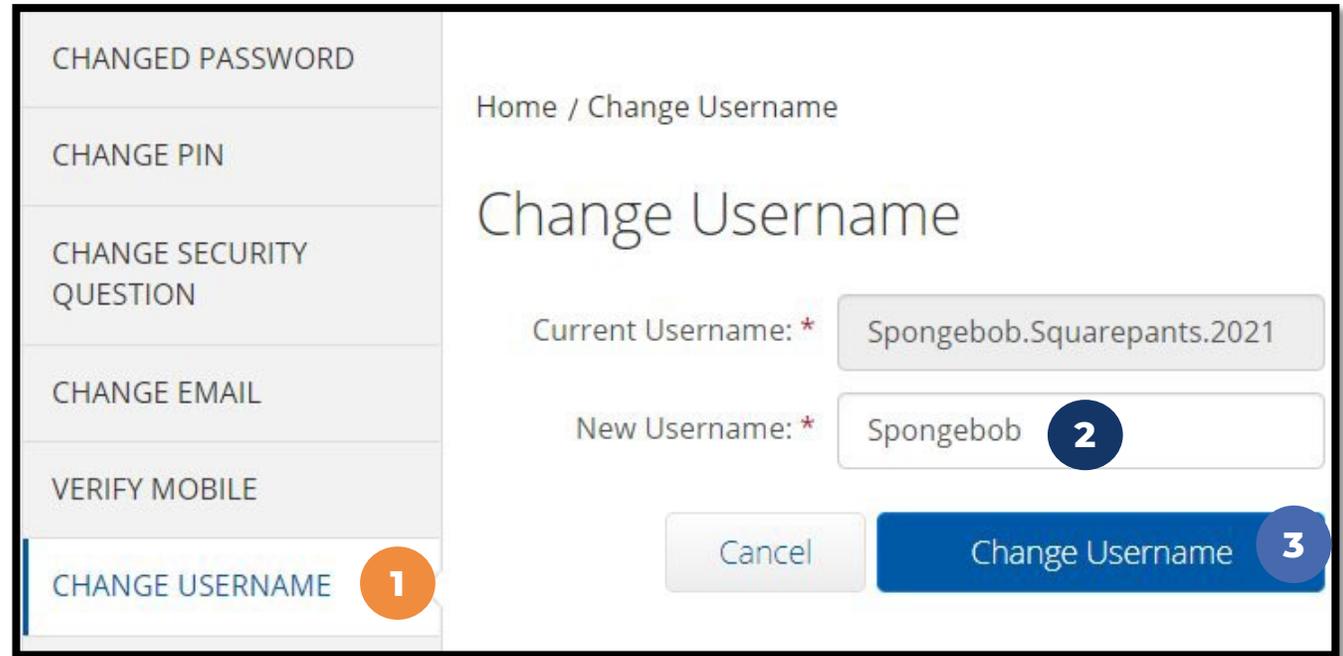
Thanks for Updating the email.

Please Verify email. The verification code is 407307

Change Username

Once Profile Settings are open

1. Select Change Username
2. Enter new Username
3. Select Change Username and confirm



The screenshot shows a mobile application interface for changing a username. On the left is a vertical menu with options: CHANGED PASSWORD, CHANGE PIN, CHANGE SECURITY QUESTION, CHANGE EMAIL, VERIFY MOBILE, and CHANGE USERNAME. The 'CHANGE USERNAME' option is highlighted with a blue bar and a red circle containing the number '1'. The main content area shows the breadcrumb 'Home / Change Username' and the title 'Change Username'. Below the title are two input fields: 'Current Username: *' with the value 'Spongebob.Squarepants.2021' and 'New Username: *' with the value 'Spongebob'. A red circle with the number '2' is placed over the 'New Username' field. At the bottom right are two buttons: a grey 'Cancel' button and a blue 'Change Username' button with a red circle containing the number '3'.

Pro Tip:

Create a Username that is both secure & easy to remember

Questions?

Thank you!

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

acumenfiscalagent.zendesk.com