

**DCI
Messaging-
Account
Statements/
Paystubs/W2**

Presented By: Acumen
Fiscal Agent



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OUR MISSION

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

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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
- **Well Fargo:** You are now able to retrieve paystubs from the DCI Messaging Portal, no longer need to use 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
- **Alabama:** Reach out to your previous Fiscal Management Service (FMS) for your 2023 W2s

Account Statements (Employer)



- To provide enhanced privacy and security, Acumen Inc. 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.

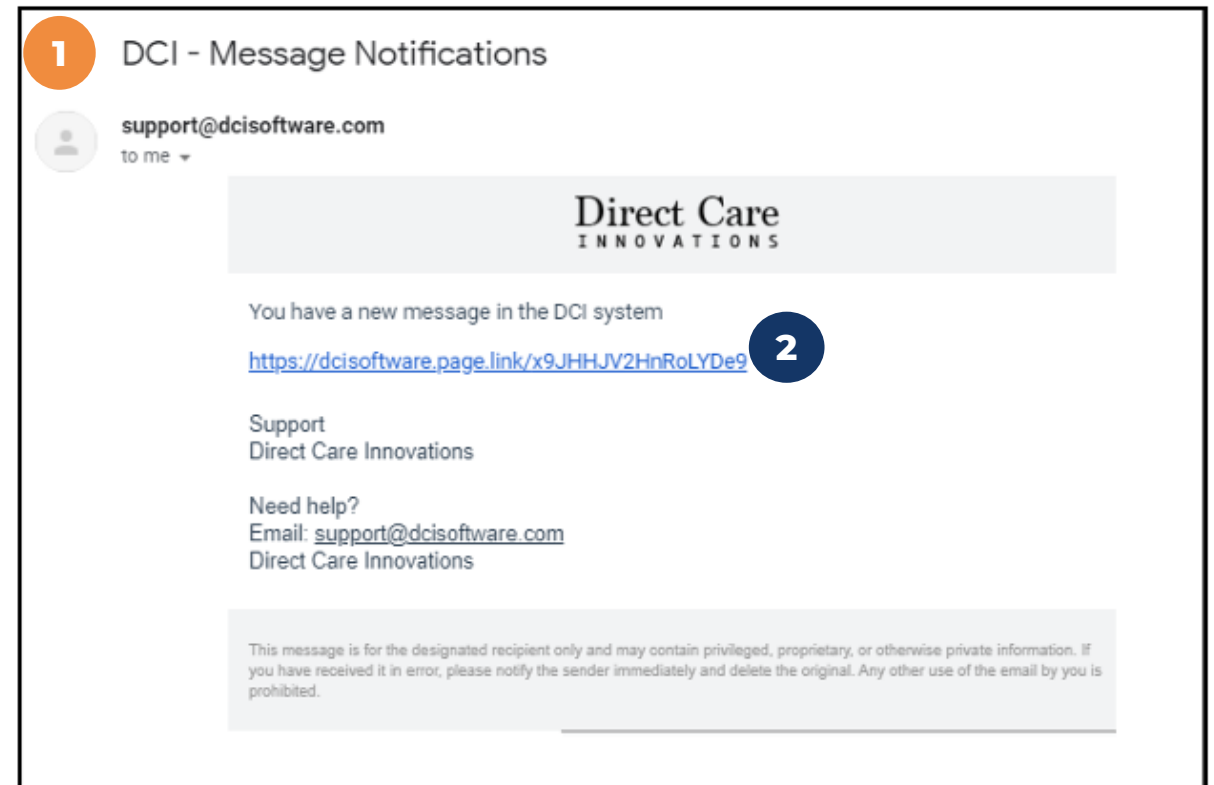


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Viewing Messages

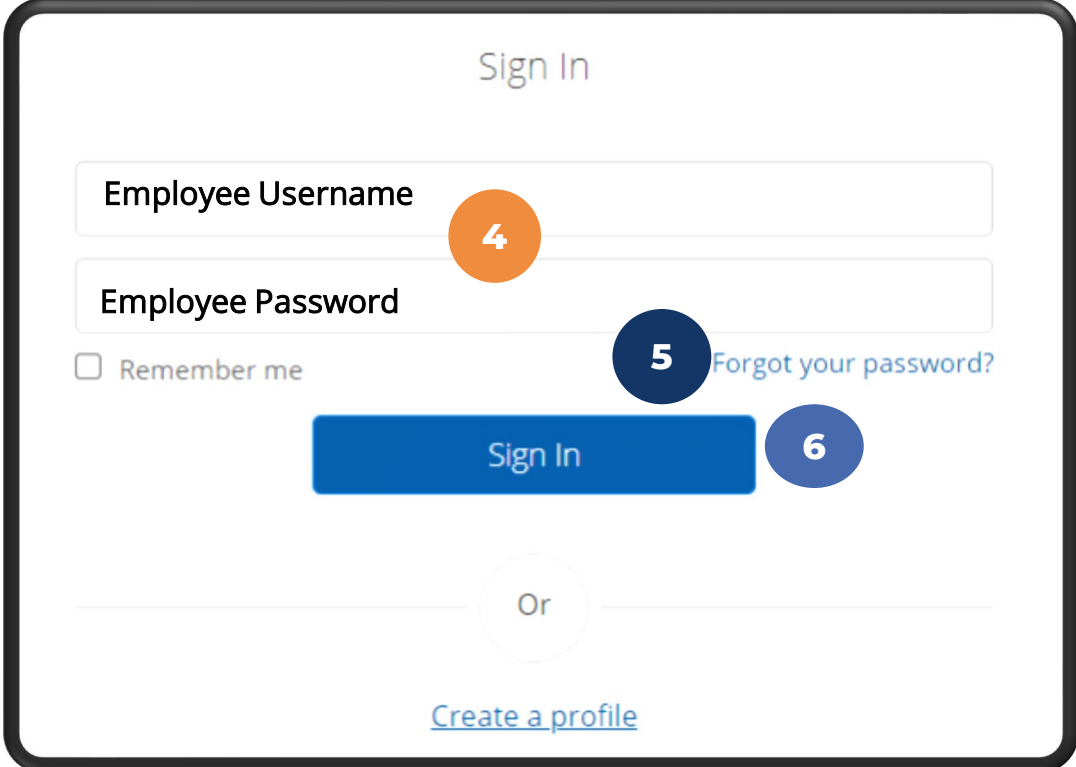
Viewing Message

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



Viewing Message

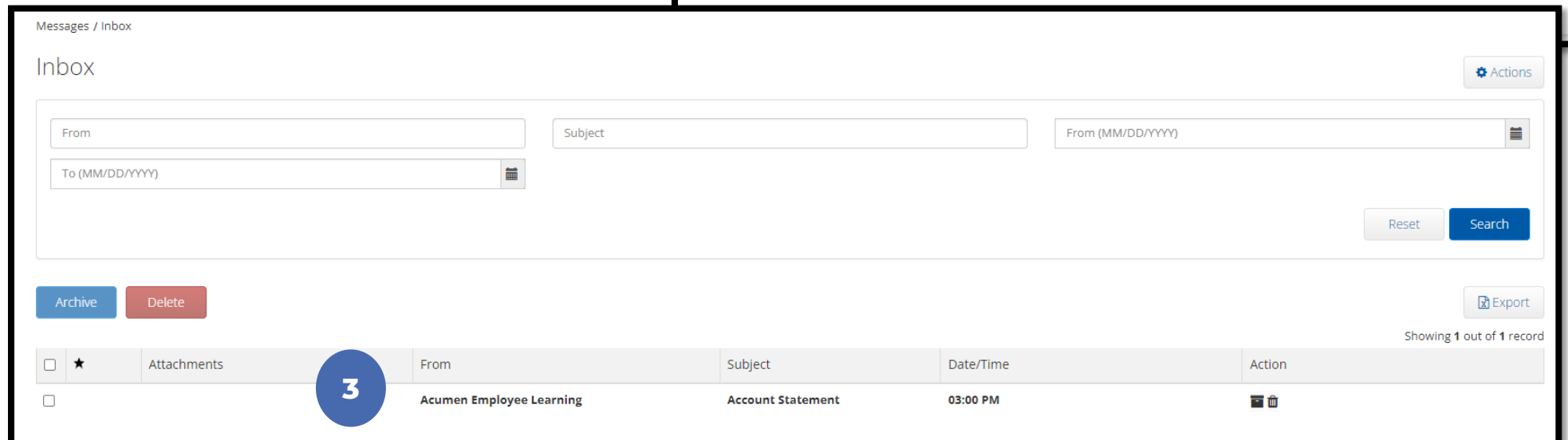
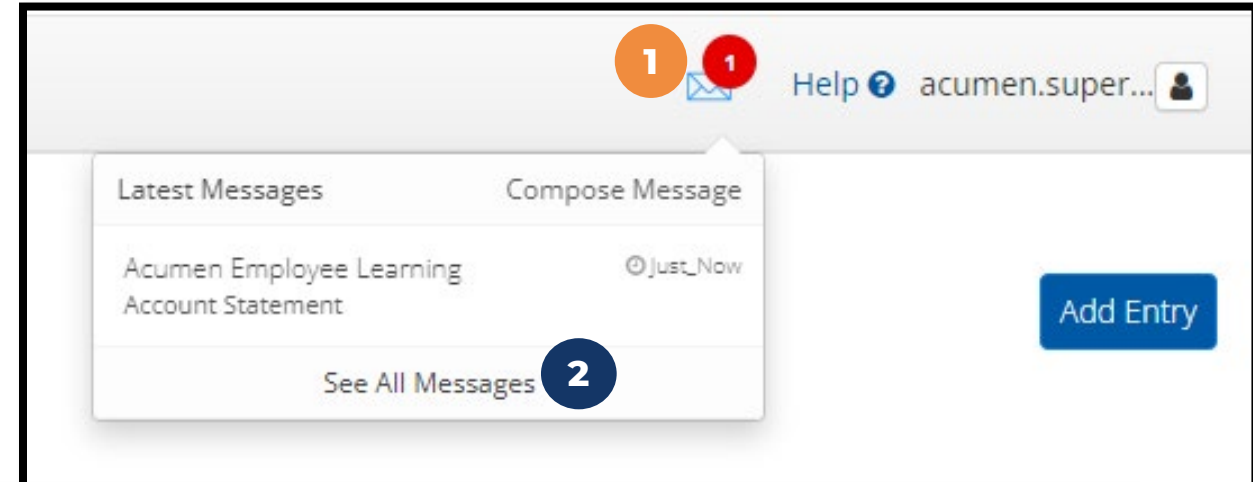
3. Navigate to the DCI Web Portal or use the link in previous step
 - All States **Except** WI & NC:
<http://acumen.dcisoftware.com/>
 - WI & NC **Only**:
<https://outreach.dcisoftware.com/>
4. Enter Employee Username and Password
 - Credentials provided by Acumen
5. Utilize Forgot Password link if necessary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



The screenshot shows the 'Sign In' page of the Acumen Fiscal Agent portal. It features two input fields: 'Employee Username' and 'Employee Password'. Below these fields is a checkbox for 'Remember me' and a link for 'Forgot your password?'. A blue 'Sign In' button is positioned below the password field. At the bottom of the page, there is an 'Or' separator and a link for 'Create a profile'. Numbered callouts are placed over the interface: '4' is over the Username field, '5' is over the Forgot your password? link, and '6' is over the Sign In button.

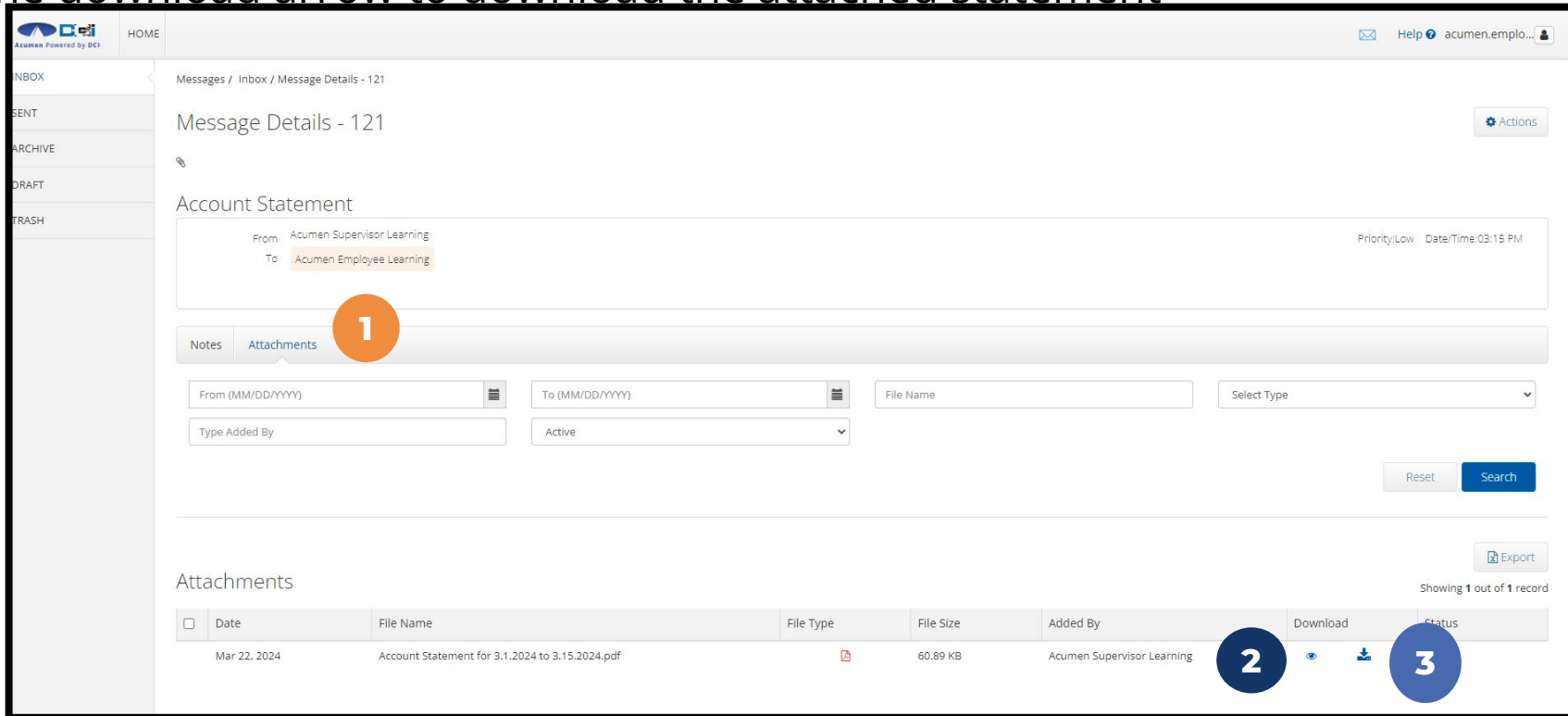
Viewing Message

1. In the upper right-hand corner, click on the envelope icon
2. Select See All Messages
3. Click on the message you want to review





Viewing Message

1. Upon opening the message, Click on the Attachments tab to load the attachment.
2. Select the eyeball to view the attachment
3. Select the download arrow to download the attached statement



The screenshot displays the 'Message Details - 121' page in the Acumen Fiscal Agent system. The interface includes a left sidebar with navigation options (INBOX, SENT, ARCHIVE, DRAFT, TRASH) and a top navigation bar with 'HOME' and 'Help' links. The main content area shows the message header 'Account Statement' with sender and recipient information. Below the header, there are search filters for 'From', 'To', 'File Name', and 'Type Added By'. The 'Attachments' section is highlighted with a red circle '1'. The attachment table below shows one record: 'Account Statement for 3.1.2024 to 3.15.2024.pdf' with a file size of 60.89 KB. The 'Download' column for this attachment contains an 'eye' icon (highlighted with a red circle '2') and a download arrow icon (highlighted with a red circle '3').

Date	File Name	File Type	File Size	Added By	Download	Status
Mar 22, 2024	Account Statement for 3.1.2024 to 3.15.2024.pdf		60.89 KB	Acumen Supervisor Learning	 	



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Archive/Delete Messages

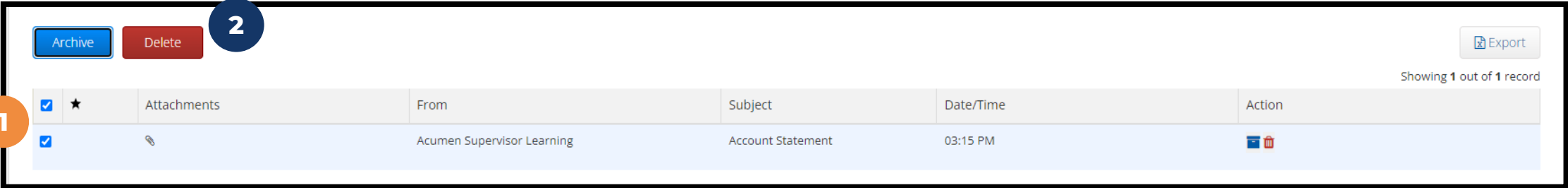
Archive/Delete Message



To help manage the messaging Inbox, users have the ability to **Archive** or **Delete** the current or previous messages. If the message is archived, the user will be able to view the message(s) again. However, if the message is Deleted it will be moved to the Trash section and will only be able for a limited amount of time.

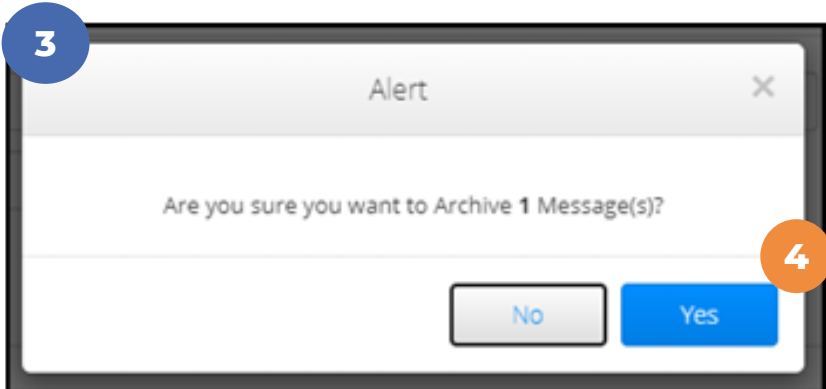
Archive/Delete Message

1. Select the message to be archived/deleted
2. Click the Archive button to archive the message
 - Click the Delete button to delete the message



The screenshot shows an email interface. At the top left, there are two buttons: 'Archive' (blue) and 'Delete' (red). A blue circle with the number '2' is positioned over the 'Delete' button. Below the buttons is a table with columns: 'Attachments', 'From', 'Subject', 'Date/Time', and 'Action'. The first row of the table is highlighted in light blue and contains a checkmark, a star icon, a paperclip icon, the text 'Acumen Supervisor Learning', 'Account Statement', '03:15 PM', and icons for archive and delete. A blue circle with the number '1' is positioned over the first checkmark. In the top right corner, there is an 'Export' button and the text 'Showing 1 out of 1 record'.

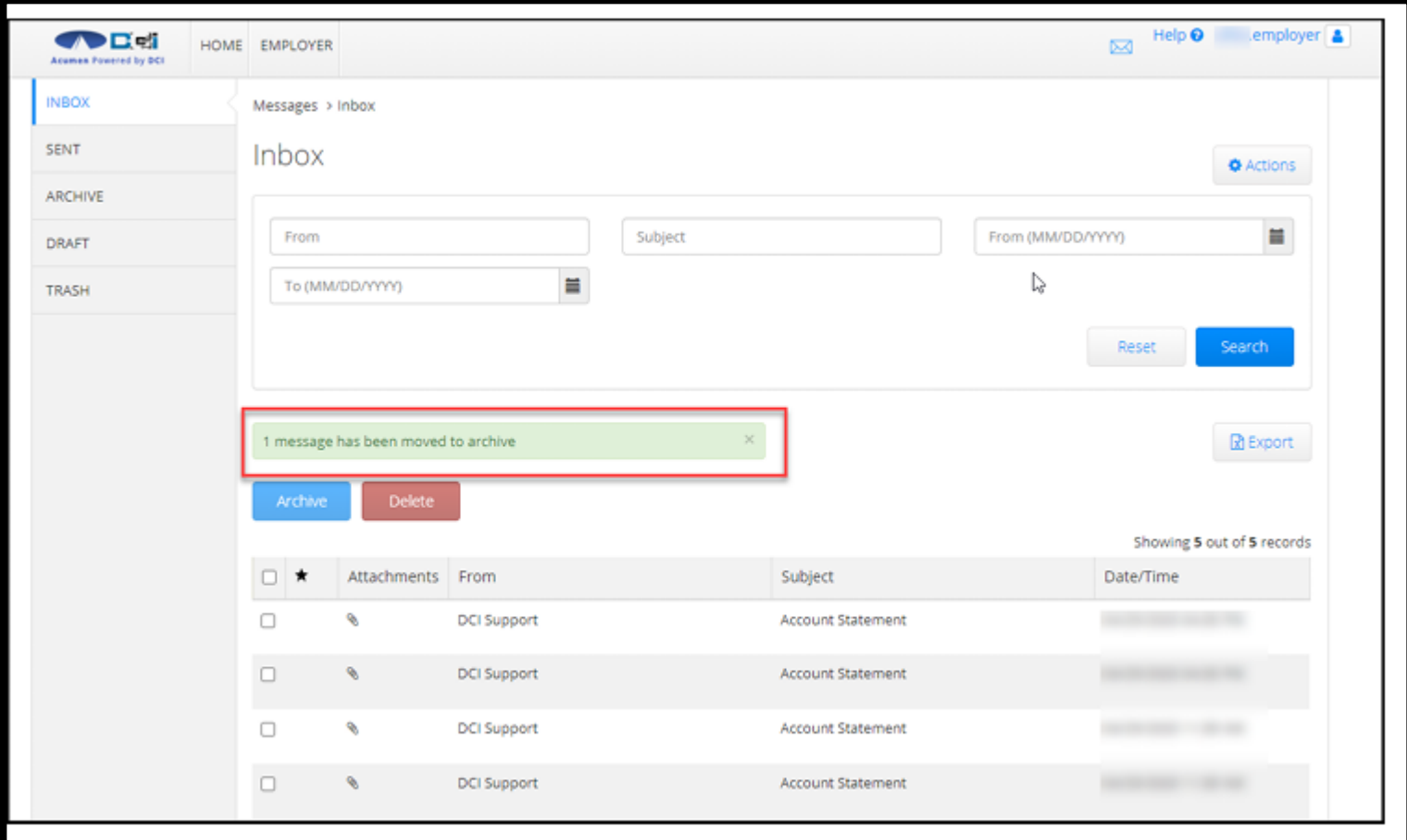
1. The system will alert the user to confirm the choice selected (delete or archive)
2. Select Yes to confirm



The screenshot shows an alert dialog box titled 'Alert' with a close button (X) in the top right corner. The main text of the dialog asks: 'Are you sure you want to Archive 1 Message(s)?'. At the bottom of the dialog, there are two buttons: 'No' (grey) and 'Yes' (blue). A blue circle with the number '3' is positioned over the top left corner of the dialog, and an orange circle with the number '4' is positioned over the 'Yes' button.

Archive/Delete Message

Confirmation that the message has been Archived or Deleted will appear in green on the Inbox page.



The screenshot displays the Acumen Fiscal Agent web interface. The top navigation bar includes 'HOME' and 'EMPLOYER' tabs, along with a 'Help' link and a user profile icon labeled 'employer'. The left sidebar shows a navigation menu with 'INBOX' selected, and other options like 'SENT', 'ARCHIVE', 'DRAFT', and 'TRASH'. The main content area is titled 'Messages > Inbox' and contains a search filter section with fields for 'From', 'Subject', and 'From (MM/DD/YYYY)', and a 'Reset' button. A green notification box at the top of the inbox area displays the message: '1 message has been moved to archive'. Below the notification are 'Archive' and 'Delete' buttons. The inbox table below shows five records from 'DCI Support' with the subject 'Account Statement'. The table has columns for 'Attachments', 'From', 'Subject', and 'Date/Time'. The bottom right of the table indicates 'Showing 5 out of 5 records'.

	Attachments	From	Subject	Date/Time
<input type="checkbox"/>		DCI Support	Account Statement	
<input type="checkbox"/>		DCI Support	Account Statement	
<input type="checkbox"/>		DCI Support	Account Statement	
<input type="checkbox"/>		DCI Support	Account Statement	

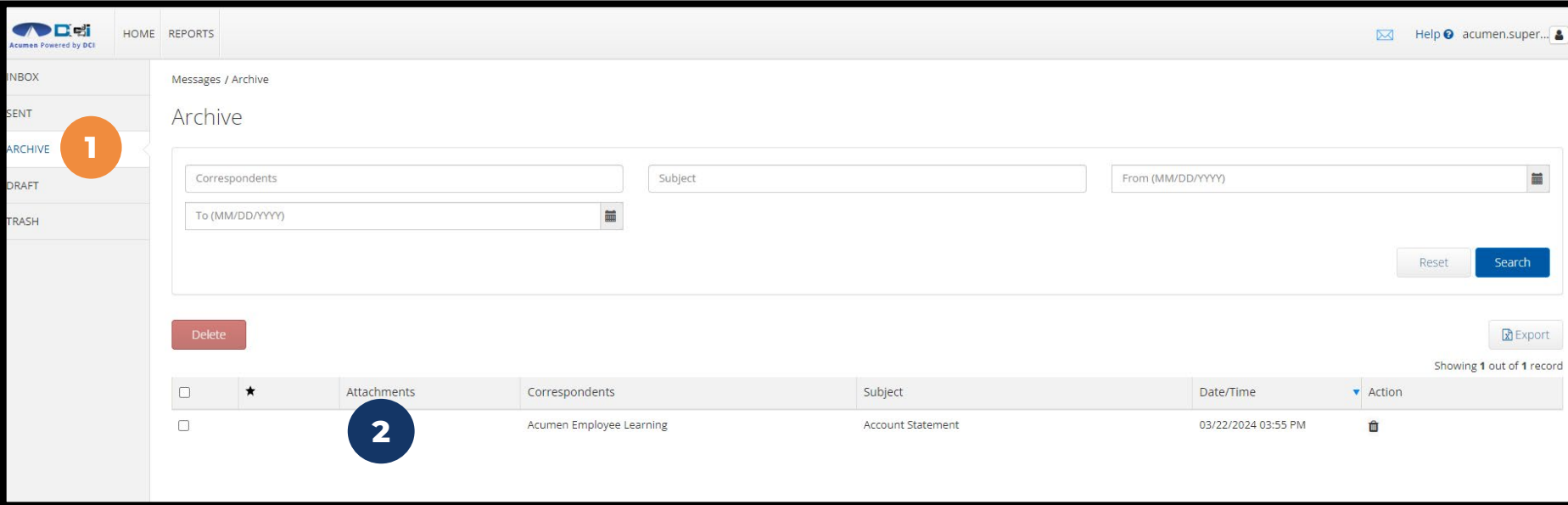


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Accessing Archived Messages

Archived Messages

1. Select Archive on the left side of the DCI Messaging Center
2. All Archived messages will appear on the screen, to select the message needed, simply click on the message



Messages / Archive

Archive

Correspondents Subject From (MM/DD/YYYY)

To (MM/DD/YYYY)

Reset Search

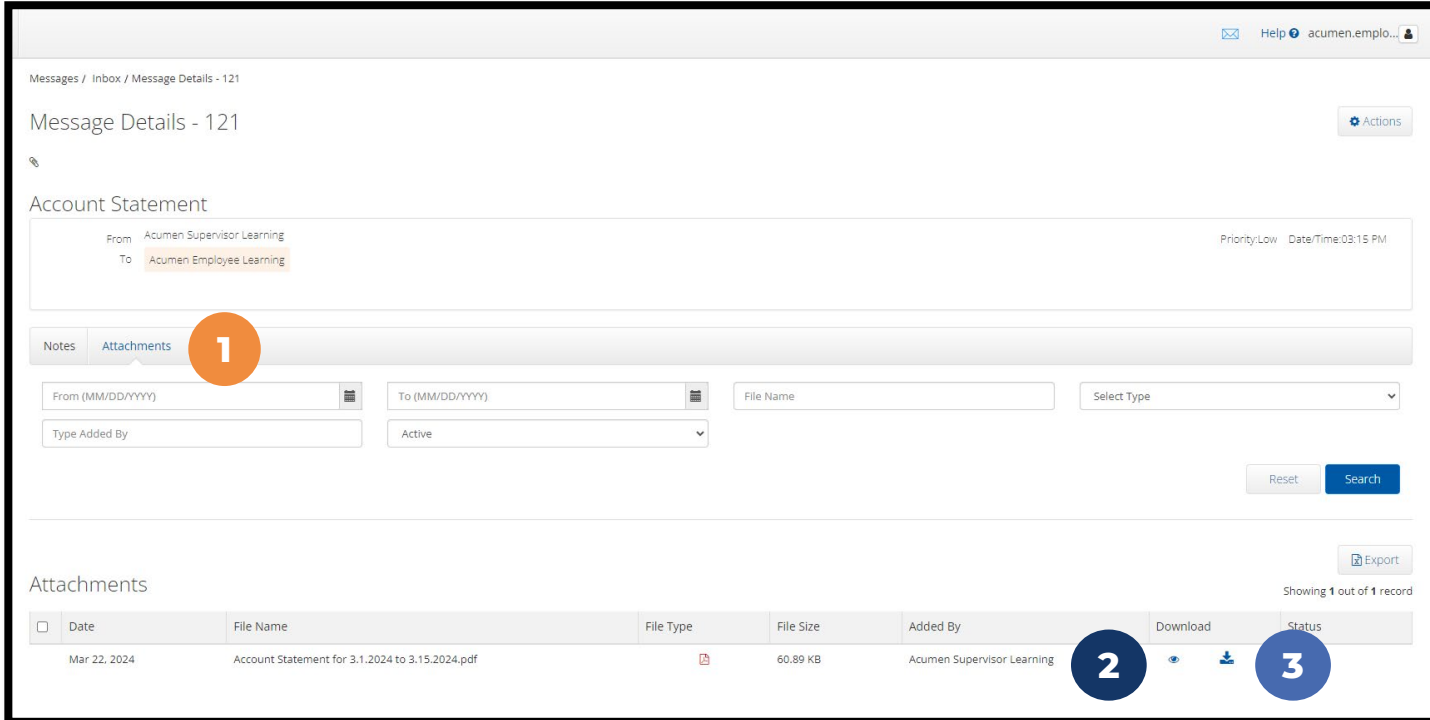
Delete Export

Showing 1 out of 1 record


<input type="checkbox"/>	★	Attachments	Correspondents	Subject	Date/Time	Action
<input type="checkbox"/>			Acumen Employee Learning	Account Statement	03/22/2024 03:55 PM	

Viewing Archived Message

1. Upon opening the message, Click on the Attachments tab to load the attachment.
2. Select the eyeball to view the attachment
3. Select the download arrow to download the attached statement



The screenshot displays the 'Message Details - 121' page. The 'Attachments' tab is selected, indicated by a red circle with the number '1'. Below the message header, there are search filters for 'From', 'To', 'File Name', and 'Select Type'. The 'Attachments' section shows a table with one record: 'Account Statement for 3.1.2024 to 3.15.2024.pdf'. A red circle with the number '2' highlights the 'Download' column, and a red circle with the number '3' highlights the download arrow icon in the row.

Date	File Name	File Type	File Size	Added By	Download	Status
Mar 22, 2024	Account Statement for 3.1.2024 to 3.15.2024.pdf		60.89 KB	Acumen Supervisor Learning		

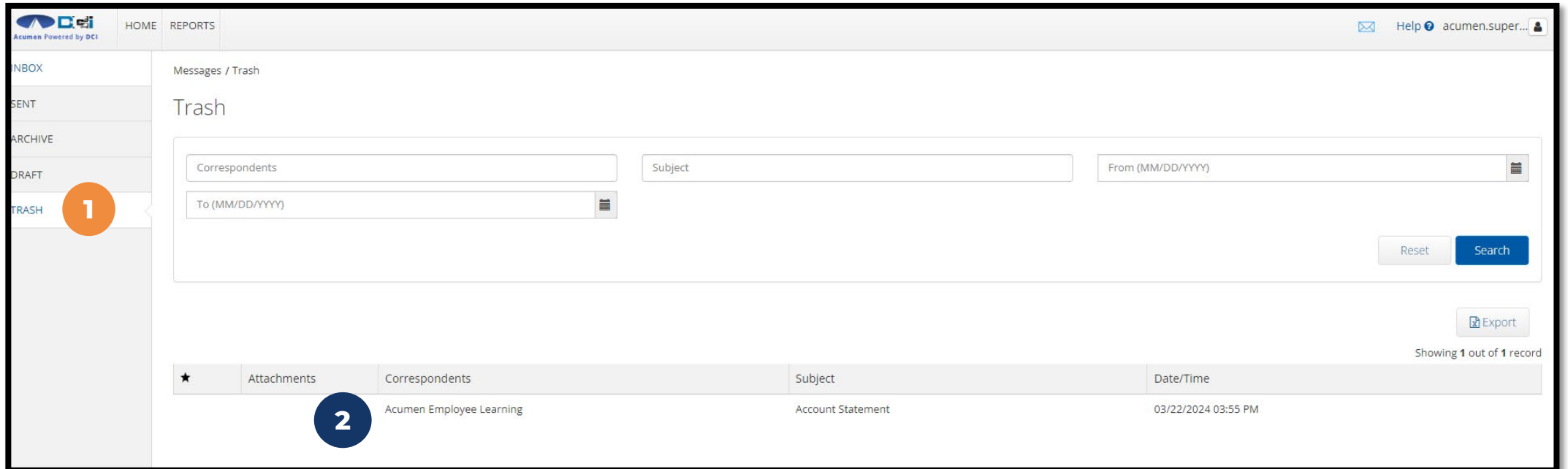


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Accessing Deleted Messages

Accessing Deleted Message

1. Select Trash on the left side of the DCI Messaging Center
2. All Deleted messages will appear on the screen, to select the message needed, simply click on the message



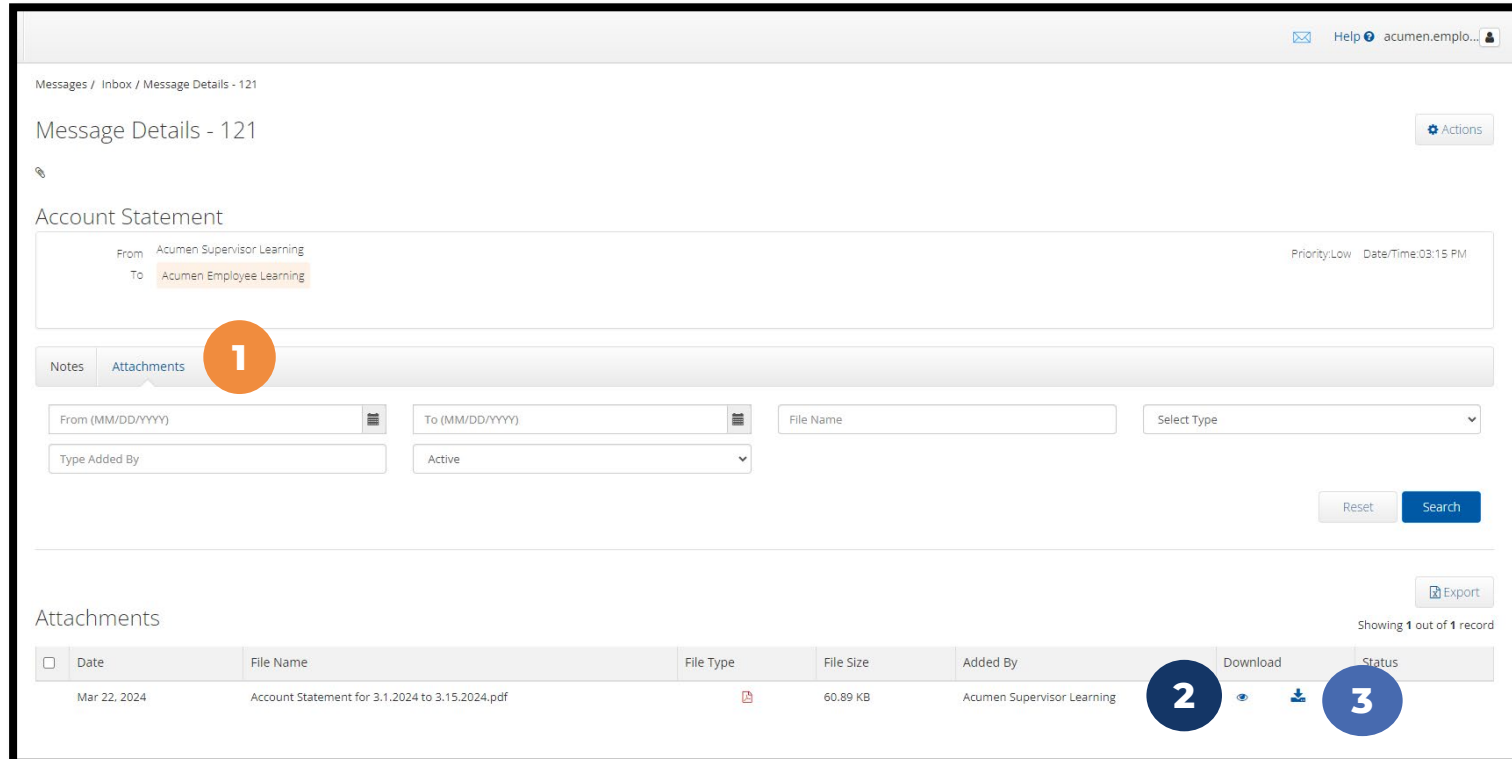
The screenshot displays the DCI Messaging Center interface. On the left sidebar, the 'TRASH' folder is selected, indicated by a red circle with the number '1'. The main content area shows the 'Trash' folder with search filters for 'Correspondents', 'Subject', and 'From (MM/DD/YYYY)'. Below the filters are 'Reset' and 'Search' buttons. An 'Export' button is located at the bottom right. A table below the search area shows one message with the following details:

★	Attachments	Correspondents	Subject	Date/Time
		Acumen Employee Learning	Account Statement	03/22/2024 03:55 PM

A red circle with the number '2' is placed over the 'Acumen Employee Learning' text in the table.

Viewing Deleted Message

1. Upon opening the message, Click on the Attachments tab to load the attachment.
2. Select the eyeball to view the attachment
3. Select the download arrow to download the attached statement



Messages / Inbox / Message Details - 121

Message Details - 121

Account Statement

From: Acumen Supervisor Learning
To: Acumen Employee Learning
Priority: Low Date/Time: 03:15 PM




Notes Attachments **1**

From (MM/DD/YYYY) To (MM/DD/YYYY) File Name Select Type
Type Added By Active

Reset Search

Attachments

Showing 1 out of 1 record

<input type="checkbox"/>	Date	File Name	File Type	File Size	Added By	Download	Status
<input type="checkbox"/>	Mar 22, 2024	Account Statement for 3.1.2024 to 3.15.2024.pdf		60.89 KB	Acumen Supervisor Learning	2  	3

Questions?

Thank you!

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

acumenfiscalagent.zendesk.com