

# Employee DCI Mobile App Guide

Presented By: Acumen  
Fiscal Agent



**Acumen Fiscal Agent**

Innovation • Opportunity • Freedom

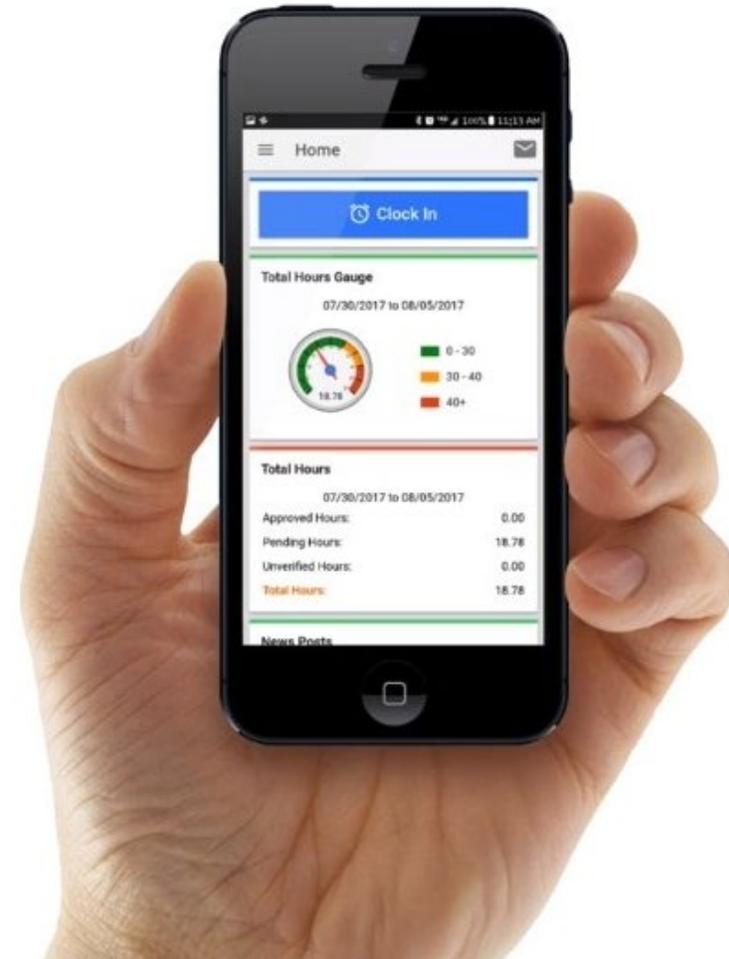


## OUR MISSION

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

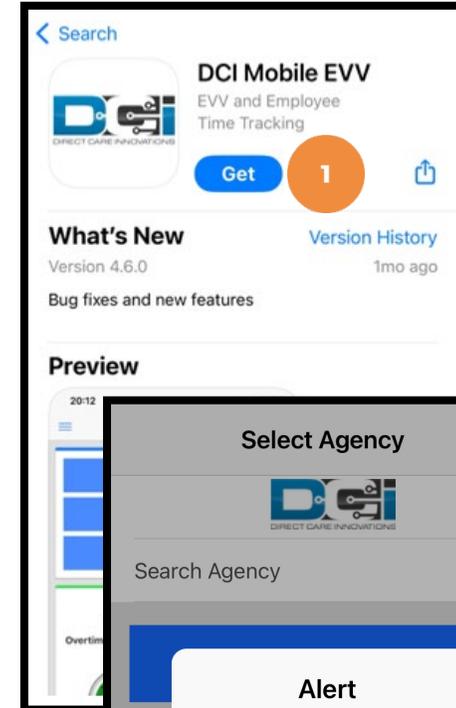
# Mobile App Basics

- 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

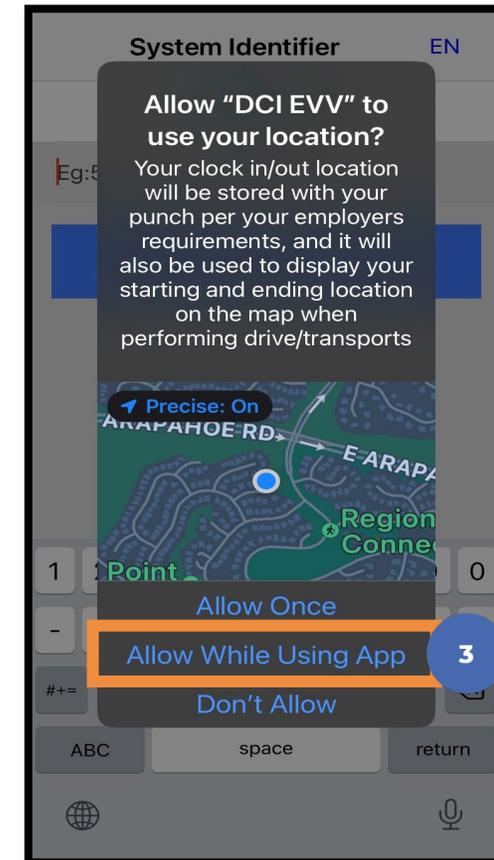
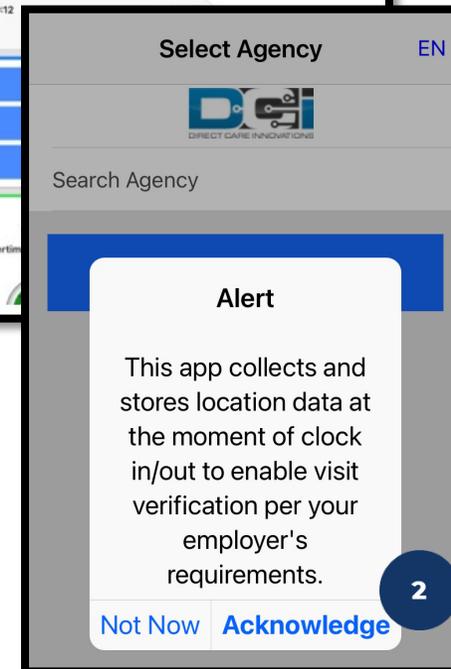
1. [Download](#) the **DCI Mobile EVV** App



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.
  - ❖ Acumen – All Other States & Programs (including Kansas Helpers) – 228636
  - ❖ Acumen – North Carolina (NC CAP Only) & Wisconsin – 2015 (formerly Outreach)
  - ❖ The consecutive characters can be located anywhere in the agency name or system identifier

### 3. Select the agency

from the list

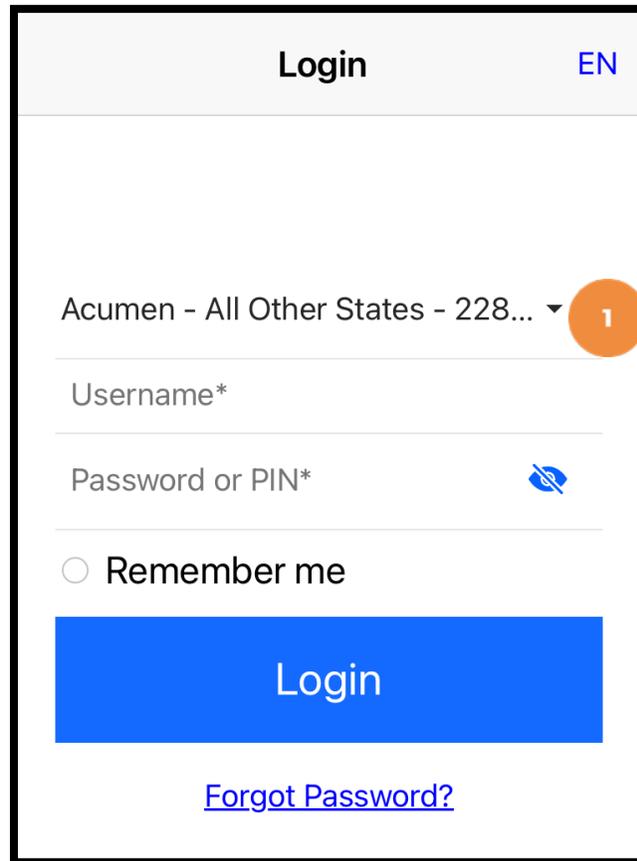
4. Click the blue **Next** button

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

The screenshots illustrate the user flow: 1. The 'Select Agency' screen with a search field and a blue 'Next' button. 2. The search results for 'acu' with the first option selected and a blue 'Next' button. 3. The 'Login' screen with the selected agency name in the dropdown menu and a blue 'Login' button.

# 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

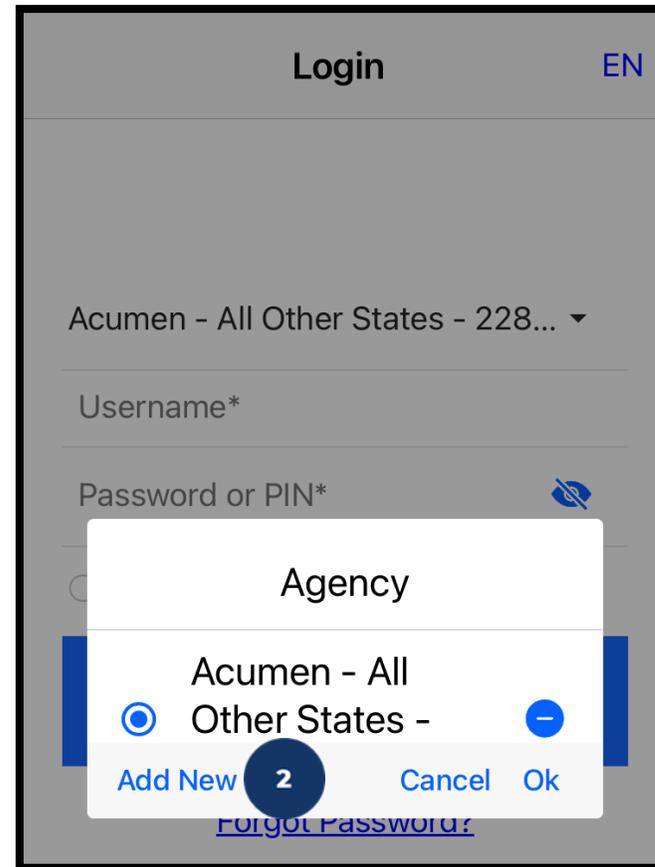
Username\*

Password or PIN\* 

Remember me

Login

[Forgot Password?](#)



Agency

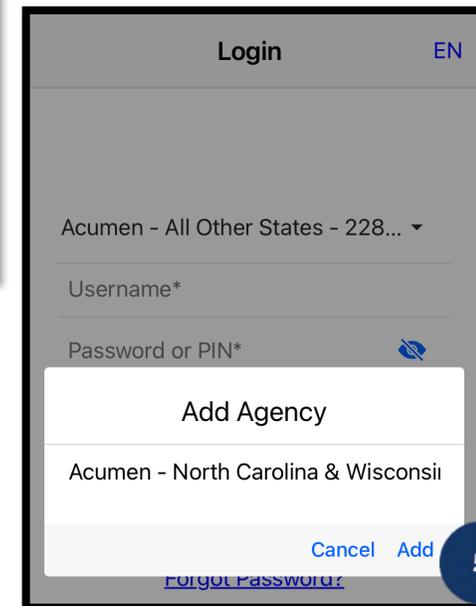
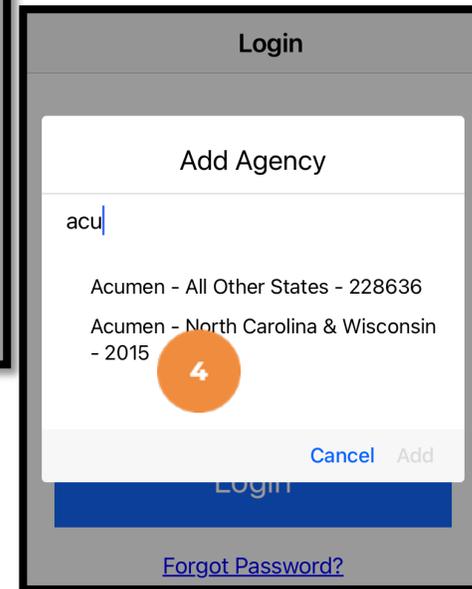
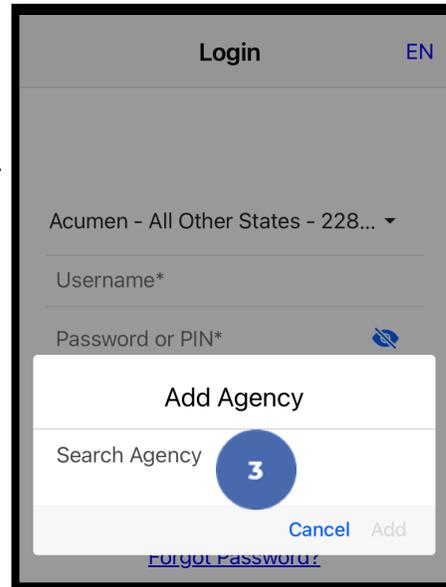
Acumen - All Other States - 

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 "Remember me" option with a radio button and a red circle containing the number "2". At the bottom is a large blue "Login" button 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

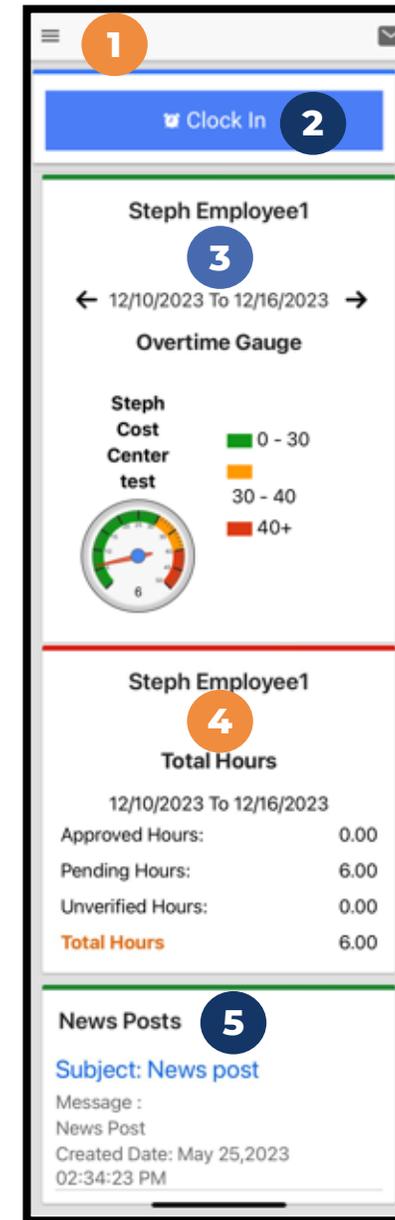
Remember me 2

Login 3

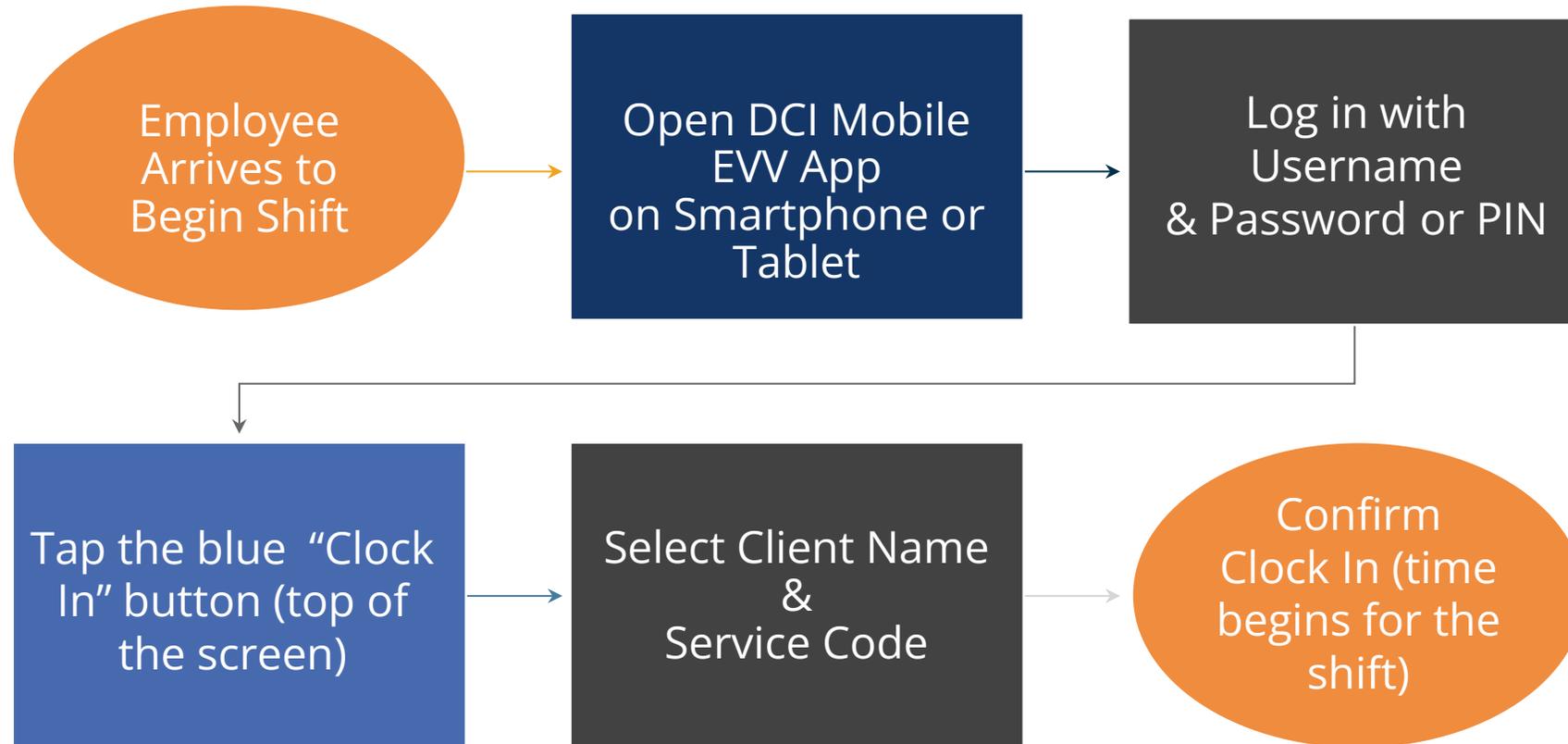
[Forgot Password?](#)

# Mobile App 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

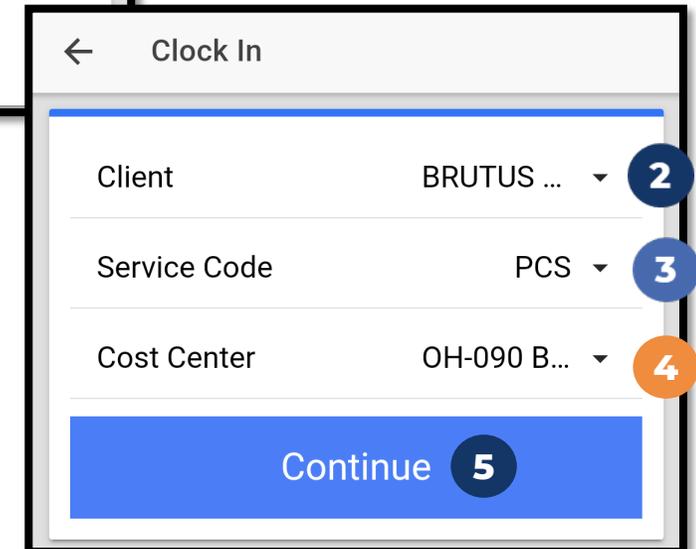
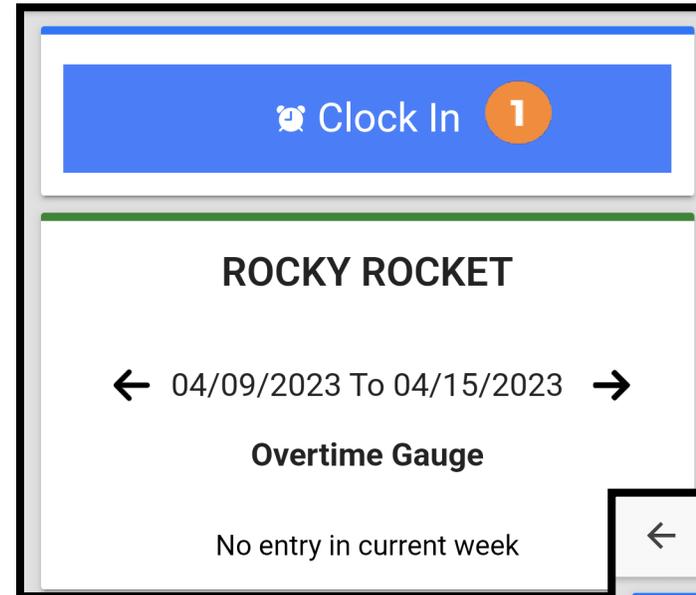


# Overview Mobile App Clock In



# 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.)

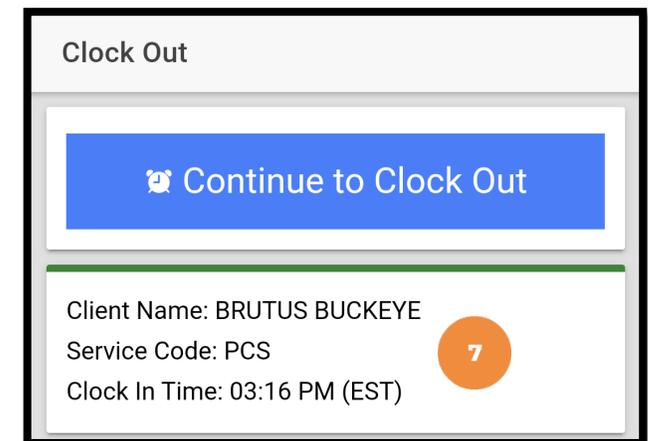
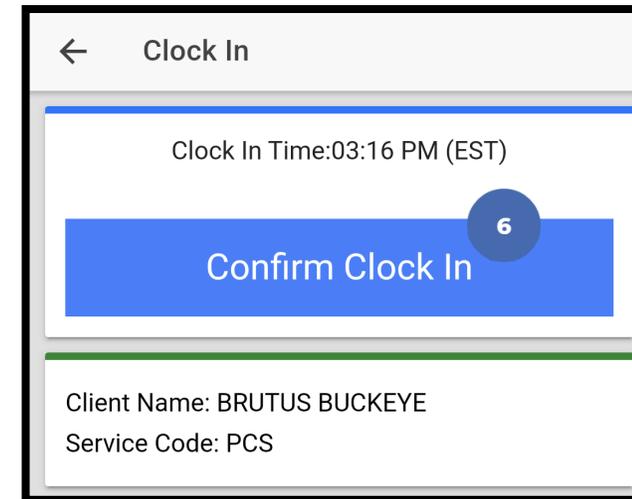
## 6. Select Confirm Clock In

\* *This will start the time for the shift*

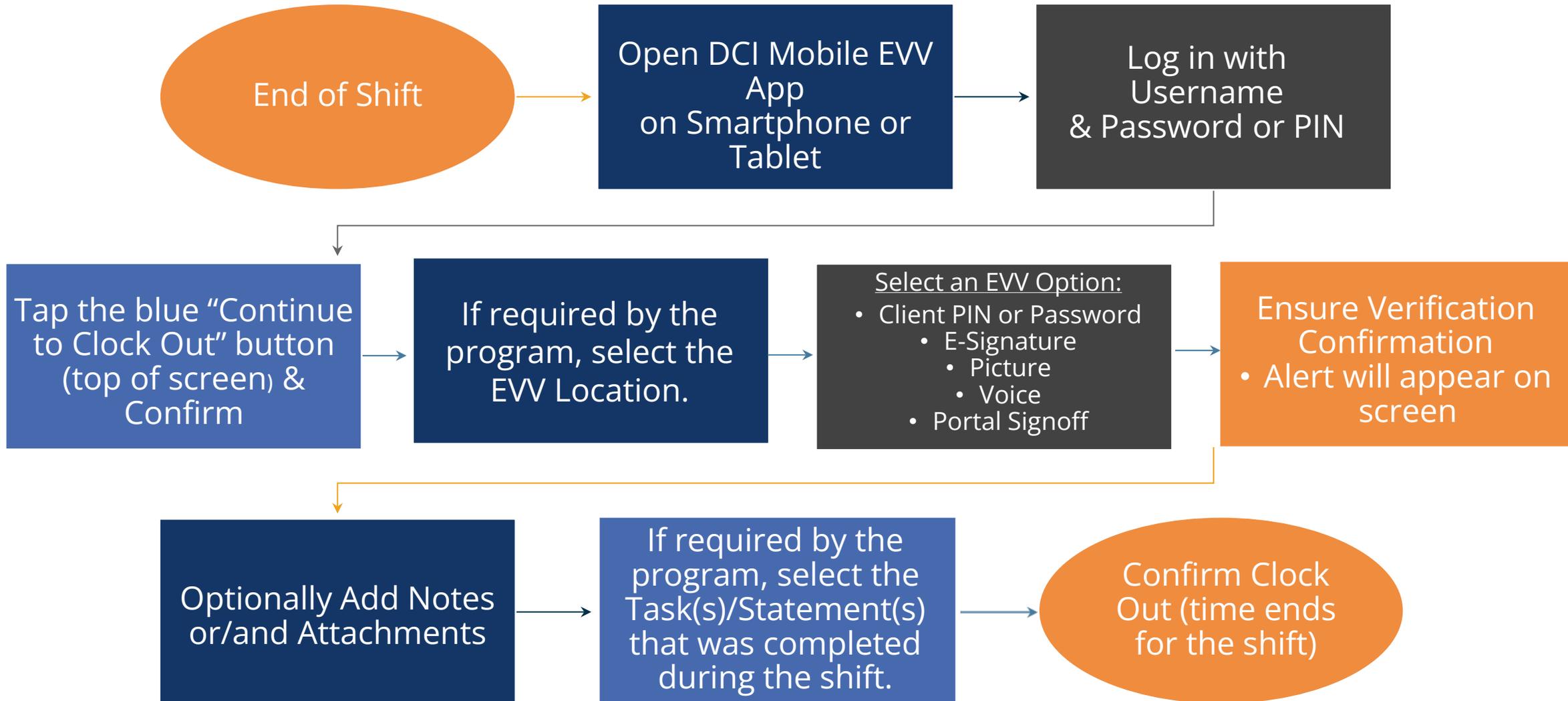
## 7. Clock In Details Summary

- 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

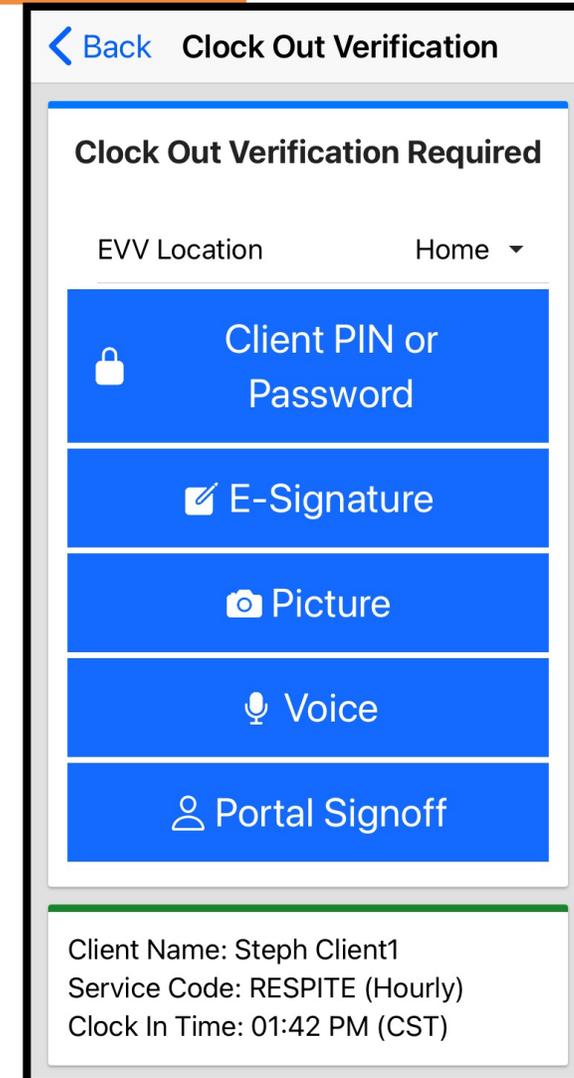


# Mobile App – EVV Options (Client/Employer Attestation)



- EVV (client attestation) options are visible if required by the program. They 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.

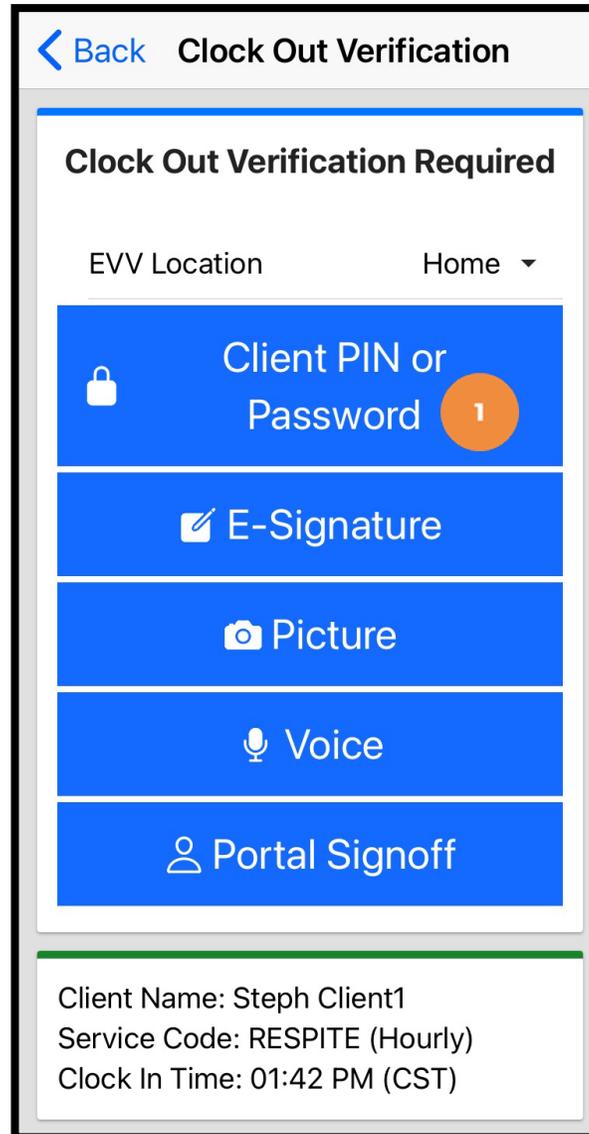


Choose one at clock out if required by the program

# Clock Out - EVV Option #1

## Client PIN or Password

1. Select the clock out verification type:
  - ✓ Client PIN or Password
2. Hand the mobile device to the client or employer, who enters the Client PIN or Password (client PIN or password issued on the Employer Good to Go/Welcome letter).
3. The client or employer clicks the blue **Submit** button when ready
4. The client or employer clicks **Confirm** to validate the PIN or password and hands the mobile device back to the employee



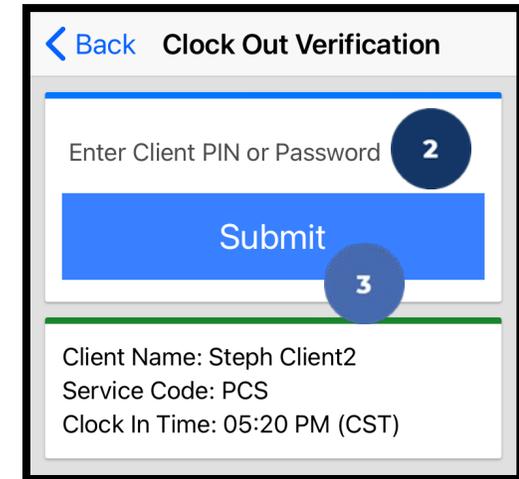
Back Clock Out Verification

**Clock Out Verification Required**

EVV Location Home ▾

- Client PIN or Password 1
- E-Signature
- Picture
- Voice
- Portal Signoff

Client Name: Steph Client1  
Service Code: RESPITE (Hourly)  
Clock In Time: 01:42 PM (CST)

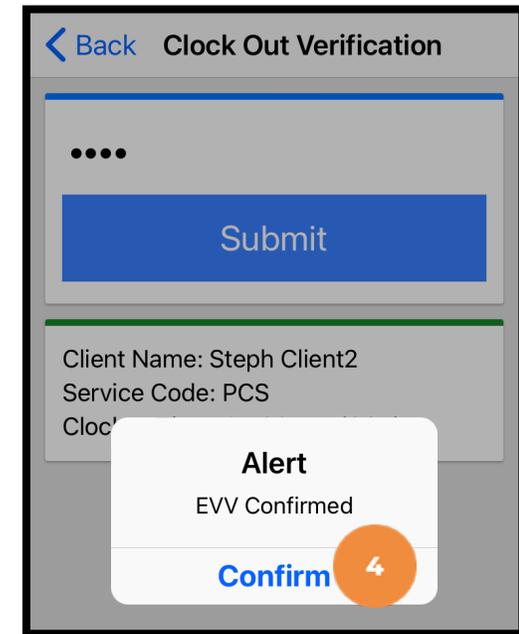


Back Clock Out Verification

Enter Client PIN or Password 2

Submit 3

Client Name: Steph Client2  
Service Code: PCS  
Clock In Time: 05:20 PM (CST)



Back Clock Out Verification

Submit

Client Name: Steph Client2  
Service Code: PCS  
Clock In Time: 05:20 PM (CST)

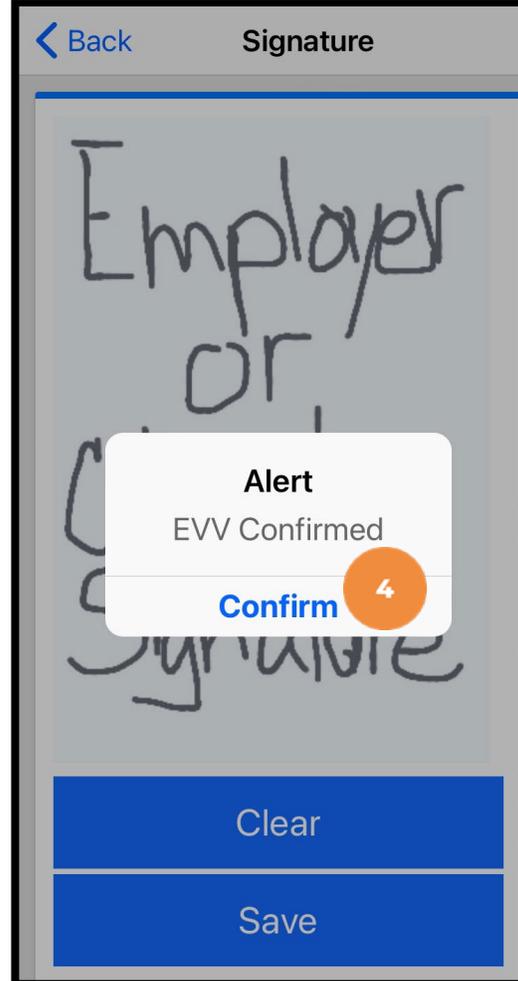
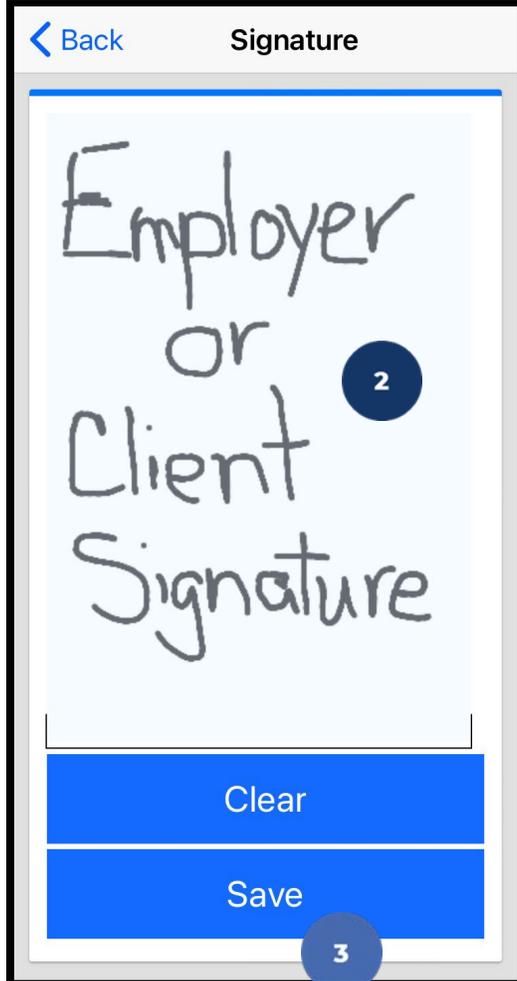
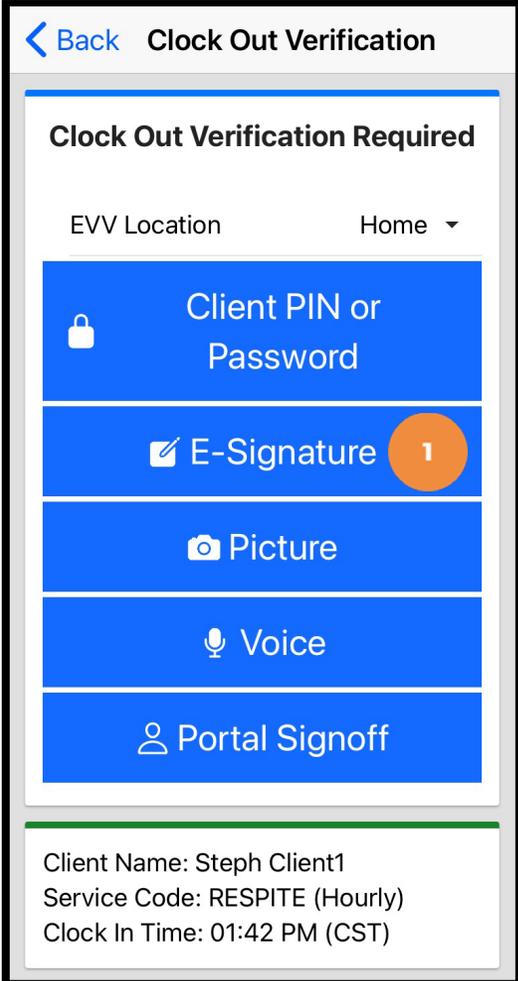
**Alert**  
EVV Confirmed

Confirm 4

# Clock Out - EVV Option #2

## E-Signature

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

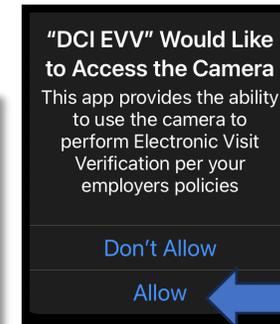
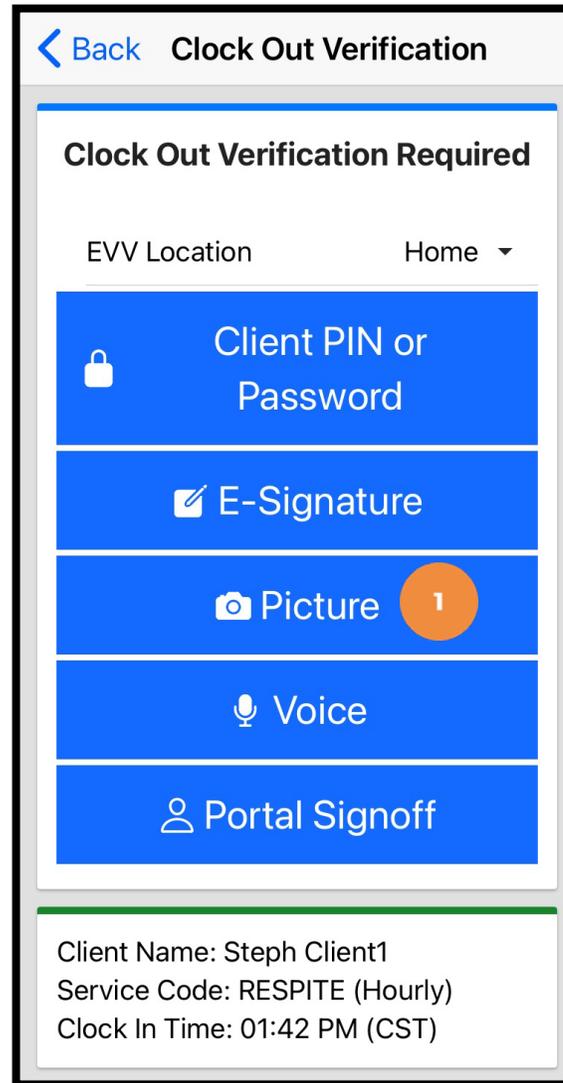


# Clock Out - EVV Option #3

## Picture

1. Select the clock out verification type:
  - ✓ Picture
2. A pop-up stating "DCI EVV" Would Like to Access the Camera appears. Select **Allow**.
3. Click the **camera** icon to take a picture of the client

**\*Please note:** Client photos taken by the employee for electronic visit verification (EVV) are never stored on the employee's cell phone when using the DCI Mobile App



# Clock Out - EVV Option #3

## Picture

4. Click the **checkmark** to accept the picture, the X to cancel, or the circular arrow to retake the picture.
5. Click **Confirm** in the alert pop-up box to confirm the punch

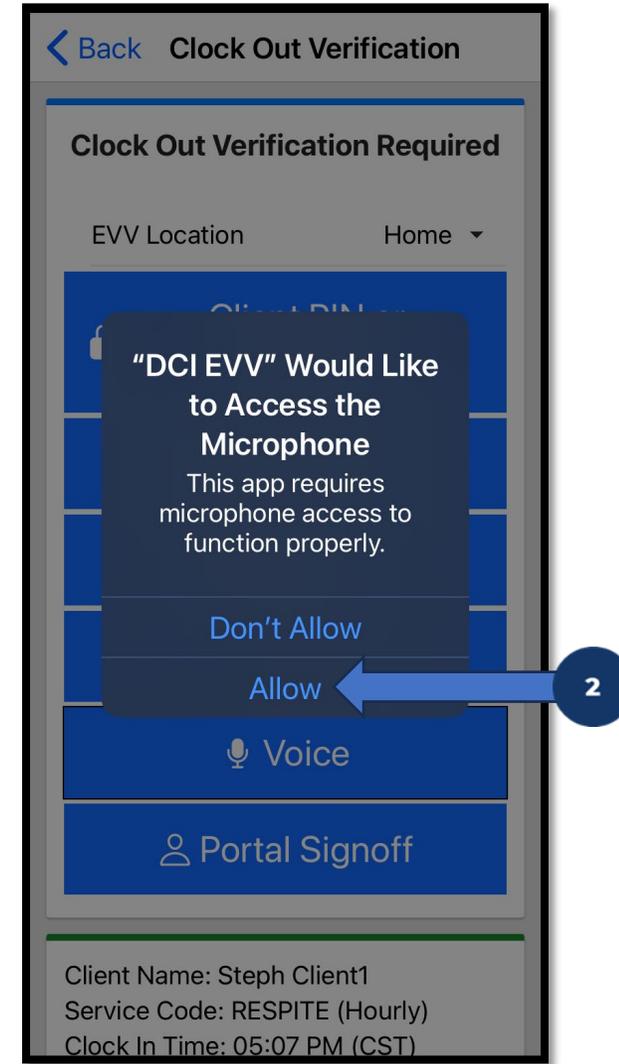
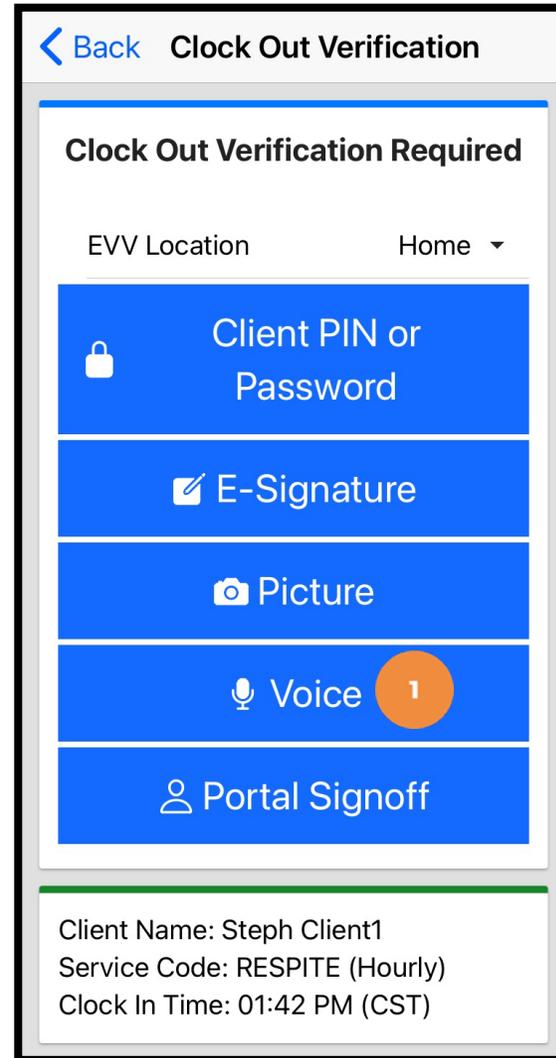
**\*Please note:** Client photos taken by the employee for electronic visit verification (EVV) are never stored on the employee's cell phone when using the DCI Mobile App



# Clock Out - EVV Option #4

## Voice

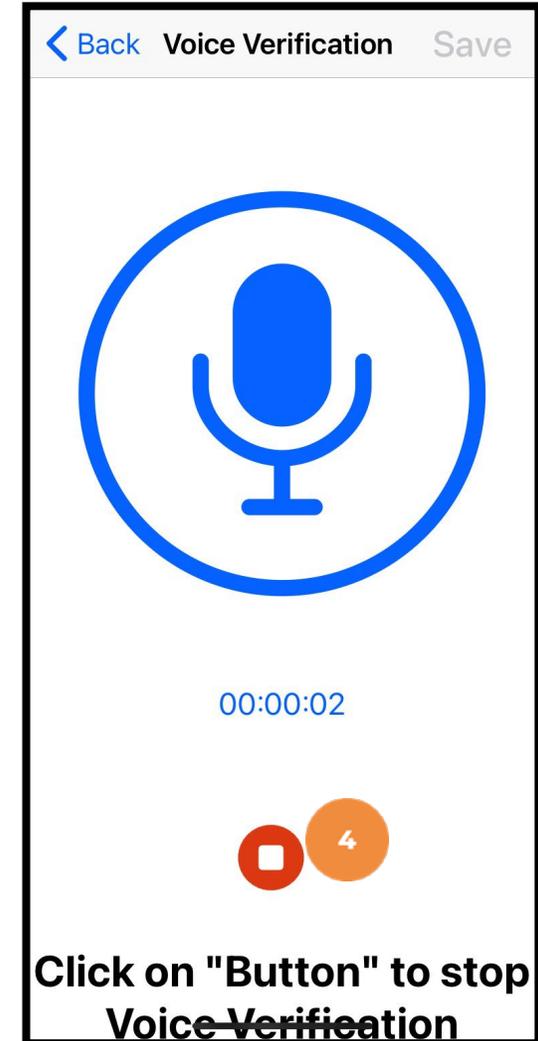
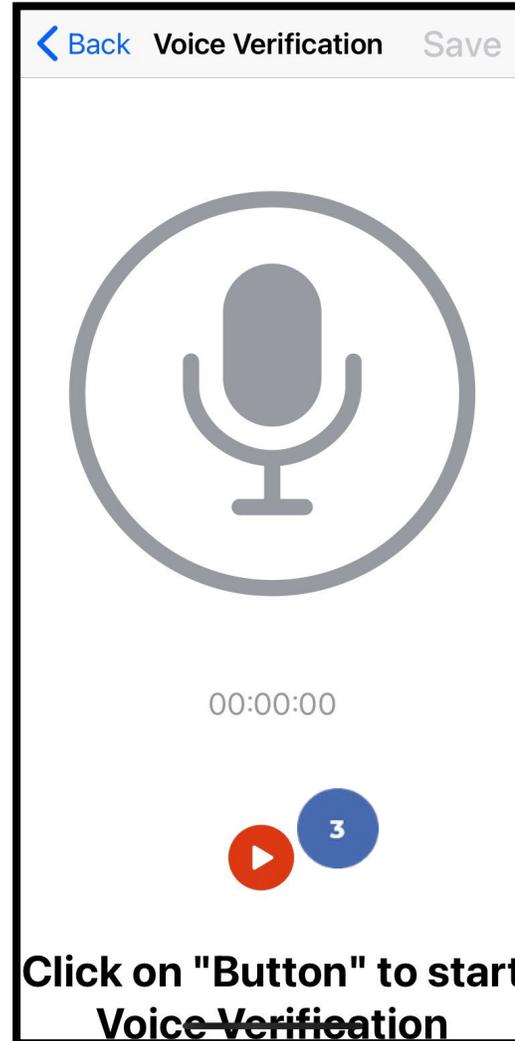
1. Select the clock out verification type:
  - ✓ Voice
2. Hand the device to the client or employer. A pop-up stating “DCI EVV” Would Like to Access the Microphone appears. The client or employer selects **Allow**.



# Clock Out - EVV Option #4

## Voice

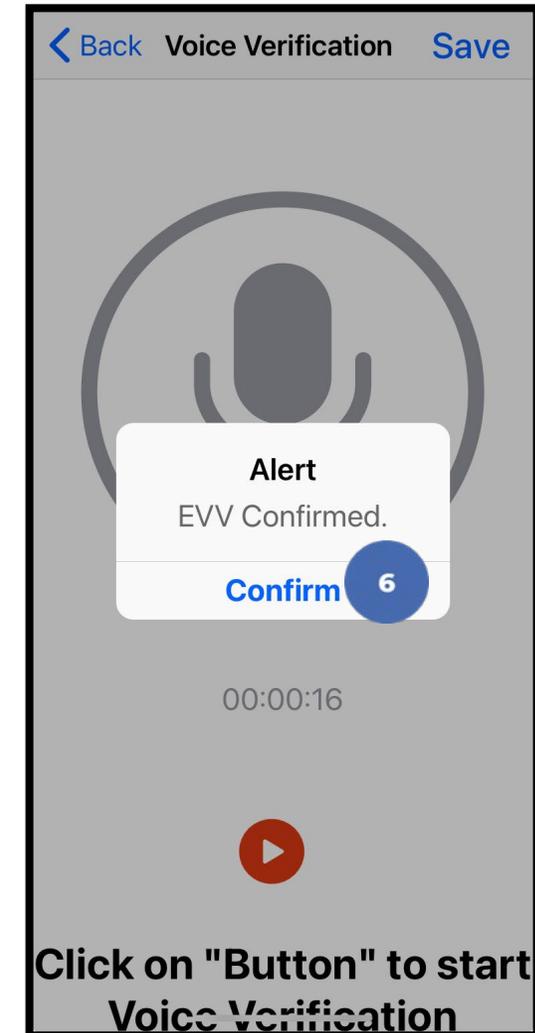
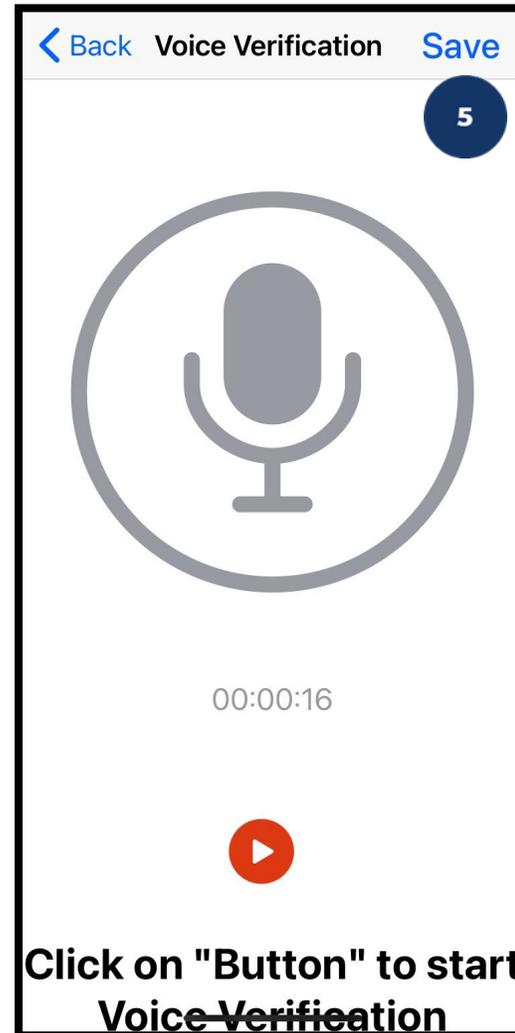
3. The client or employer clicks the **red play** button to start the voice verification
  - ✓ An automated voice will say "Please repeat after me. My name is (client name) and I am verifying this visit."
4. The client or employer states "My name is (client or employer name) and I am verifying this visit." When finished, they press the **red stop** button to stop the voice verification.



# Clock Out - EVV Option #4

## Voice

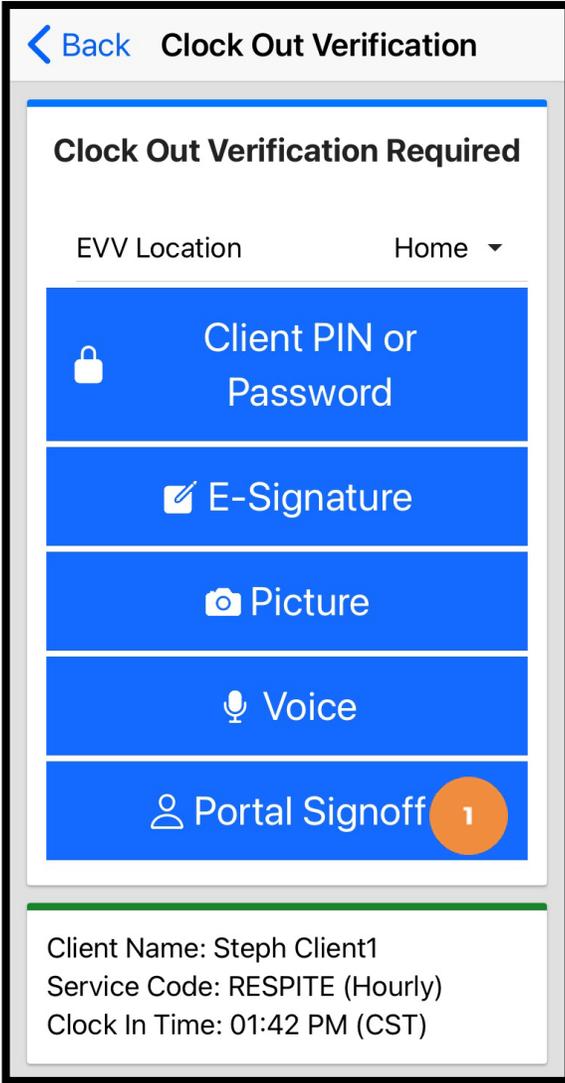
5. The client or employer clicks the blue **Save** button in the upper right corner to accept the voice verification, or the blue **<Back** button in the upper left corner to re-record it.
6. The client or employer clicks **Confirm** to validate the voice recording and hands the mobile device back to the employee



# Clock Out - EVV Option #5

## Portal Signoff

1. Select the clock out verification type:
  - ✓ Portal Signoff
2. An alert will appear stating that EVV is confirmed, but manual verification will be required prior to approval. Click **Confirm**.



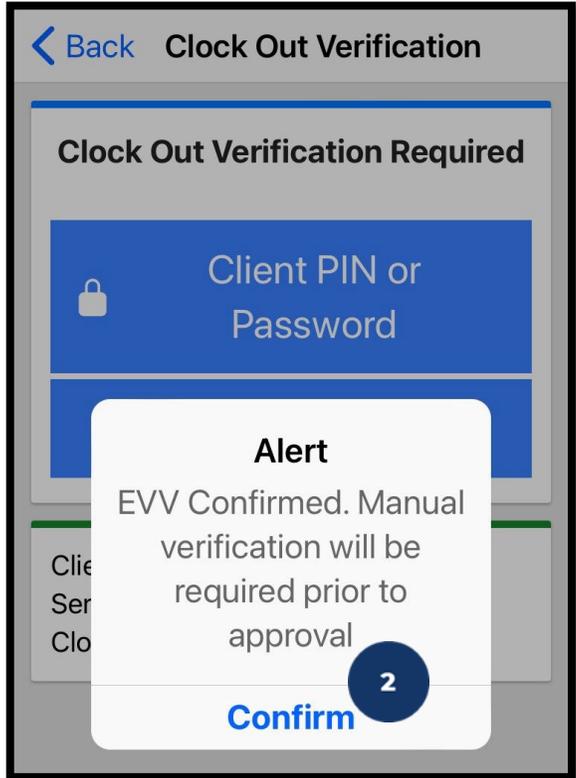
Back Clock Out Verification

**Clock Out Verification Required**

EVV Location Home ▾

- Client PIN or Password
- E-Signature
- Picture
- Voice
- Portal Signoff **1**

Client Name: Steph Client1  
Service Code: RESPITE (Hourly)  
Clock In Time: 01:42 PM (CST)



Back Clock Out Verification

**Clock Out Verification Required**

- Client PIN or Password

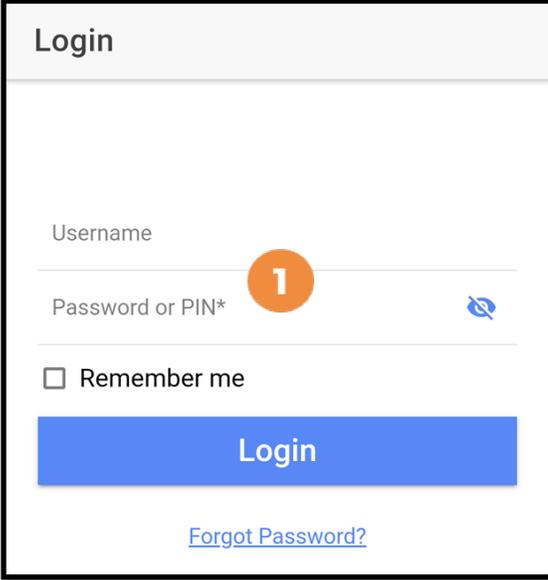
**Alert**  
EVV Confirmed. Manual verification will be required prior to approval

**Confirm** **2**

# Clock Out – No Client Verification

**This information only applies to states that DO NOT 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



Login

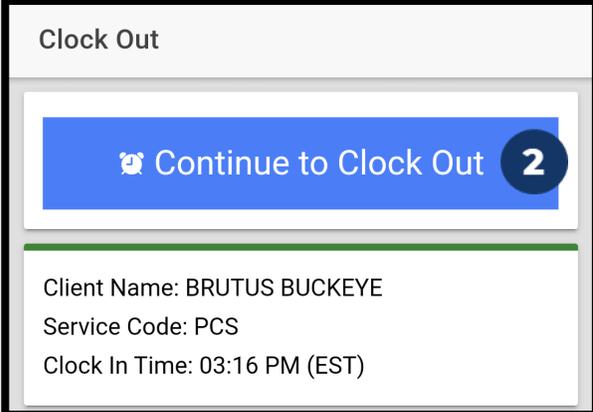
Username

Password or PIN\* **1**

Remember me

Login

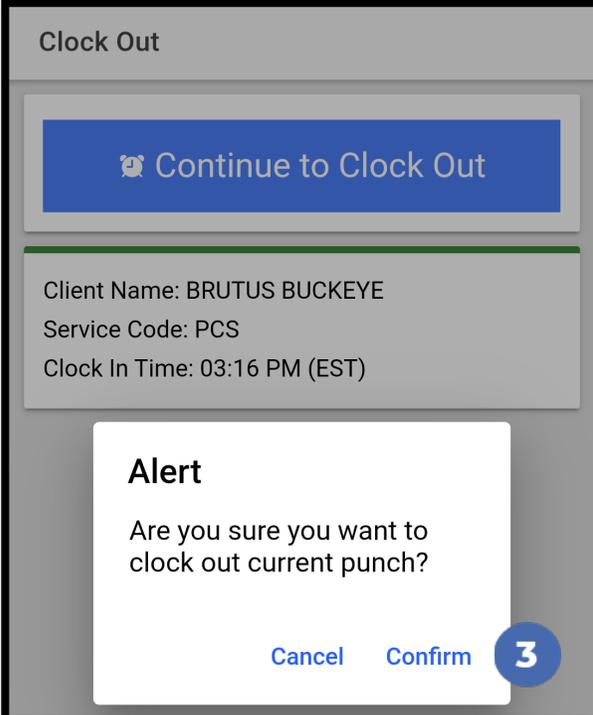
[Forgot Password?](#)



Clock Out

**Continue to Clock Out** **2**

Client Name: BRUTUS BUCKEYE  
Service Code: PCS  
Clock In Time: 03:16 PM (EST)



Clock Out

**Continue to Clock Out**

Client Name: BRUTUS BUCKEYE  
Service Code: PCS  
Clock In Time: 03:16 PM (EST)

**Alert**

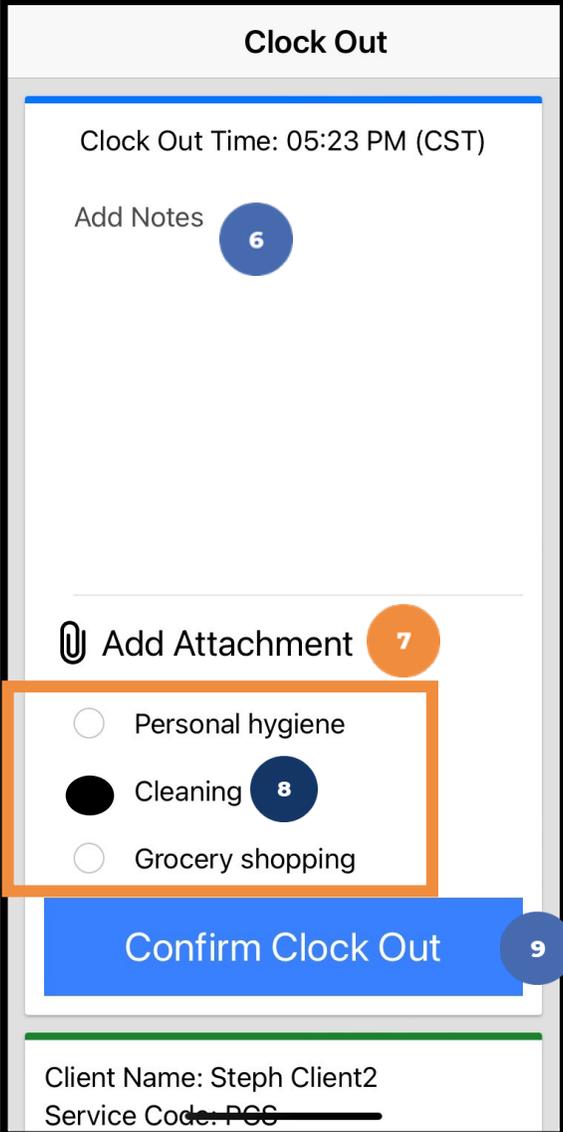
Are you sure you want to clock out current punch?

Cancel Confirm **3**

# 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



**Clock Out**

Clock Out Time: 05:23 PM (CST)

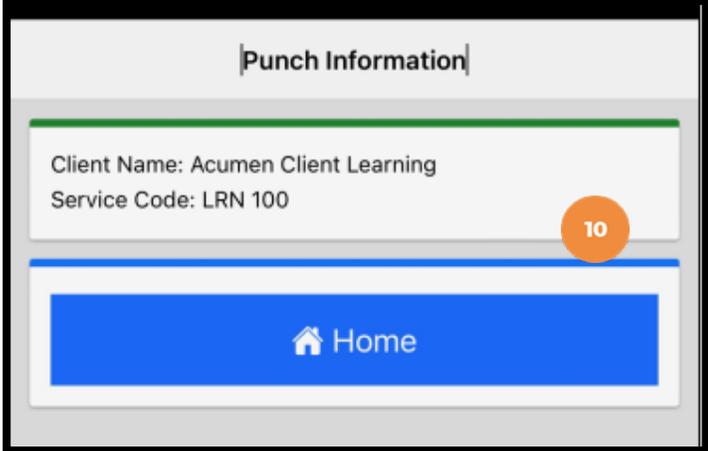
Add Notes **6**

 Add Attachment **7**

- Personal hygiene
- Cleaning **8**
- Grocery shopping

**Confirm Clock Out** **9**

Client Name: Steph Client2  
Service Code: PGG



**Punch Information**

Client Name: Acumen Client Learning  
Service Code: LRN 100 **10**

 Home

**Congratulations!**  
The shift is complete.

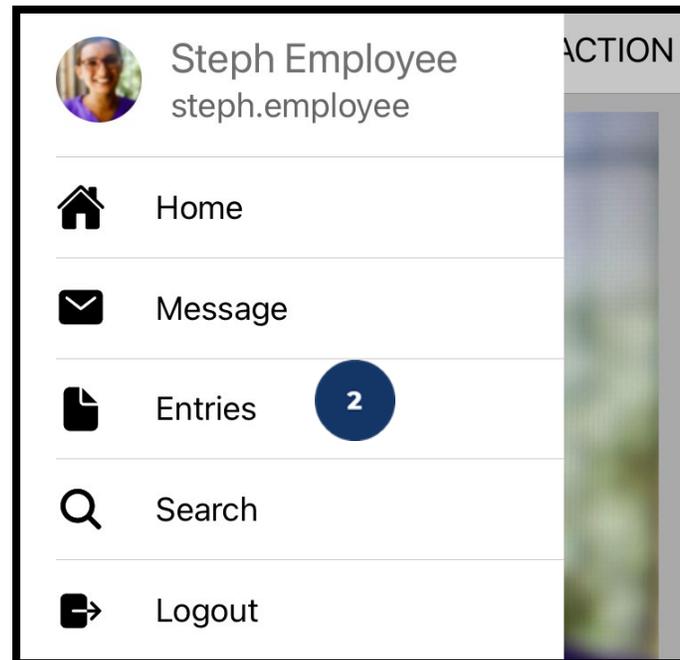
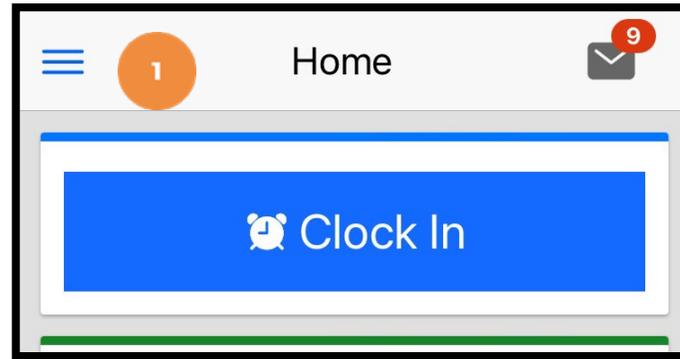
# Mobile App Offline Mode



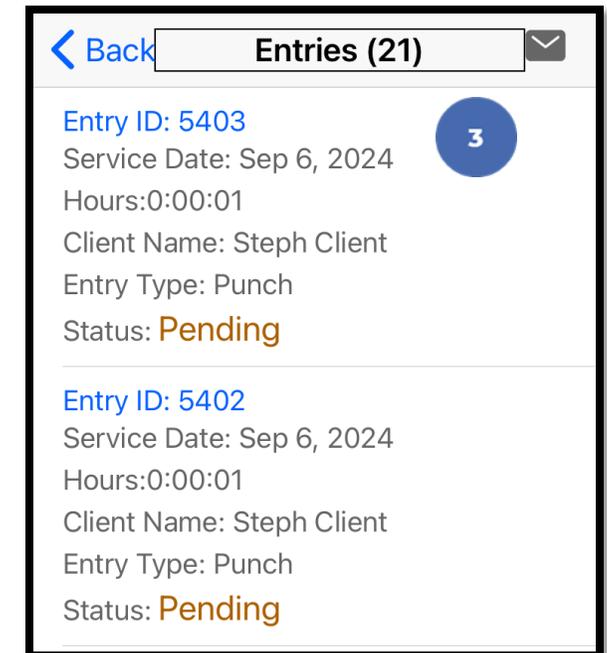
- Offline mode allows the employee to use the mobile app on a **registered device** when the device is not connected to the internet or loses connection while the app is in use
  - ✓ **Please note:** A device is registered automatically the first time the user logs into the mobile app while connected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

# Employee - 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.



# 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](https://acumenfiscalagent.zendesk.com)**