Historical Entries with Reason Codes

Reason Code Basics

- Reason Codes are required for some programs and services

- If you see an option to select a reason, it's required for you

Reason: ⊕

- This is the reason you are entering your time in the DCI Web Portal instead of an EVV Compliant method

- The DCI Web Portal should only be used to enter missed punches or for Live-In Exempt Employees.

  - Discuss with your Agent for more info on Live-In Exemptions

The DCI Web Portal

1. Open an Internet Browser on a computer or mobile device

2. Navigate to the DCI Web Portal

3. Enter Employee Username/Password

4. Use Forgot Password link if needed

5. Contact Acumen Agent for help

acumen.dcisoftware.com
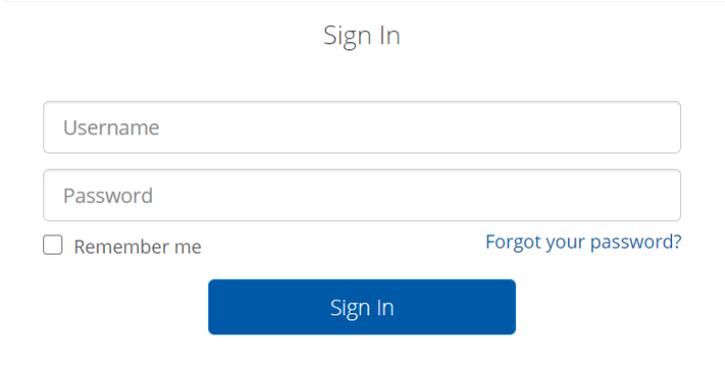
Sign In

Username

Password

☐ Remember me   Forgot your password?

Sign In

DCI Web Portal

On a Laptop or Desktop Computer

Add New Entry (Computer/Laptop)

Once logged in

1. Select Add New Entry

Complete New Entry

1. Enter Client Name & Select

2. Select Service Code

3. Select Service Date

4. Enter Start & End Time

5. Select Client Portal Signoff

6. Select Location if necessary

7. Select ➕ to choose reason code
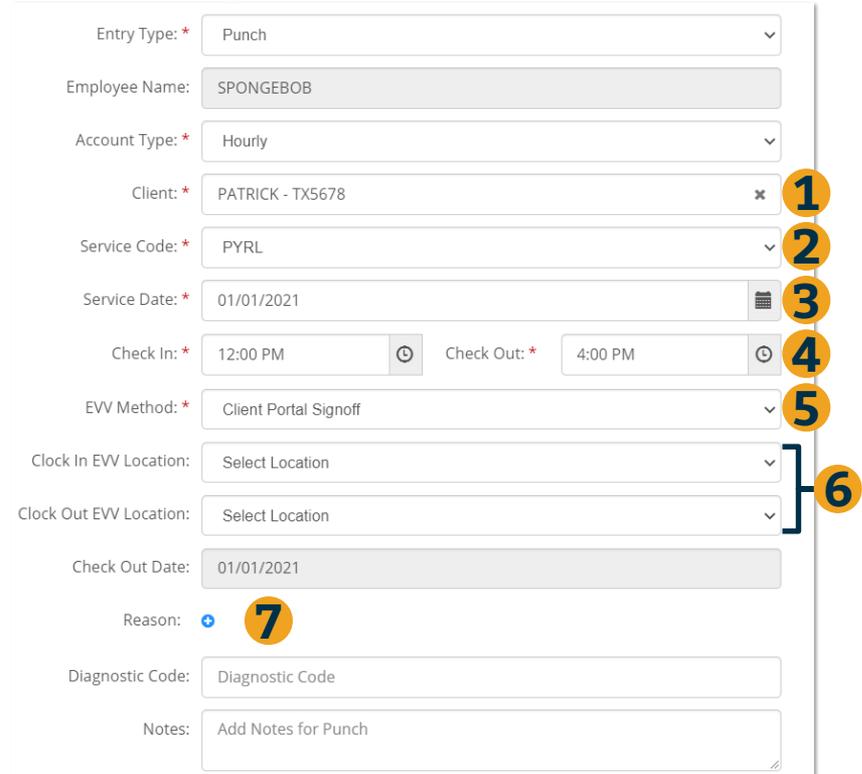
Add Reason Code

1. Select Reason code from list

2. Enter Note to explain

3. Select ➕ to add reason code

4. Select Yes to add code

5. Reason code should be

   displayed below w/ note

Reason: ➖

Add Reason Codes: * | Mobile Device - Mobile device missing - 201 ① | ➕ ③

Add Note: * | Lost Cell Phone ②
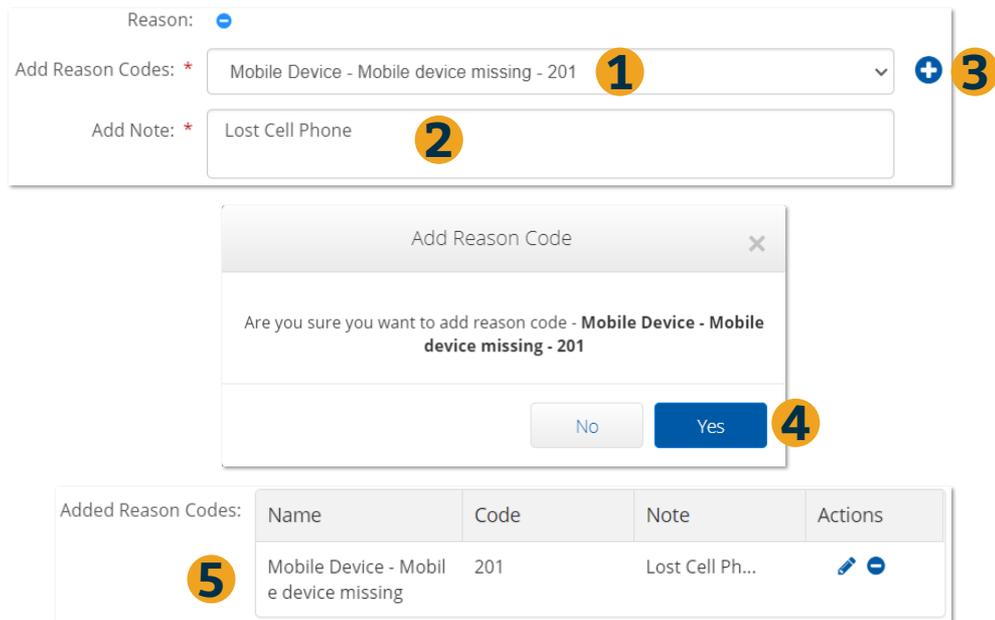
Add Reason Code ✕

Are you sure you want to add reason code - **Mobile Device - Mobile device missing - 201**

No | Yes ④

Added Reason Codes:

	Name	Code	Note	Actions
⑤	Mobile Device - Mobile e device missing	201	Lost Cell Ph...	✏️ ➖

Add Notes and Submit

After Reason Code is added

1. Notes are Optional

2. Attachment are Optional

3. Select Save

4. Select Yes to Submit

Diagnostic Code: | Diagnostic Code
Notes: | Add Notes for Punch **1**
Attachment: | Choose File **2**

Cancel   Save **3**

Alert ✕

Are you sure you want to add a new punch for **04:00 hour(s)** for **PATRICK - TX5678** for **Jan 01, 2021**?
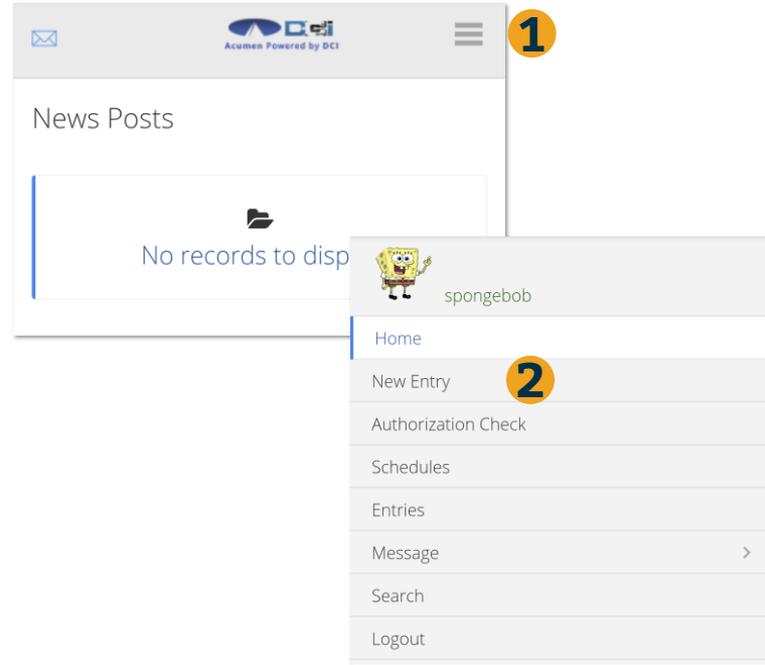
No   Yes **4**

Mobile Web Portal

On a Smartphone or Tablet

Add New Entry (Mobile Device)

Once logged in

1. Select the Menu in the top right corner

2. Select New Entry

Complete the Add New Entry Wizard

Add New Entry Wizard

1. First 2 boxes are preset

2. Enter Client Name

3. Select Service Code

4. Select Service Date

5. Enter Start & End Time

6. Select Client Portal Signoff

7. Select Location if necessary

Add New Entry Wizard (Cont)

1. Select ⊕ to choose Reason Code

2. Select Reason Code from dropdown list

3. Enter Note to explain

4. Select ⊕ to add Reason Code

5. Reason Code will be added

Save & Submit

1. Enter Notes if necessary

2. Select Save

3. Select Yes to confirm

4. Punch will be submitted

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

Thank you!

Visit the **Acumen Help Center** to learn more at:
acumenfiscalagent.zendesk.com