



Acumen powered by DCI Software

Change Profile Settings

Profile Settings Basics

- Changing Profile Settings will help keep your account secure
- DCI users can change any profile setting at any time on a computer
 - Options include: Username, Password, PIN, Email & more
- Username/Passwords are used to log into DCI across all devices
- Employee PINs are used for easier login on a mobile device
- Client PINs are used for EVV when Clocking In/Out on Mobile App
 - Only Employer or Client should know the Client PIN
- Any changes are reflected immediately on all devices

Changing Profile Settings

Accessing the DCI Web Portal

1. Open up an Internet Browser on your computer or Laptop
2. Navigate to the DCI Web Portal
 - acumen.dcisoftware.com
3. Enter Username and Password
 - Credentials provided by Acumen
4. Utilize Forgot Password link if necessary
5. Contact Acumen Agent with login issues

Sign In

Employee Username

Employee Password

Remember me [Forgot your password?](#)

Sign In

Or

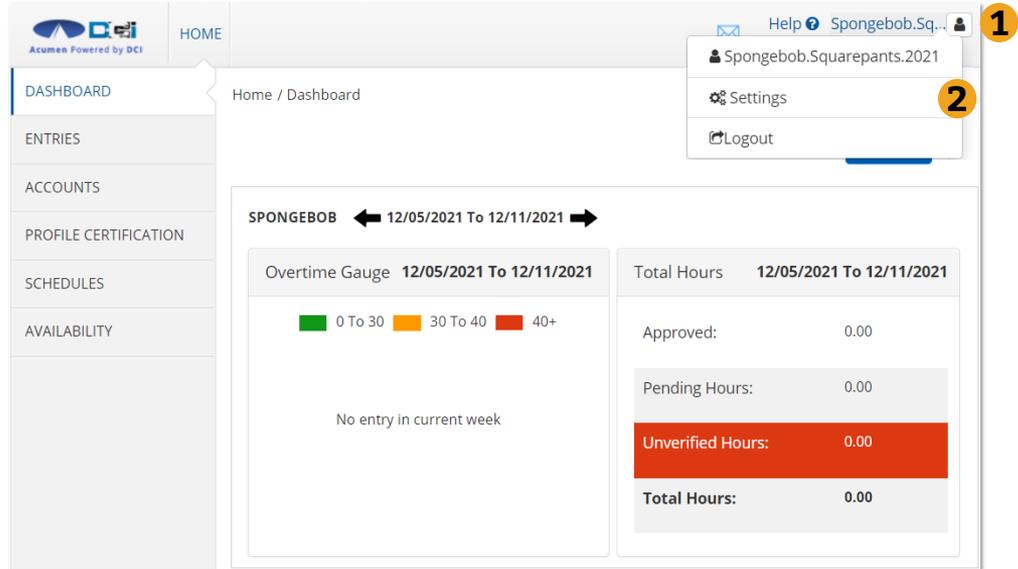
[Create a profile](#)

Open Profile Settings

Once Logged into the DCI Portal

1. Select Username (top right)
2. Then Select Settings

This will open your Profile Settings



The screenshot shows the DCI Portal dashboard for a user named SPONGEBOB. The user's profile menu is open in the top right corner, showing options for Help, Username (Spongebob.Squarepants.2021), Settings, and Logout. The Settings option is highlighted with a yellow circle and the number 2. The dashboard displays an Overtime Gauge for the period 12/05/2021 To 12/11/2021, which shows no entry in the current week. A Total Hours summary table is also visible, showing 0.00 hours for Approved, Pending, and Unverified categories, with a total of 0.00 hours.

SPONGEBOB	
← 12/05/2021 To 12/11/2021 →	
Overtime Gauge	12/05/2021 To 12/11/2021
0 To 30 30 To 40 40+	
No entry in current week	
Total Hours	12/05/2021 To 12/11/2021
Approved:	0.00
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	0.00

Change Password

Once Profile Settings are open

1. Select setting to change
2. Change Password is 1st option
3. Enter current password
4. Enter new password twice
5. Select Change Password >Yes

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HOME

Help Spongebob.Sq...

Home / Change Password

Change Password

Current Password: * Please enter Current Password

New Password: * Please enter new password

Strength: Too Short

Confirm Password: * Please enter Confirm Password

Cancel Change Password

Pro Tip:

*Be sure to follow Password Criteria.
Make it secure & easy to remember.*



Password Criteria

1. Must be at least 10 characters.
2. Must contain 1 uppercase letters, lowercase letters, numbers and special characters
3. Must not contain more than two repeated characters in a row.
4. The password should be different from the 3 previous passwords.

Change PIN

Once Profile Settings are open

1. Select Add/Change PIN
2. Enter current password
3. Select Verify
4. Enter new PIN twice
5. Select Change PIN > Yes

Pro Tip:

Employee PIN is used for an easier login experience in the DCI Mobile App

The screenshot shows the 'Profile Settings' menu on the left and the 'Change Pin' verification screen on the right. The menu items are: CHANGED PASSWORD, CHANGE PIN (highlighted with a yellow circle '1'), CHANGE SECURITY QUESTION, CHANGE EMAIL, VERIFY MOBILE, and CHANGE USERNAME. The verification screen has two sections: 'Verify Password' and 'Change Pin'. The 'Verify Password' section has a 'Password: *' field with a placeholder 'Please enter password', a 'Cancel' button, and a blue 'Verify' button (highlighted with a yellow circle '3'). The 'Change Pin' section has a 'New Pin: *' field with a placeholder 'Please enter New Pin', a 'Confirm Pin: *' field with a placeholder 'Please Confirm Pin', a 'Cancel' button, and a blue 'Change Pin' button (highlighted with a yellow circle '5'). Yellow circles with numbers '2', '4', and '5' are also present on the right side of the screen, corresponding to the password field, the new pin field, and the confirm pin field respectively.

Change Security Question

Once Profile Settings are open

1. Select Change Security Question
2. Enter current password
3. Select Verify
4. Select question from list
5. Type answer to question
6. Select Submit > Yes

The screenshot shows a user interface for changing a security question. On the left is a sidebar menu with options: CHANGED PASSWORD, CHANGE PIN, CHANGE SECURITY QUESTION (highlighted with a blue bar and a yellow circle containing the number 1), CHANGE EMAIL, VERIFY MOBILE, and CHANGE USERNAME. The main content area is divided into two sections. The top section, 'Verify Password', has a 'Password: *' field with the placeholder 'Please enter password', a 'Cancel' button, and a blue 'Verify' button (with a yellow circle containing the number 3). The bottom section, 'Change Security Question', has a 'Question: *' dropdown menu with the placeholder 'Please select Security Question' (with a yellow circle containing the number 4). The dropdown is open, showing a list of questions: 'Please select Security Question' (highlighted in blue), 'What is the middle name of your oldest child?', 'What is your oldest sibling's middle name?', 'In which city or town did your mother and father meet?', 'In which city or town was your first job?', 'What is the name of the place your wedding reception was held?', 'What is the name of a college you applied to but didn't attend?', 'Where were you when you first heard about 9/11?', and 'Custom Question'. Below the dropdown is an 'Answer: *' field with the placeholder 'Type Security Answer' (with a yellow circle containing the number 5). At the bottom right are 'Cancel' and 'Submit' buttons (with a yellow circle containing the number 6).

Change Email

Once Profile Settings are open

1. Select Change Email
2. Enter new email twice > Submit
3. Check email for verification code
4. Enter code from email
5. Select Change Email > Yes

Pro Tip:

Emails will help you reset passwords on your own.

The screenshot shows a mobile application interface for changing an email address. On the left is a vertical menu with options: CHANGED PASSWORD, CHANGE PIN, CHANGE SECURITY QUESTION, CHANGE EMAIL (highlighted with a blue bar and a yellow circle with the number 1), VERIFY MOBILE, and CHANGE USERNAME. The main content area is titled 'Home / Change Email' and 'Change Email'. A pink banner at the top of the main area says 'Please Verify the Email.' with a yellow circle containing the number 3. Below this are four input fields: 'Current Email: *' with the value 'NICKP+23@ACUMEN2.NET', 'New Email: *' with the value 'spongebob@bikinibottom.com' (marked with a yellow circle 2), 'Confirm Email: *' with the value 'spongebob@bikinibottom.com' (marked with a yellow circle 4), and 'Verification Code: *' with the placeholder 'Please enter Verification Code' (marked with a yellow circle 4). At the bottom are two buttons: a grey 'Cancel' button and a blue 'Change Email' button (marked with a yellow circle 5).

Change Username

Once Profile Settings are open

1. Select Change Username
2. Enter new Username
3. Select Change Username > Yes

Pro Tip:

*Create a Username that is both
secure & easy to remember*

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