Suggested Resources:
- Employer Web Portal Guide - https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360034345012-Employer-Portal-Guide
- Business Rule Alerts - https://acumenfiscalagent.zendesk.com/hc/en-us/articles/26156049646349-Business-Rule-Alerts

Approve or Reject Pending Entries in the Web Portal

1. Log in to DCI web portal
   a. All States & Programs Except NC Cap and WI: acumen.dcisoftware.com
   b. NC Cap and WI Only: outreach.dcisoftware.com
2. Click **Home** on the main menu
3. Click **Pending Entries** on the submenu
   a. The number of Pending Entries will display on the submenu in brackets - i.e., Pending Entries (10). This alerts users to pending entries that require attention.
4. Use the filters to search for a pending entry and click **Search**
5. Locate the punch in the entries table
6. Click **A** to approve or the red **R** to reject
   a. Click **Yes** to confirm
7. Alternatively, click anywhere in the entry row to view the punch detail page
   a. Click **Actions**
   b. Select **Approve** or **Reject** from the drop-down menu
   c. Click **Yes** to confirm

Manage Pending Entries that Need Review & Verify Signature, Picture, or Voice EVV in the Web Portal

1. Log in to the DCI web portal
   a. All States & Programs Except NC Cap and WI: acumen.dcisoftware.com
   b. NC Cap and WI Only: outreach.dcisoftware.com
2. Click **Home** on the main menu
3. Click **Pending Entries** on the submenu
   a. The number of Pending Entries will display on the submenu in brackets - i.e., Pending Entries (10). This alerts users to pending entries that require attention.
4. If an entry needs review, the Needs Review column will display a gray **?** or a red **Eye.** Hover over the icon to view the violation.
   a. Gray **?** – The entry is waiting on action from someone else or a system process. It can be approved without action being taken (i.e., client portal sign-off pending).
   b. Red **Eye** icon – The employer must review or act on the entry (i.e., EVV verification is required)
5. If the violation is Signature Unverified, Picture Unverified, or Voice Unverified, click anywhere in the **entry row** to view the punch detail page
6. Click the **Verifications** tab
7. For Signature or Picture, click the **attachment** link to open and compare. For Voice, click the **download** icon to download, open, and listen to the voice recording.
8. Click **A** to approve the verification or the red **R** to reject the verification
   a. ***Please note:** While the verification has been approved and the issue resolved, the punch must still be approved.
9. Click **Actions**
10. Choose **Approve** or **Reject** from the drop-down menu to approve or reject the entry

Managing Entries in the Mobile App

1. Login to the Mobile App and click the **menu** icon (three horizontal lines) in the upper-left corner of the screen
2. Select **Pending Entries** from the submenu
3. **Swipe left** on the entry to click the blue Approve button on the red Reject button
4. On the pop-up alert window, view the details of the punch and click **Confirm** to initiate the confirmation process.
OR, from **Pending Entries** on the submenu:
1. Click a blue **entry ID** hyperlink to open the entry details and take action
2. Click **Action** in the upper-right corner
3. Select **Reject**, **Approve**, or **Add Attachment**.
4. On the pop-up alert window, view the details of the punch and click **Confirm** to initiate the confirmation process.
5. On the pop-up alert window, click **Confirm** again to complete the confirmation process.

If the action taken was to approve the entry, the status will change to Approved and the entry will be processed for payment.

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