DCI Messaging Module:

How to view Attachments:

- DCI Web Portal
- DCI Mobile App
- DCI Mobile Web

Welcome to Acumen!

Thank you for joining the Acumen Family!



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

Presented By: Acumen Fiscal Agent



Acumen powered by DCI



OUR MISSION

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

Table of Contents

Acumen Fiscal Agent

Acumen powered by DCI





DCI Messaging Module

Web Portal



Types of Messages

Paystubs/W2 (Employee)



- Employees (including compensated caregivers) who use direct deposit/Money Market pay card for their paychecks will only retrieve electronic paystubs in their secure message center on DCI messaging
- DCI messaging is secure
- If you currently receive paper paychecks, you will continue to receive paystubs attached to your paychecks in the mail.
- Wells Fargo: You are now able to retrieve paystubs from the DCI Messaging Portal, no need to use a separate Wells Fargo site.
- **Hawaii:** You will continue to receive direct deposit and paper paystubs by mail, in addition to the copy in the DCI Messaging Module.

Account Statements (Employer)



To provide enhanced privacy and security, Acumen has activated a new feature in DCI for employers:

- DCI Messaging for Account Statements notifies users when the account statement has been generated and is available for review
- Additionally, the messaging feature will allow users the ability to maintain, delete or archive their messages.
- Archiving messages provides the ability to save previous messages and attachments for record keeping



DCI Web Portal: View Messages



- A notification will be sent to the user's email alerting of a new message in the DCI Portal
- Users can click on the link in the message to access the login page for DCI

	DCI - N	DCI - Message Notifications					
	support@d to me ∓	cisoftware.com					
		Direct Care					
		You have a new message in the DCI system <u>https://dcisoftware.page.link/x9JHHJV2HnRoLYDe9</u> Support Direct Care Innovations Need help? Email: support@dcisoftware.com Direct Care Innovations					
		This message is for the designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please notify the sender immediately and delete the original. Any other use of the email by you is prohibited.					



- 3. Navigate to the **DCI Web Portal** or use the link in previous step
 - All States Except WI & NC: <u>https://acumen.dcisoftware.com/</u>
 - WI & NC **Only**: <u>https://outreach.dcisoftware.com/</u>
- 4. Enter Employee Username and Password
 - Credentials provided by Acumen
- 5. Utilize Forgot Password link if necessary
 - Contact your Acumen Agent with any login issues

3	Acumen Powered by	DCI
	Sign In	
Username Password	4	
🗌 Remember m	e Sign In	Forgot your password? 5

6. Click Sign In



- In the upper right-hand corner, click on the envelope icon.
- 8. Select See All Messages
- 9. Click on the message to review

	7	Help 🕑	
Latest Messages	Compose Message		
No Me	essages		
See All M	Messages 8		Add Entry

Messages / Inbox						
Inbox						Actions
From	Subject			From (MM/DD/YYYY)		
To (MM/DD/YYYY)						
						Reset Search
Archive Delete						Export
□ ★ Attachments	From	Subject	Date/Time		Action	Showing 1 out of 1 record
	Acumen Employee Learning	Account Statement	03:00 PM	9	Ē	



10. Click the **Attachments** tab

- 11. <u>Option 1:</u> In the Download column, click the **view** icon (eye) to view the attachment.
 - The attachment will open in a new tab in the web browser
- 12. <u>Option 2</u>: In the Download column, click the download icon to download the attached statement.
 - The attachment will be downloaded to the computer (typically saved in a dedicated "Downloads" folder on the computer)

Acumen Powered by DCI	HOME					
INBOX		Messages / Inbox / Message Details - 217				
SENT		Message Details - 217				
ARCHIVE		ß				
DRAFT						
TRASH						
		To Michael Employee				
		See attachment to view Pay Stub				
		Notes Attachments 10				
		From (MM/DD/YYYY)				
		Type Added By				

Att	achment	S				Showing 1 o	Export to f 1 record
	Date	File Name	File Type	File Size	Added By	Download	Status
	Apr 14, 2025	Pay Stub.pdf		195.73 KB	Michael Employer1		Active
_							



DCI Web Portal: Archive & Delete Messages

Archive/Delete Message



- To help manage the Messaging Inbox, users can Archive or Delete the current or previous messages.
 - If the message is **archived**, the user will be able to view the message(s) later.
 - Please note: If the message is **deleted**, it will be moved to the **Trash** submenu and will only be available for a limited amount of time.

Acumen Powered by DCI	HOME	
INBOX		Messages / Inbox
SENT		Inbox
ARCHIVE		
DRAFT		From
TRASH		To (MM/DD/YYYY)
		Archive Delete

Archive/Delete Message



- Mark the checkbox to select the message to be archived or deleted
- 2. Click the **Archive** button to archive the message
 - Optionally, click the **Delete** button to delete the message.

2	A	rchive ad mes	Delete sages are displayed in bold	text. 🔺 - High Pric	rity		Export Showing 1 out of 1 record
		*	Attachments	From	Subject	Date/Time	Action
0		*	8	Michael Employer1	Pay Stub 4.1.2025 - 4.15.2025	02:30 PM	E û

- 3. The system will **alert** the user to confirm the choice selected (delete or archive)
- 4. Select **Yes** to confirm



Archive/Delete Message



5. A green confirmation message appears on the Inbox page indicating the message has been **Archived** or **Deleted**

Answer Provend by SCI	EMPLOYER						Help 🛛	employer
INBOX	Messages > Int	рох						
SENT	Inbox							© Actions
ARCHIVE								
DRAFT	From			Subject		From (MM/DD	unning	10
TRASH	To (MM/D)	panna)	=			ß		
							Reset	Search
	1 message ha	s been moved	to archive	x	5			R Export
4	- and the	Palata	1					
	ACCINE	Delete					Showing 5	out of 5 records
	• * 4	Attachments	From		Subject		Date/Time	
	0 9	8	DCI Support		Account Statement			
	0 9	6	DCI Support		Account Statement			1.11
	0 9	6	DCI Support		Account Statement			
		·	DCI Support		Account Statement			-
	2		our support		CARACTER STREET BILL			



DCI Web Portal: View Archived Messages

View Archived Messages



- 1. Select the Archive submenu on the left side of the DCI Messaging Center
- 2. All Archived messages will appear on the screen. Click on the message line to view the message.



View Archived Messages



- 3. Click the **Attachments** tab
- 4. <u>Option 1:</u> In the Download column, click the **view** icon (eye) to view the attachment.
 - The attachment will open in a new tab in the web browser
- 5. <u>Option 2:</u> In the Download column, click the **download** icon to download the attached statement.
 - The attachment will be downloaded to the computer (typically saved in a dedicated "Downloads" folder on the computer)



							🖈 Export
Att	achment	S				Showing 1 o	ut of 1 record
	Date	File Name	File Type	File Size	Added By	Download	Status
	Apr 14, 2025	Pay Stub.pdf		195.73 KB	Michael Employer1	ی اور	Active



DCI Web Portal: View Deleted Messages

View Deleted Message



- 1. Click on the **Trash** submenu on the left side of the DCI Messaging Center
- 2. All deleted messages appear on the screen. Click on the message line to view.

Acumen Powered by DCI	HOME	REPORTS					Help 🕑 acumen.super 🛓
INBOX		Messages / Trash					
SENT		Trash					
ARCHIVE							
DRAFT		Correspondents		Subject		From (MM/DD/YYYY)	
TRASH	1	To (MM/DD/YYYY)					
							Reset Search
							Export
		★ Attachments	Correspondents		Subject	Date/Time	Showing Four of Frecord
			Acumen Employee Learning	2	Account Statement	03/22/2024 03:55 PM	

View Deleted Message

Acumen Fiscal Agent Innovation Opportunity -Freedom Acumen powered by DCI

- 3. Click the **Attachments** tab
- 4. <u>Option 1:</u> In the Download column, click the **view** icon (eye) to view the attachment.
 - The attachment will open in a new tab in the web browser
- 5. <u>Option 2:</u> In the Download column, click the **download** icon to download the attached statement.
 - The attachment will be downloaded to the computer (typically saved in a dedicated "Downloads" folder on the computer)

Acumen Powered by DCI	HOME					
INBOX		Messages / Inbox / Message Details - 217				
SENT		Message Details - 217				
ARCHIVE		<i>\</i>				
DRAFT						
TRASH						
		To Michael Employee				
		See attachment to view Pay Stub				
		Notes Attachments 3				
		From (MM/DD/YYYY)				
		Type Added By				

Λ++	achmont	c					🖈 Export
All	achimeni	5				Showing 1 o	ut of 1 record
	Date	File Name	File Type	File Size	Added By	Download	Status
	Apr 14, 2025	Pay Stub.pdf	ß	195.73 KB	Michael Employer1	4	Active



DCI Messaging Module

Mobile App



DCI Mobile App: View Messages

Log into the DCI Mobile EVV App



- 1. Enter employee credentials
 - Acumen provides a username and password on the Good to Go/Welcome letter
- Optionally, select the **Remember me** button to remember the username.

*Please note: Do not use on a shared device

3. Tap 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

Login	EN
Acumen - All Other States - 228	
Username*	
Password or PIN*	
Remember me 2	
Login 3	
Forgot Password?	

View Messages in DCI Mobile App

- 4. Tap the **Menu** icon in the upper-left corner (three horizontal lines)
- 5. Select Message
- 6. ***Please note:** The **Mail** icon (envelope) in the upper-right corner of the Dashboard takes users directly to the **Inbox**
- 7. The submenu for the messaging module contains the following tabs:
 - New Message Tap to compose
 - Inbox Where messages are stored
 - Sent Access sent messages
 - Archive Access archived messages
 - Trash Deleted messages. Please note: This folder empties automatically. Pro



View Messages in DCI Mobile App

- 8. Tap **Inbox** from the messaging module submenu
- 9. Tap on a message to view
- 10. Tap the **Notes** button to view the associated notes/or to add notes to the message
- 11. Tap the **Attachments** button
 - Option A: Tap the **view** icon (eye) to view the attachment
 - <u>Option B:</u> Tap the **download** icon (cloud) to download the attached statement









Attachment View Options



iPhone Users:

Option A: Tap the **view** icon (eye) to view the attachment:

- The screen will display the attachment to view.
- Tap the **<Back** button to return to the Message Details, Inbox or Dashboard.

Option B: Tap the **download** icon (cloud) to download the attachment:

- 1. An **alert** appears indicating the download was successful. Tap **Confirm**.
- 2. Open the **Files** app. If unable to locate, swipe down from the center of your Home screen, then search for the Files app.
- 3. Tap the **Browse** tab
- 4. Tap iCloud Drive
- 5. Tap the **Downloads** folder to see the attachment. *Please note: If attachment is not in iCloud Drive > Downloads, tap the **Browse** tab, then choose another location such as **On My iPhone** to search for the attachment.





Attachment View Options



Android Users:

Option A: Tap the **view** icon (eye) to view the attachment:

- The screen will display the attachment to view
- Tap the **back arrow** to return to the Message Details, Inbox or Dashboard.

Option B: Tap the **download** icon (cloud) to download the attachment:

- 1. An alert appears indicating the download was successful. Tap **Confirm**.
- 2. Open the **Files** or **My Files** app. If unable to locate, use the Search bar from the center of your Home screen to search for the Files or My Files app.
- 3. The **Files** or **My Files** app displays the most recent files downloaded. Locate the attachment within the **Recents** list.







View Messages in DCI Mobile App

- 12. The icons at the bottom of a message allow the user to take action. Those icons include:
 - Paper clip Access the device camera to attach a picture to the message
 - File cabinet Archive the message
 - Trash can Delete the message
 - Left Arrow Respond to the message
 - Paper & Pencil Create a new message
- 13. To exit a message, tap the **<Back** icon in the top left-hand corner of the open message.





DCI Mobile App: Archive & Delete Messages

Archive & Delete Messages

- 1. Tap **Inbox** from the messaging module submenu
- 2. Select the message to be archived/deleted
- 3. Tap the **Archive** button to archive the message
- 4. Optionally, tap the **Delete** button to delete the message.
- 5. The system will **alert** the user to confirm the choice selected (delete or archive)
- 6. Tap **Confirm** to Archive or Delete the message











DCI Mobile App: View Archived Messages

View Archived Messages

- 1. Tap Archive from the messaging module submenu
- 2. Tap on a message to access it
- 3. Tap the **Notes** button to view the associated notes/or to add notes to the message
- 4. Tap the **Attachments** button
 - Option A: Tap the **view** icon (eye) to view the attachment
 - <u>Option B:</u> Tap the **download** icon to download the attached statement







Attachment View Options



iPhone Users:

Option A: Tap the **view** icon (eye) to view the attachment:

- The screen will display the attachment to view
- Tap the **<Back** button to return to the Message Details, Inbox or Dashboard.

Option B: Tap the **download** icon (cloud) to download the attachment:

- An alert appears indicating the download was successful. Tap Confirm.
- 2. Open the **Files** app. If unable to locate, swipe down from the center of your Home screen, then search for the Files app.
- 3. Tap the **Browse** tab
- 4. Tap iCloud Drive
- Tap the **Downloads** folder to see the attachment. *Please note: If attachment is not in iCloud Drive > Downloads, tap the **Browse** tab, then choose another location such as **On My iPhone** to search for the attachment.





Attachment View Options



Android Users:

Option A: Tap the **view** icon (eye) to view the attachment:

- The screen will display the attachment to view
- Tap the **back arrow** to return to the Message Details, Inbox or Dashboard.

Option B: Tap the **download** icon (cloud) to download the attachment:

- 1. An alert appears indicating the download was successful. Tap **Confirm**.
- 2. Open the **Files** or **My Files** app. If unable to locate, use the Search bar from the center of your Home screen to search for the Files or My Files app.
- 3. The **Files** or **My Files** app displays the most recent files downloaded. Locate the attachment within the **Recents** list.









DCI Mobile App: View Deleted Messages

View Deleted Messages

- 1. Tap **Trash** from the messaging module submenu
- 2. Tap on a message to access it. **Important!** Messages in the **Trash** submenu will only be available for a limited amount of time.
- 3. Tap the **Notes** button to view the associated notes/or to add notes to the message
- 4. Tap the **Attachments** button
 - Option A: Tap the **view** icon (eye) to view the attachment
 - Option B: Tap the **download** icon to download the attached statement



< Back Message Details Old Message to be deleted Message ID: 219 From: Michael Employer 12:11 PM To: Michael Employee Priority: Low 1. Click on the Trash tab 2. All deleted messages will appear on the screen. Click on the message line to view. 3. Click on the Attachments tab to load the attachmen 4. Select the view icon (eye) to view the attachment 5. Select the download icon to download the attachment 6. Important! Messages in the Trash tab will only be available for a limited amount of time Notes Attachments Attachments Apr 14, 2025 Pay Stub.pdf

Attachment View Options



iPhone Users:

Option A: Tap the **view** icon (eye) to view the attachment:

- The screen will display the attachment to view
- Tap the **<Back** button to return to the Message Details, Inbox or Dashboard.

Option B: Tap the **download** icon (cloud) to download the attachment:

- 1. An alert appears indicating the download was successful. Tap **Confirm**.
- 2. Open the **Files** app. If unable to locate, swipe down from the center of your Home screen, then search for the Files app.
- 3. Tap the **Browse** tab.
- 4. Tap **iCloud Drive**.
- 5. Tap the **Downloads** folder to see the attachment. *Please note: If attachment is not in iCloud Drive > Downloads, tap the **Browse** tab, then choose another location such as **On My iPhone** to search for the attachment.





Attachment View Options



Android Users:

Option A: Tap the **view** icon (eye) to view the attachment:

- The screen will display the attachment to view
- Tap the **back arrow** to return to the Message Details, Inbox or Dashboard.

Option B: Tap the **download** icon (cloud) to download the attachment:

- 1. An alert appears indicating the download was successful. Tap **Confirm**.
- 2. Open the **Files** or **My Files** app. If unable to locate, use the Search bar from the center of your Home screen to search for the Files or My Files app.
- 3. The **Files** or **My Files** app displays the most recent files downloaded. Locate the attachment within the **Recents** list.









DCI Messaging Module

Mobile Web



DCI Mobile Web: View Messages

View Messages in Mobile Web



 Log in to the DCI Web Portal from an internet browser on a mobile device. Enter your username and password OR PIN.

- 2. Tap **Sign In**
- 3. Tap the **Menu** in the top-right corner of the screen
- 4. Please note: The **Mail** icon (envelope) in the upper-left corner of the Dashboard takes users directly to the **Inbox**
- 5. Tap the **Message** drop-down to expand the submenu
- 6. Tap **Inbox** from the submenu to view messages



View Messages in DCI Mobile Web

- 7. Tap the **arrow** (>) to view a message
- 8. Tap the **Notes** button to view the associated notes/or to add notes to the message
- 9. Tap on the **Attachments** tab to load the attachment
- 10. After selecting Attachments, tap the **download** icon to download the attachment.

	Acumen Powered by DCI	≡
Inbox M	lessages (1)	i ii
• * •	From: Michael Emp Subject: Account Statement Date/Tim	ie: 08:46 AM
Copyrigh	t © 2025 Direct Care Innovations. All rights	s reserved.

Mes Messag	sage Detail 🗞	S
Subje From	t: Account Statement Michael Employer1	08:46 AN
То	Priority:High Michael Employee	
Mes	sage:	
266	attachment to view Pay Stub	
Not	es 8	>
Atta	chments 9	>
	Back	

File Name	Date	Attachments
Pay Stub.pdf	Apr 14, 2025	10
	Back	

Attachment View Options



iPhone Users:

11. An option to "Save in" appears at the bottom of the screen

• Tap "**Save...**" to choose where to save the attachment on the device (Files, Downloads, etc.)



12. Tap "Save" again to save the attachment to the chosen location



13. A confirmation message appears indicating the download is complete. Tap **Open** to open and view the attachment.



Attachment View Options



Android Users:

- 11. The Downloads screen appears and displays the link to view the downloaded attachment
- 12. Tap on the file to view



13. Tap the **Back** arrow to return to the DCI Mobile Web Attachments screen



View Messages in DCI Mobile Web



- 14. The icons at the top of a message allow the user to take action. Those icons include:
 - Left Arrow Respond to the message
 - **File cabinet** Archive the message
 - Trash can Delete the message
- 15. Tap the **Back** button to exit the message

Messag	ssage Detail & ge ld: 217 ct: Account Statement	14
From	Michael Employer1 Priority:High	08:46 AN
То	Michael Employee	
Mes See	sage: attachment to view Pay Stub	
Not	es	>
Atta	chments	>
	Back 15	



DCI Mobile Web: Archive & Delete Messages

Archive & Delete Messages

2. Tap **Sign In**

PIN.

1.

Tap the **Menu** in the top-right corner of 3. the screen

Log in to the DCI Web Portal from an

internet browser on a mobile device.

Enter your **username** and **password** OR

- Please note: The **Mail** icon (envelope) in 4. the upper-left corner of the Dashboard takes users directly to the Inbox
- Tap the **Message** drop-down to expand 5. the submenu
- 6. Tap **Inbox** from the submenu to view messages

Password/ Pin

Remember me

Forgot your password?

Go to Full Site

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2



Search Logout



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Archive & Delete Messages

- 7. Tap the **box** select a message to archive or delete
- 8. Tap the **Archive** button to archive the message
- 9. Optionally, tap the **Delete** button to delete the message.
- 10. The system will alert the user to confirm the choice selected (delete or archive)
- 11. Tap Yes to Archive or Delete the message









DCI Mobile Web: View Archived Messages

Proprietary: For Acumen and Customer Use Only

Remember me

Forgot your password?

Go to Full Site

2

View Archived Messages

- Log in to the DCI Web Portal from an 1. internet browser on a mobile device. Enter your username and password OR **PIN**
- Tap Sign In 2.
- 3. Tap the **Menu** in the top-right corner of the screen
- Please note: The **Mail** icon (envelope) in 4. the upper-left corner of the Dashboard takes users directly to the Inbox
- 5. Tap the **Message** drop-down to expand the submenu
- Tap **Archive** from the submenu to view 6. messages





View Archived Messages

- 7. Tap the **arrow (>)** to view an Archived message
- 8. Tap the **Notes** button to view the associated notes/or to add notes to the message
- 9. Tap on the **Attachments** tab to load the attachment
- 10. After selecting Attachments, tap the **download** icon to download the attachment.





File Name	Date	Attachments
Pay Stub.pdf	Apr 14, 2025	10
	Back	

Attachment View Options



iPhone Users:

11. An option to "Save in" appears at the bottom of the screen

• Tap "**Save...**" to choose where to save the attachment on your device (Files, Downloads, etc.)



12. Tap "Save" again to save the attachment to the chosen location



13. A confirmation message appears indicating the download is complete. Tap **Open** to open and view the attachment



Attachment View Options



Android Users:

- 11. The Downloads screen appears and displays the link to view the downloaded attachment
- 12. Tap on the file to view



13. Tap the **Back** arrow to return to the DCI Mobile Web Attachments screen



View Archived Messages



- 14. The icons at the top of a message allow the user to take action. Those icons include:
 - Left Arrow Respond to the message
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- 15. Tap the **Back** button to exit the message

Mes	ssage Detail &	14
Subje	ct: Account Statement	
From	Michael Employer1 Priority:High	08:46 AN
То	Michael Employee	
Mes See	sage: attachment to view Pay Stub	
Not	es	>
Atta	chments	>
	Back	15



DCI Mobile Web: View Deleted Messages

Proprietary: For Acumen and Customer Use Only

Remember me

Forgot your password?

Sign In

Go to Full Site

2

View Deleted Messages

- Log in to the DCI Web Portal from an 1. internet browser on a mobile device. Enter your **username** and **password** OR PIN.
- 2. Tap Sign In
- Tap the **Menu** in the top-right corner of 3. the screen
- *Please note: The Mail icon (envelope) 4. in the upper-left corner of the Dashboard takes users directly to the **Inbox**
- 5. Tap the **Message** drop-down to expand the submenu
- Tap **Trash** from the submenu to view 6. messages





View Deleted Messages



- 7. Tap the **arrow (>)** to view a message in the Trash submenu. **Important!** Messages in the **Trash** will only be available for a limited amount of time.
- 8. Tap the **Notes** button to view the associated notes/or to add notes to the message
- 9. Tap on the **Attachments** tab to load the attachment
- 10. After selecting Attachments, tap the **download** icon to download the attachment.



Attachment View Options



iPhone Users:

11. An option to "Save in" appears at the bottom of the screen

• Tap "**Save...**" to choose where to save the attachment on your device (Files, Downloads, etc.)



12. Tap "Save" again to save the attachment to the chosen location



13. A confirmation message appears indicating the download is complete. Tap **Open** to open and view the attachment.



Attachment View Options



Android Users:

- 11. The Downloads screen appears and displays the link to view the downloaded attachment
- 12. Tap on the file to view



13. Tap the **Back** arrow to return to the DCI Mobile Web Attachments screen



View Deleted Messages



- 14. The **Left Arrow** icon at the top of a Deleted message allows the user to respond to the message
- 15. Tap the **Back** button to exit the message

From	Michael Employer1 Priority:Low	12:11 PM
То	Michael Employee	
Mes	sage:	
1. Click	on the Trash tab	
2. All d the i	eleted messages will appear on the screen message line to view.	. Click on
3. Click	on the Attachments tab to load the atta	chment
4. Sele	ct the view icon (eye) to view the attachme	ent
5. Sele	ct the download icon to download the att	achment
6. Imp avail	ortant! Messages in the Trash tab will only lable for a <u>limited amount of time</u> .	/be
Not	es	>
Atta	chments	>
	Back 15	



Questions?

Thank you!

Visit the Acumen Help Center to learn more at:

acumenfiscalagent.zendesk.com