

Acumen DCI Messaging

How do Employees retrieve
paystubs?

How do Employers retrieve
Monthly Statements?

Welcome to Acumen!
Thank you for joining the Acumen Family!



Acumen powered by DCI

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

DCI Web Portal: View Messages

View Messages in DCI Web Portal

3. Navigate to the **DCI Web Portal** or use the link in previous step

- All States **Except** WI & NC:
<https://acumen.dcisoftware.com/>
- WI & NC **Only**:
<https://outreach.dcisoftware.com/>

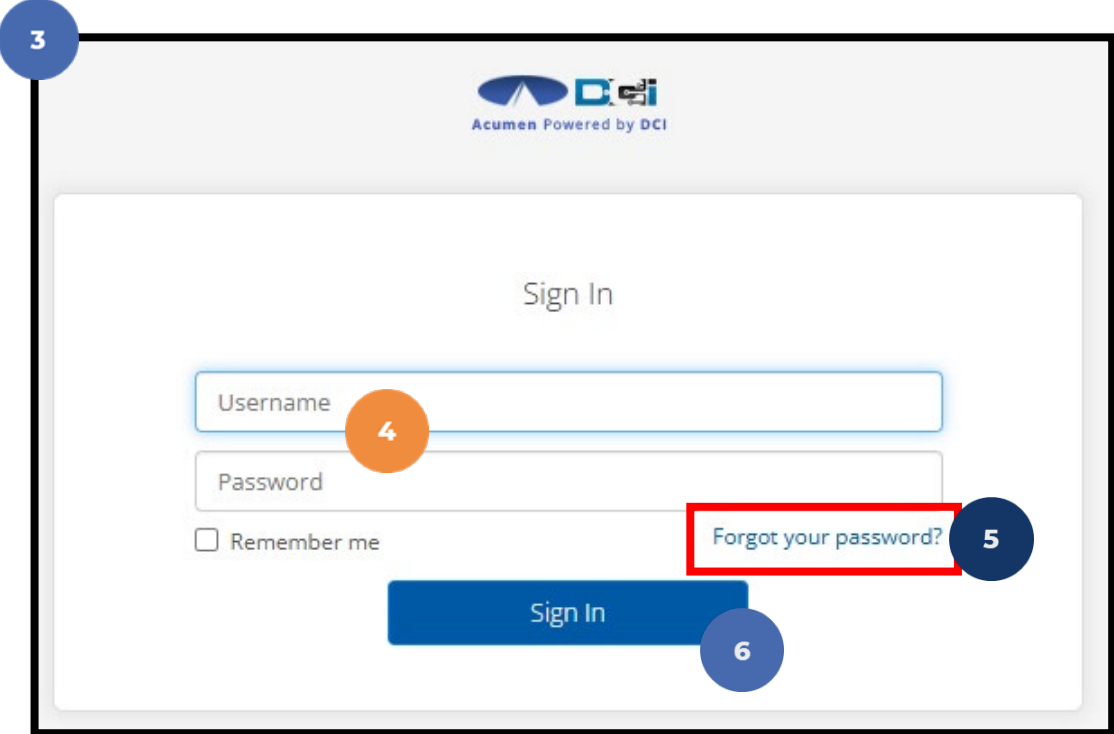
4. Enter Employee **Username** and **Password**

- Credentials provided by Acumen

5. Utilize **Forgot Password** link if necessary

- Contact your Acumen Agent with any login issues

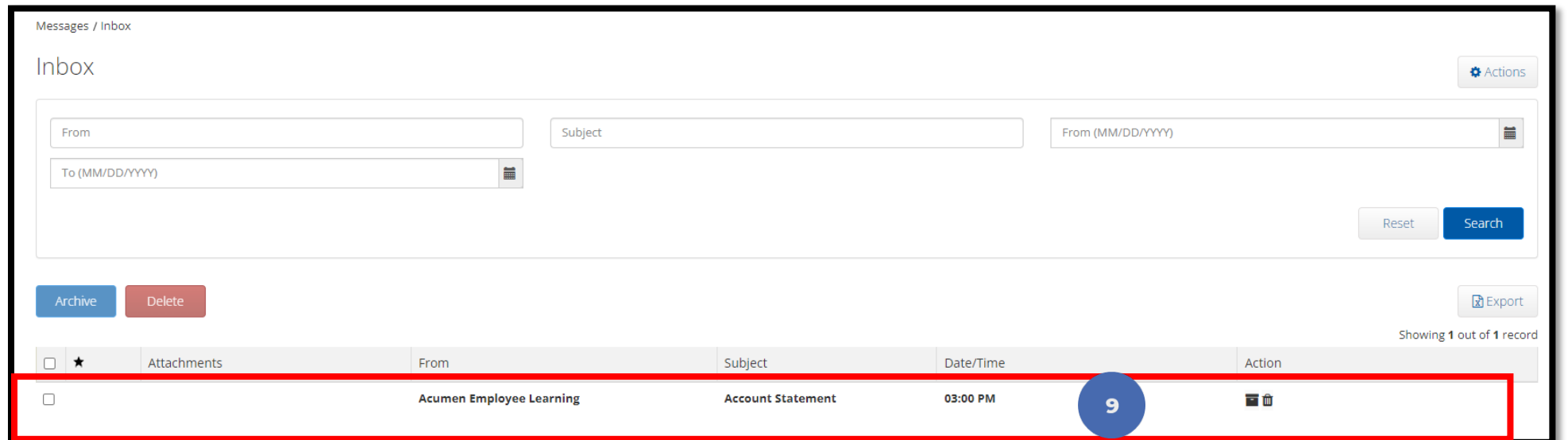
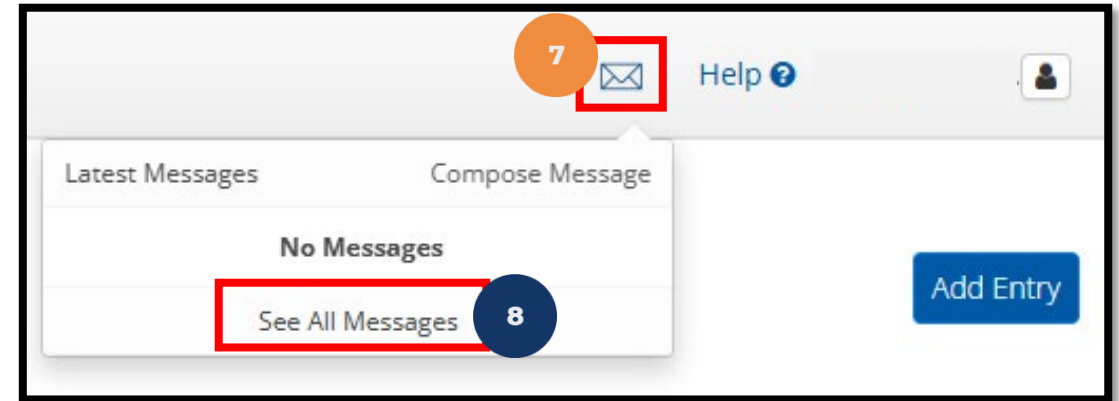
6. Click **Sign In**



The screenshot shows the DCI Web Portal Sign In page. At the top, there is a logo for Acumen Powered by DCI. Below the logo, the text "Sign In" is centered. There are two input fields: "Username" and "Password". The "Username" field is highlighted with a blue circle containing the number 4. Below the "Password" field, there is a checkbox labeled "Remember me" and a link labeled "Forgot your password?". The "Forgot your password?" link is highlighted with a red rectangle and a blue circle containing the number 5. At the bottom of the form, there is a blue button labeled "Sign In", which is highlighted with a blue circle containing the number 6. A blue circle containing the number 3 is located at the top left of the screenshot area.

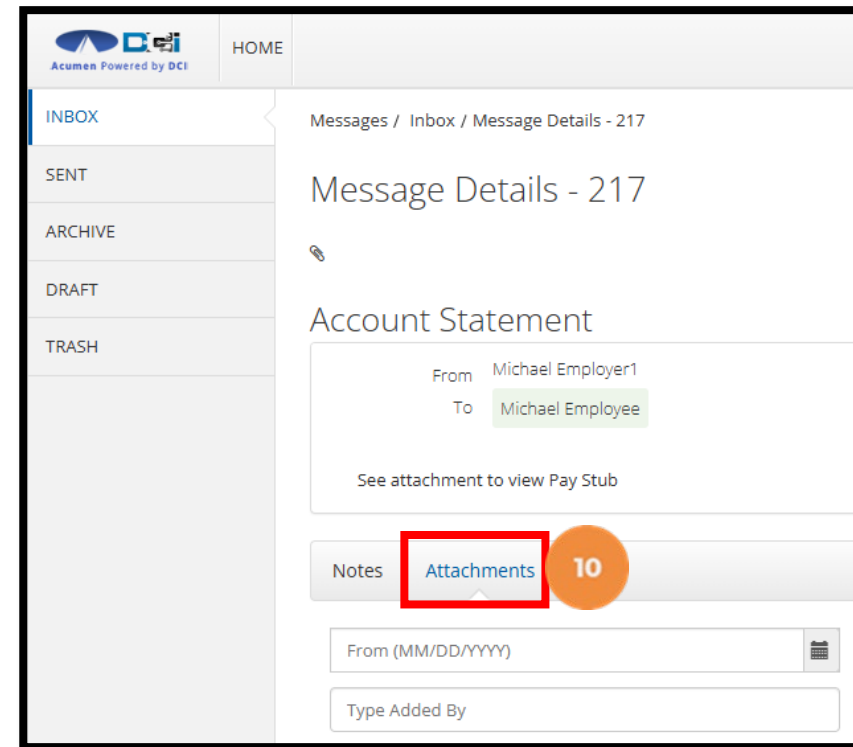
View Messages in DCI Web Portal

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



View Messages in DCI Web Portal

10. Click the **Attachments** tab
11. Option 1: 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. Option 2: 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)



The screenshot shows the 'Attachments' table in the DCI Web Portal. The table has columns for Date, File Name, File Type, File Size, Added By, Download, and Status. There is one record listed: 'Pay Stub.pdf' added by 'Michael Employer1' on 'Apr 14, 2025'. The 'Download' column for this record contains two icons: a view icon (eye) and a download icon (downward arrow), both highlighted with red boxes. A blue circle with the number '11' is positioned over the view icon, and a blue circle with the number '12' is positioned over the download icon. An 'Export' button is visible in the top right corner of the table area.

	Date	File Name	File Type	File Size	Added By	Download	Status
<input type="checkbox"/>	Apr 14, 2025	Pay Stub.pdf		195.73 KB	Michael Employer1		Active

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
2. 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* 1

Password or PIN* 🔒

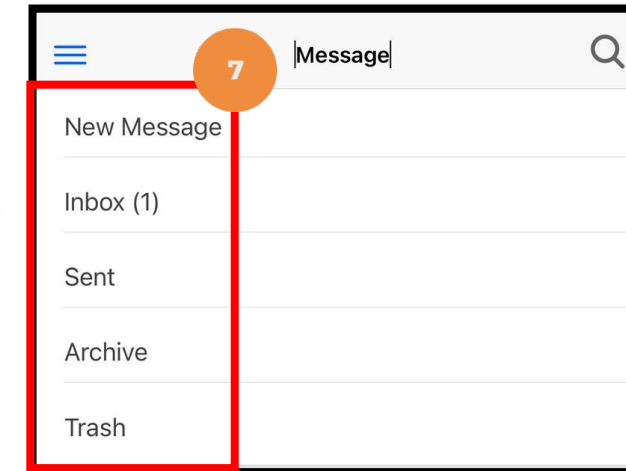
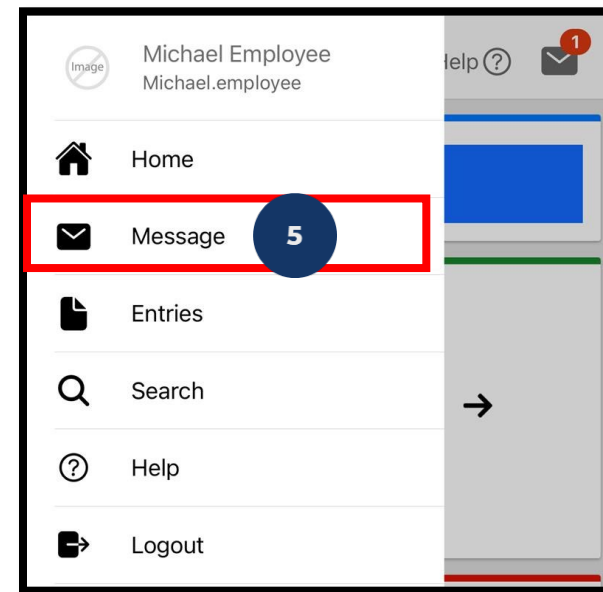
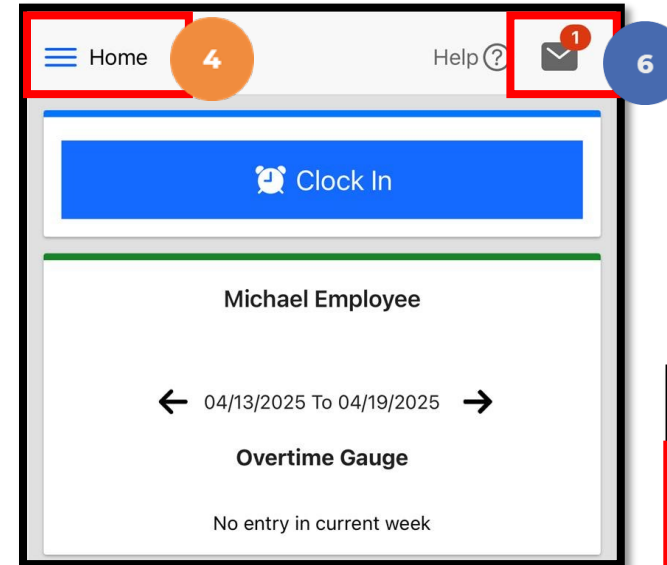
Remember me 2

Login 3

[Forgot Password?](#)

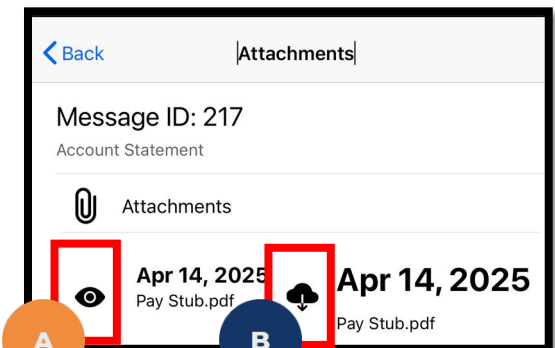
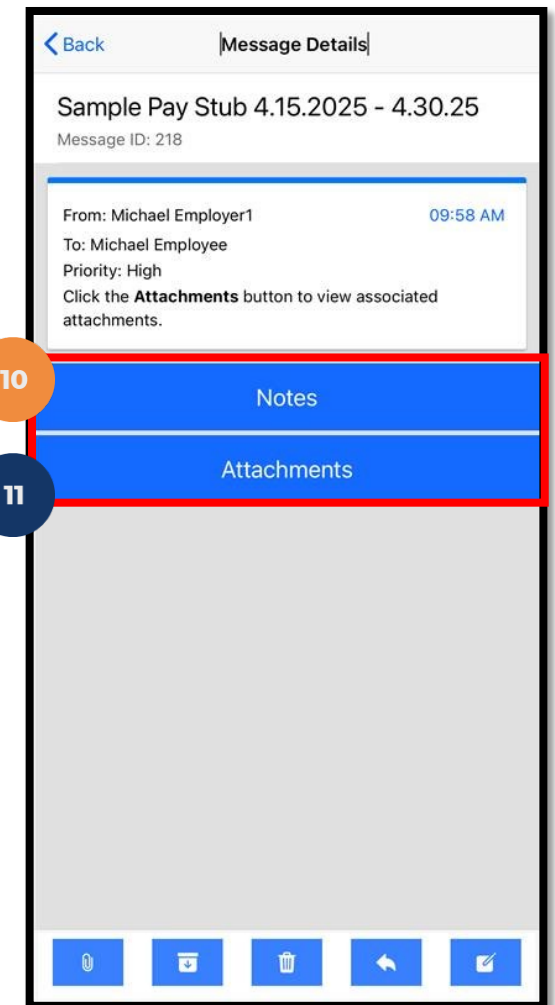
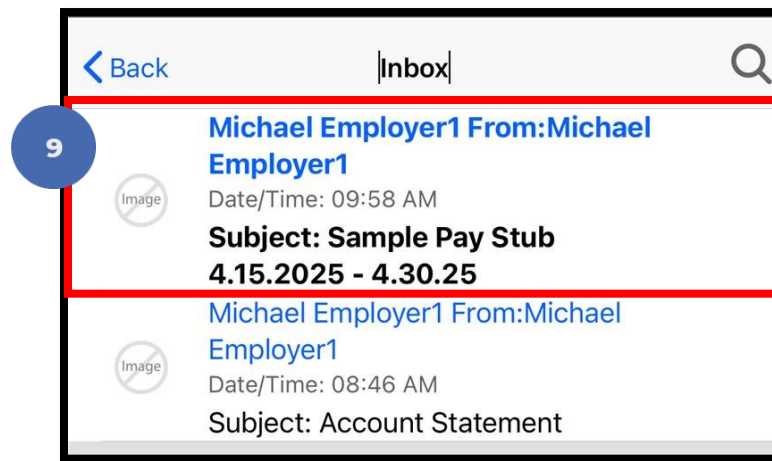
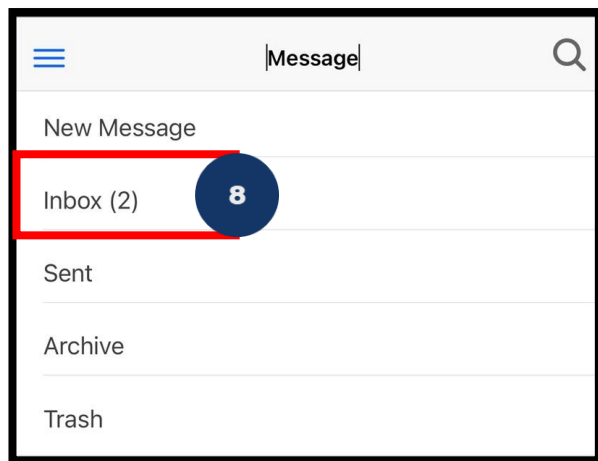
View Messages in DCI Mobile App

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.



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
 - Option B: Tap the **download** icon (cloud) to download the attached statement



Attachment View Options



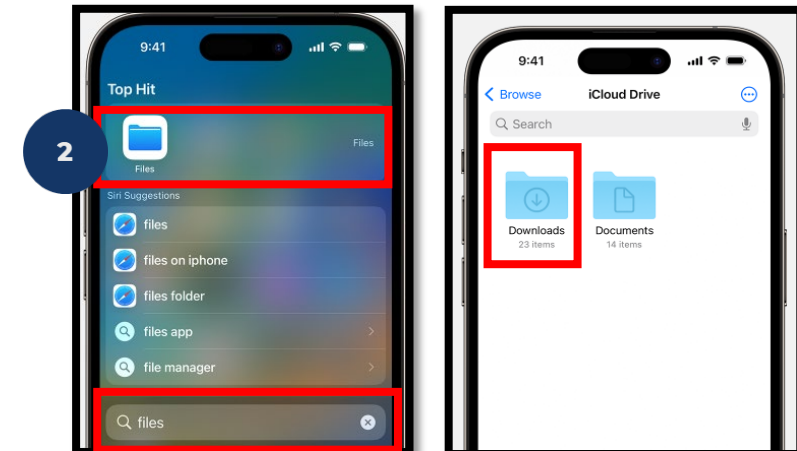
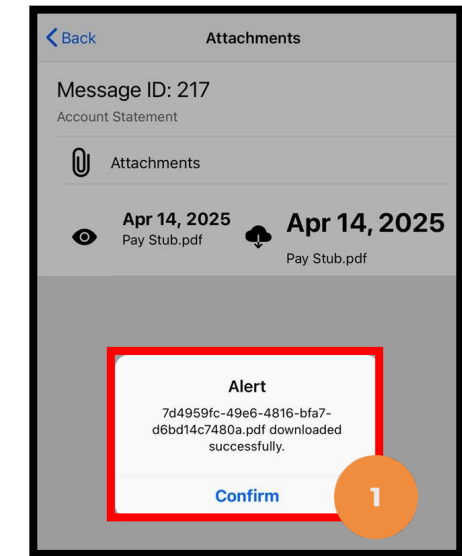
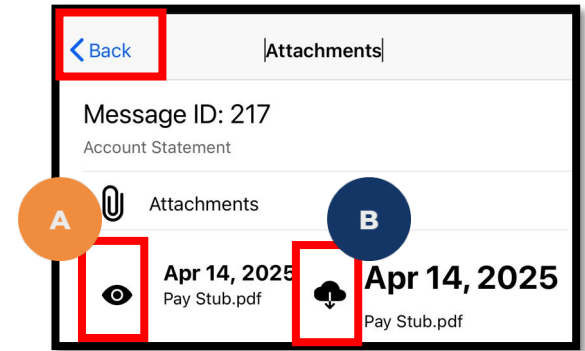
iPhone Users:

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



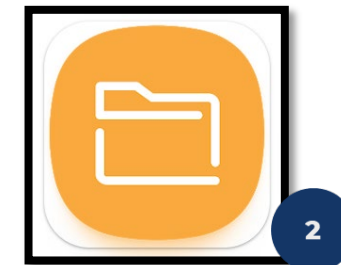
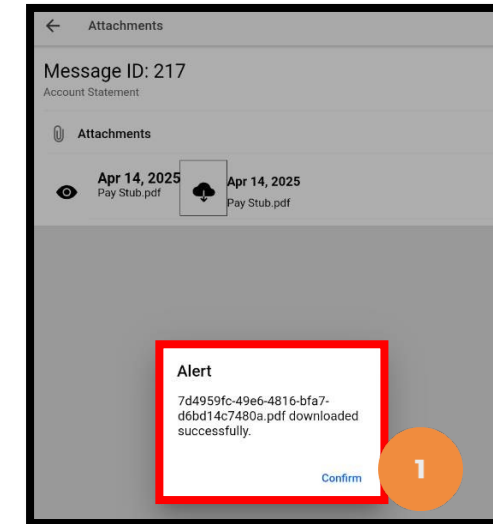
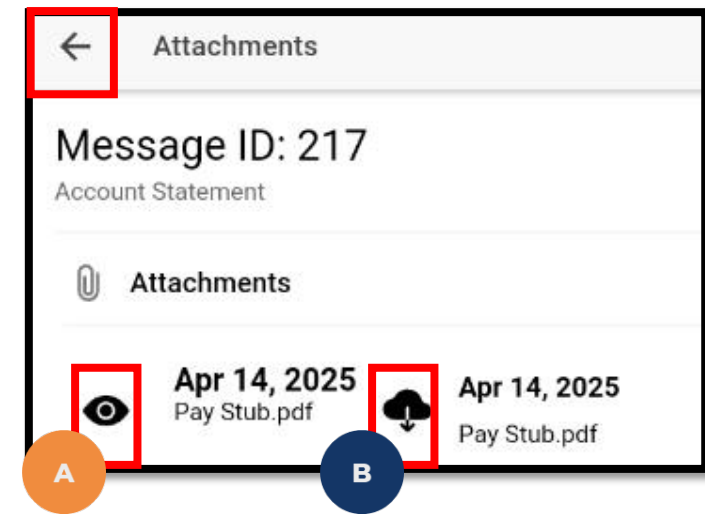
Android Users:

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.

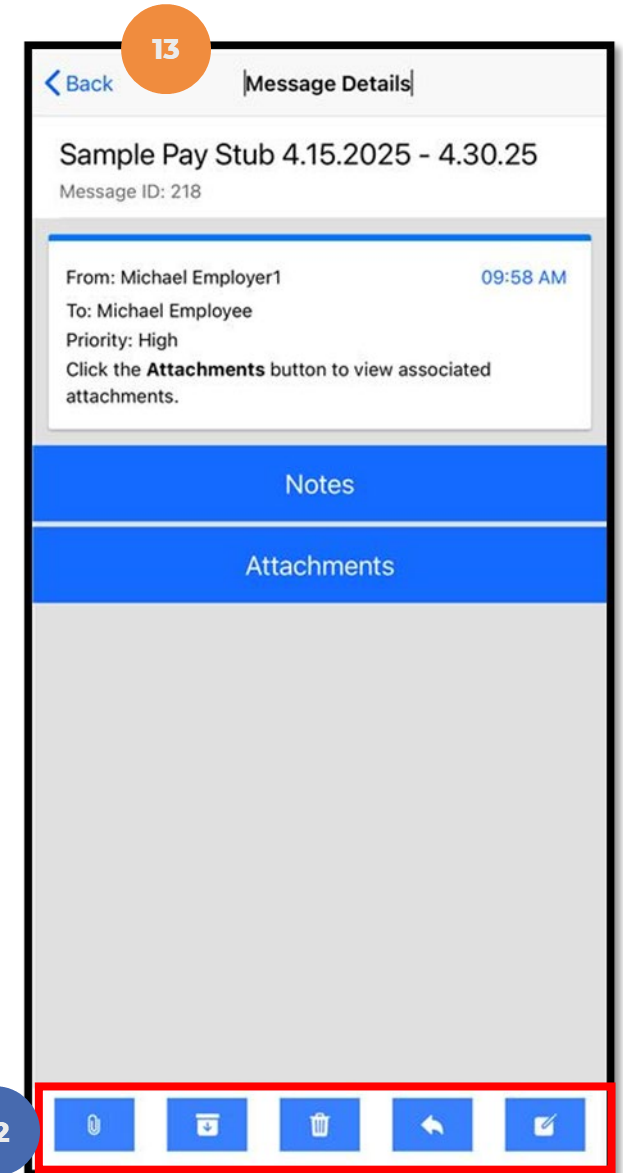


View Messages in DCI Mobile App

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.





Acumen Fiscal Agent

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THANK YOU!

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