



Verifying EVV Pictures

Verifying EVV Pictures

This punch cannot be accepted because EVV verifications have not been verified. x

Approve	Service Date	Start Time	End Time	Pay Rate	Amount	Cost To You (Est)	Client Name	Employee Name	Service Code	Account Type	Needs Review
A R	Nov 23, 2021	09:52 AM	10:44 AM	17.50	0.87	16.89	THOR	KORG	S.H.E.L		- Picture Unverified 

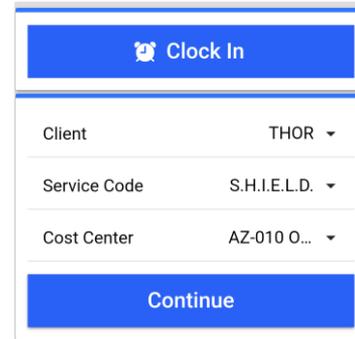
- Manual picture verification may be required if the picture taken at the time of Clock In/Out does not match with the picture on the Client profile.
- Employers will need to manually verify this picture prior to approval
- Manual verification takes place in the DCI Web Portal full site (computer/laptop)
- Once EVV picture is verified, the punch is ready for final approval

Why it Happens

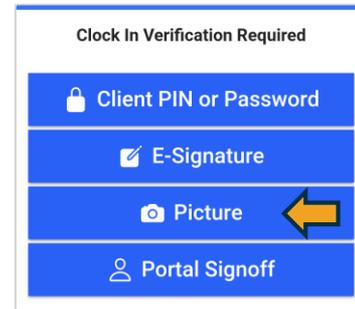
See [Mobile App Guide](#) for Clock In/Out details

Employee Clock In

1. Employees will Clock In/Out with the DCI Mobile App
2. Clock In/Out EVV Selection is Picture
3. Employee takes picture of client
4. System is unable to match this picture with the Client profile picture



Clock In	
Client	THOR
Service Code	S.H.I.E.L.D.
Cost Center	AZ-010 O...
Continue	

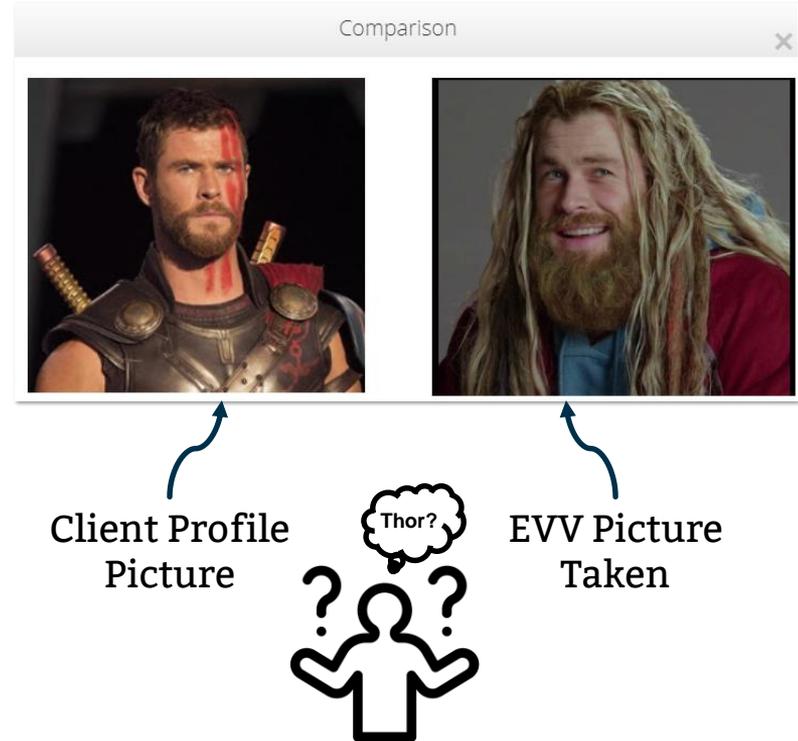


Clock In Verification Required	
Client PIN or Password	
E-Signature	
Picture	
Portal Signoff	



What happens in DCI

1. DCI attempts to match the EVV picture to the Client profile picture
2. If unsuccessful, the punch will be labeled as **- Picture Unverified** 
3. This requires the Employer to login and verify the EVV picture is the client
4. The punch is unable to be approved without proper verification



How to Verify Picture

Employers & Designated Representatives

Accessing the DCI Web Portal

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

Sign In

Employer Username

Employer Password

Remember me [Forgot your password?](#)

Sign In

Or

[Create a profile](#)

Select Entry to Verify

Once Logged into ER DCI Portal

1. Scroll down to Pending Entries
2. Look for  to identify entry
3. Select Entry to view all Punch Details entry

Employer / Pending Entries

Pending Entries

From (MM/DD/YYYY)  To (MM/DD/YYYY)  Type Service Code

Type Client Name Type Employee Name Type Cost Center

Select Account Type  Select EVV  Select Review 

 **1** 

Approve	Service Date	Start Time	End Time	Client Name	Employee Name	Service Code	Needs Review
 	Nov 23, 2021	09:52 AM	10:44 AM	THOR	KORG	- Picture Unverified	 2
 	Nov 07, 2021	06:30 AM	11:00 AM	THOR	KORG	S.H.I.E.L.D.	

Punch Detail Page

Once Punch Detail page is open

1. Scroll down to view all punch details
2. Select Verifications Tab to view EVV methods
3. Review EVV pictures
4. Approve picture when the Employer can verify client

Employer / Pending Entries / 2449

Punch Detail - 2449

Actions

Punch Details

Entry Id: 2449
Machine Details: 68.230.59.173
Service Date: Nov 23, 2021
Check In: 09:52 AM
Check Out: 10:44 AM
Hour(s): 0:00:52
Status: Pending
Created By: KORG
Created: Nov 23, 2021
Input Method Type: Mobile App
Needs Review:

Account Details/ Service Account

Account Id: [375](#)
Account Type: Hourly
Client/ Program: MT (UTC-07)
Time Zone:
Employee: [KORG](#)
Employee Time: MT (UTC-07)
Zone:

Ref Entries | Notes | Attachments | **Verifications** | Map | Business Rules | Auto Approval | Custom Fields | History

EW Verifications

Showing 2 out of 2 records

Approve	Date	Verification Type	Status	Attachments	Compare	Approved By	Approved Date
<input type="checkbox"/>	Nov 23, 2021 09:52:17 AM	Picture	Unverified	f4b2451e-46ea-45b9-93cc-df7abbb87dad.jpeg	<input type="checkbox"/>		
<input type="checkbox"/>	Nov 23, 2021 10:44:47 AM	Picture	Unverified	5cf533ce-4e05-4bf1-ad9f-bd04521f1903.jpeg	<input type="checkbox"/>		

View & Verify EVV Pic

After opening Verifications Tab

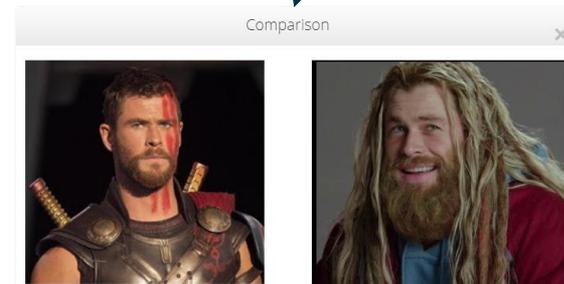
1. Select link to view EVV picture
2. Select arrows to compare EVV pic with Client profile pic
3. Once Client is verified, select “A” to approve EVV pic

Pro Tip:

Select the link to only show EVV Picture
Select arrows to compare with Client Profile

EW Verifications Showing 2 out of 2 records

Approve	Date	Verification Type	Status	Attachments	Compare
A 	Nov 23, 2021 09:52:17 AM	Picture	Unverified	f4b2451e-46ea-45b9-93cc-df7abbb87dad.jpeg	
A 	Nov 23, 2021 10:44:47 AM	Picture	Unverified	5cf533ce-4e05-4bf1-ad9f-bd04521f1903.jpeg	



Client Profile
Picture

EVV Picture
Taken

Verifying EVV Pictures Recap

Approve	Service Date	Start Time	End Time	Pay Rate	Amount	Cost To You (Est)	Client Name	Employee Name	Service Code	Account Type	Needs Review
<input type="button" value="A"/> <input checked="" type="button" value="R"/>	Nov 23, 2021	09:52 AM	10:44 AM	17.50	0.87	16.89	THOR	KORG	S.H.I.E.L.D.	Hourly	
<input type="button" value="A"/> <input checked="" type="button" value="R"/>	Nov 07, 2021	06:30 AM	11:00 AM	17.50	4.50	87.37	THOR	KORG	S.H.I.E.L.D.	Hourly	<input style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;" type="button" value="?"/>

- Once EVV picture is verified, the punch is able to be approved
- You will notice the message **- Picture Unverified**  is now gone
- Simply select the “A” to give this entry final Employer Approval
- Once the entry is approved, the employee is able to be paid

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