



**Acumen powered by DCI Software**

# Phone EVV Guide

**No Client Verification**

# Why DCI & Phone EVV?

- **Online platform to help manage Employee Time**
  - Better tools for both Employers & Employees
  - Faster and easier time entry & payroll processing
- **DCI is compliant with the 21<sup>st</sup> Century Cures Act**
  - As long as DCI is used properly to enter time with EVV.
- **Real-Time = Clock In/Out at Start/End of Shift**
  - Historical = Entering a full shift after that fact
    - Used only for missed punches and corrections



# Phone EVV Setup

- **Confirm Client phone number on file**
  - This is the number all Employees must call from
- **Employees need the last 4 of SSN & PIN**
  - [How to Change Employee PIN](#)
- **Employees may also need MM/DD**
  - MMDD format. (Example - July 14th = 0714)
- **Employees need Client Name & Service Code**
  - This is the Service Code for that shift



# Employee Sign-In

**This is the Sign-In process for all Phone EVV Entries:**

1. Employee calls (855) 807-9595 to start their shift
2. Enter last 4 of Employee SSN
3. Enter Employee PIN
4. Enter Employee Month/Day of Birth
5. Press any key to continue

# Real-Time Entry: Clock In

**Use these steps to clock in at the beginning of shift:**

1. Press #1 for Hourly
2. Confirm Client Name with prompt given
3. Press #1 for Real-Time entry
4. Select Service Code with the prompts given
5. Press #1 to confirm and save punch
6. Recording will read back punch details and disconnect

**Congratulations!** You are now on the clock.



# Real-Time Entry: Clock Out

**Use these steps to clock out at the end of the shift:**

1. Follow instructions for [Employee Sign-In](#)
2. Recording will announce that there is an open punch
3. Confirm if you want to Close punch
4. Punch will be closed – Employee is Clocked Out
  - Press #2 to disconnect or Press #1 to open new punch

**Congratulations! Your shift is complete.**

# Historical Entries (1/3)

**Historical Entries are used for a missed punch or punch correction.**

*Client or Employer must be present at the end of this process.*

1. Follow instructions for [Employee Sign-In](#)
2. Press #1 for Hourly
3. Confirm Client Name with prompt given
4. Select #2 for Historical Punch
5. Select Service Code with the prompts given

# Historical Entries (2/3)

## Enter Date & Time in proper format

1. Enter Date of Service in MMDDYYYY format
  - Ex: August 1, 2019 = 08012019
2. Enter Clock-In time in HH:MM
3. Select AM (#1) or PM (#2)
4. Enter Clock-Out time in HH:MM
5. Select AM (#1) or PM (#2)
6. Recording will read back Punch Details - Press #1 to Confirm



# Historical Entries (3/3)

**Client or Employer must be present for this step**

1. Initiate Client Validation > Hand the phone to Client/Employer
  - Client/Employer will Press #1 when ready
2. Client/Employer will review punch details
  - Press #1 to Accept or #2 to Reject
3. Phone will Disconnect and shift will be entered

# Troubleshooting

- **Trouble Signing in?**
  - Confirm Date of Birth & Last 4 of SSN or [Change PIN](#)
- **Trouble Clocking In?**
  - Only call from Client Phone #, Call Acumen to confirm
- **Trouble with Historical Entries?**
  - Enter Date & Time in correct format (MM/DD/YYYY & HH:MM)
  - Don't overlap with other Employee shifts
- **Trouble with Client Validation?**
  - Client/Employer reach out to Acumen to reset Client PIN

# Add/Change PIN

**This step must happen in the DCI Web Portal**

1. Select Username > Then Settings
  - Located in the top right corner
2. Select Change PIN or Add New PIN
  - Add New PIN after Reset
  - Change PIN anytime
3. Enter New PIN & Confirm
  - Then Select “Change PIN”

The screenshot shows the DCI Web Portal interface. At the top right, there is a user profile for 'avalanche' with a 'Settings' option. A blue arrow points from the 'Settings' option to a yellow circle with the number '1'. Below the 'Settings' menu, there is a 'CHANGE PIN' option with a yellow circle and the number '2'. Below the 'CHANGE PIN' option, there is a form with three input fields: 'Current Pin' (0000), 'New Pin' (1234), and 'Confirm Pin' (1234). A yellow circle with the number '3' is next to the 'New Pin' field. At the bottom right of the form, there are two buttons: 'Cancel' and 'Change Pin'.

# Where to go for help?

- Utilize our [DCI Training Materials](#) for more help
  - This will give you a full list of Training Materials for DCI
- Contact your Acumen Agent for more help
  - Contact Customer Service if you don't know your assigned agent



Phone: (877) 211-3738



[acumenfiscalagent.com](https://www.acumenfiscalagent.com)



---

# Thank you!

Visit the **Acumen Help Center** to learn more at:  
[acumenfiscalagent.zendesk.com](https://acumenfiscalagent.zendesk.com)