



Acumen powered by DCI Software

DCI Mobile App Guide

Welcome to Acumen!

**Thank you for joining the Acumen
Family!**

Acumen Fiscal Agent facilitates freedom,
choice and opportunity through innovative
fiscal agent solutions.

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



What is DCI?

**DCI is an online platform to help manage
Employee Time and Service Budget**

- Better tools for both Employers & Employees
- Faster and easier time entry & payroll processing

**DCI will also help keep you compliant with the
21st Century Cures Act**

- As long as you use DCI to properly enter and manage time using EVV.



Important Terms

- **Client (CLT)** - This individual receives the care. Some programs refer to this individual as a Participant or Member. Some Clients are their own Employer.
- **Employee (EE)** - This person is hired & trained to provide services to the Client. EE's also are responsible for entering their own time into the system.
- **Employer (ER)** - This is the leader who hires the Employee(s) & manages the process. The Employer will approve EE time & manage CLT budget in DCI.
- **Authorized Representative (AR)** - This individual helps the Employer complete various tasks. This is common in families and when a CLT is their own ER.
- **Electronic Visit Verification (EVV)** - This is how punches are verified in the system. Verification is a vital part of the Clock In/Out process.



DCI Mobile App

Mobile App Basics

- **The DCI Mobile App is meant for Real-Time Entry**
 - Missed punches are entered in Web Portal
- **Employees Clock In/Out daily with Mobile App**
 - Employers can review time in Web Portal
- **2 Options for Verification with EVV**
 - PIN/Password entered by Employer
 - Picture taken of Client by Employee



Download the DCI Mobile App

1. Download the DCI Mobile EVV App
 - a. Available in the Apple App Store & Google Play Store
2. Add a Shortcut to the Home Screen
3. Register the App with Acumen using system identifier: **228636**
4. Select Next to proceed to the main screen

Log into the DCI Mobile App

- Open DCI Mobile EVV and Login
- Enter Employee Username and Password
 - Credentials provided by Acumen
- Select Login to Access Mobile App
- Select “Remember Me” on personal device
- Utilize Forgot Password link if necessary
- Contact Acumen Agent with login issues

Login

Firstname.Lastname.1234

Acumen.Lastname.XXXX



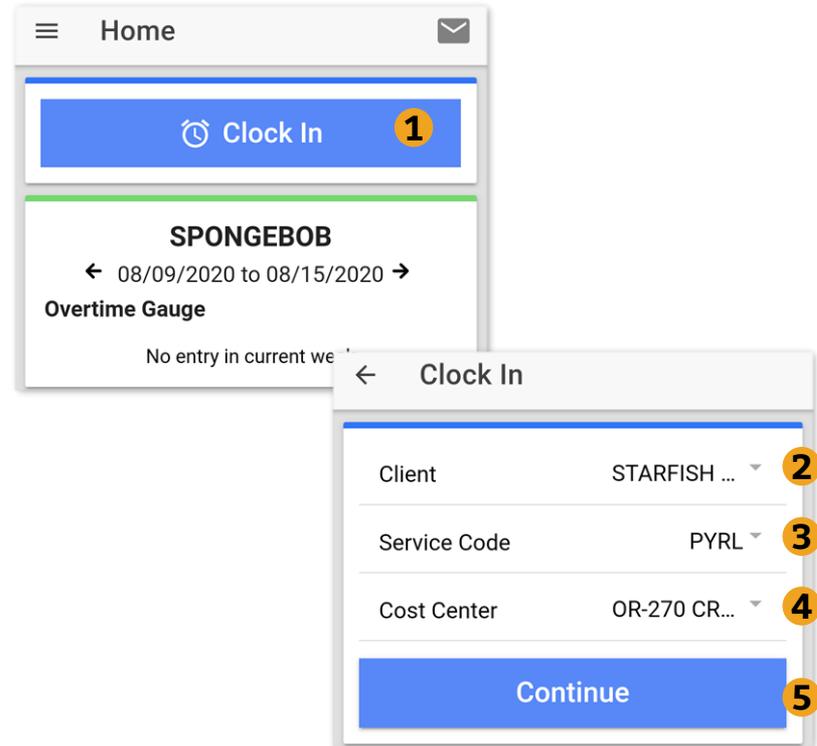
Remember me

Login

[Forgot Password?](#)

Clock In on Mobile App

1. Tap Blue Clock In Button
2. Select Client Name from dropdown
 - Auto-filled for a single client
3. Select Service Code from dropdown
4. Cost Center is auto-filled
5. Select Continue



Electronic Visit Verification (EVV)

1. Select Confirm Clock In
 - * *This will start the time for the shift*
2. Choose Password or Picture
 - Employer Enters PIN or Password
 - Employee Takes Picture of Client*
 - *Requires Facial Recognition
 - **Do NOT use until FR is setup**
3. Verification Confirmation Alert
 - EVV is complete when shown

Congratulations!
You are now on the clock.

The image displays three overlapping screenshots from a mobile application, illustrating the Electronic Visit Verification (EVV) process:

- Top Screenshot (1):** Titled "Clock In", it shows the "Clock In Time: 04:38 PM (MT)" and "EVV Location: - None -". A blue button labeled "Confirm Clock In" with a yellow circle containing the number "1" is highlighted.
- Middle Screenshot (2):** Titled "Clock In Verification", it shows "Client Name: STARFISH F" and "Service Code: PYRL". Below this, a blue bar indicates "Clock In Verification Required". Two options are presented: "PIN or Password" (with a lock icon) and "Picture" (with a camera icon). A yellow circle containing the number "2" is next to the "Picture" option.
- Bottom Screenshot (3):** Titled "Alert", it displays the message "Visit verification has been confirmed". A blue button labeled "CONFIRM" is at the bottom right. A yellow circle containing the number "3" is next to the "CONFIRM" button.

Clock Out on Mobile App

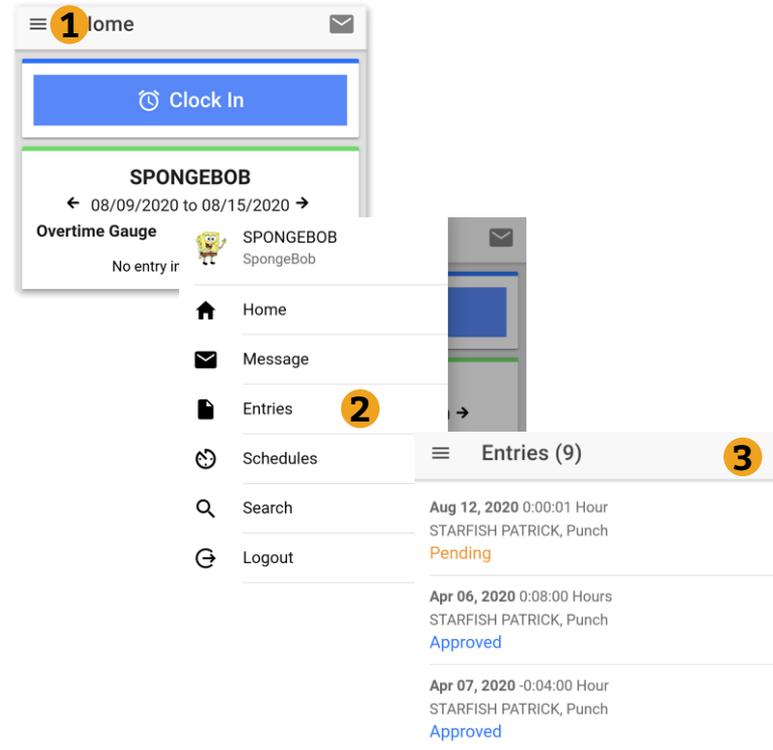
1. Select Continue to Clock Out
2. Choose Password or Picture
 - Employer Enters PIN or Password into Employee Phone
 - Employee Takes Picture of Client*
 - *Requires Facial Recognition
3. Verification Confirmation Alert
 - EVV is complete when shown
4. Confirm Clock Out
 - * *This will stop the time for the shift*
5. Review punch details > Select Home

The image displays a sequence of five mobile app screens illustrating the clock-out process:

- Clock Out**: Shows a blue button labeled "Continue to Clock Out" with a circular arrow icon and a yellow "1" in a circle.
- Clock Out Verification**: Shows a screen titled "Clock Out Verification Required" with two blue buttons: "PIN or Password" (with a lock icon) and "Picture" (with a camera icon). A yellow "2" in a circle is next to the "Picture" button.
- Alert**: Shows a white box with the text "Visit verification has been confirmed" and a blue "CONFIRM" button at the bottom. A yellow "3" in a circle is next to the "CONFIRM" button.
- Confirm Clock Out**: Shows a blue button labeled "Confirm Clock Out" with a yellow "4" in a circle.
- Punch Information**: Shows a screen with client details (Client Name: STARFISH PATRICK, Service Code: PYRL, Clock In Time: 04:38 PM (MT) verified by PIN Or Password, Clock Out Time: 04:39 PM (MT) verified by PIN Or Password) and a blue button labeled "Home" with a house icon and a yellow "5" in a circle.

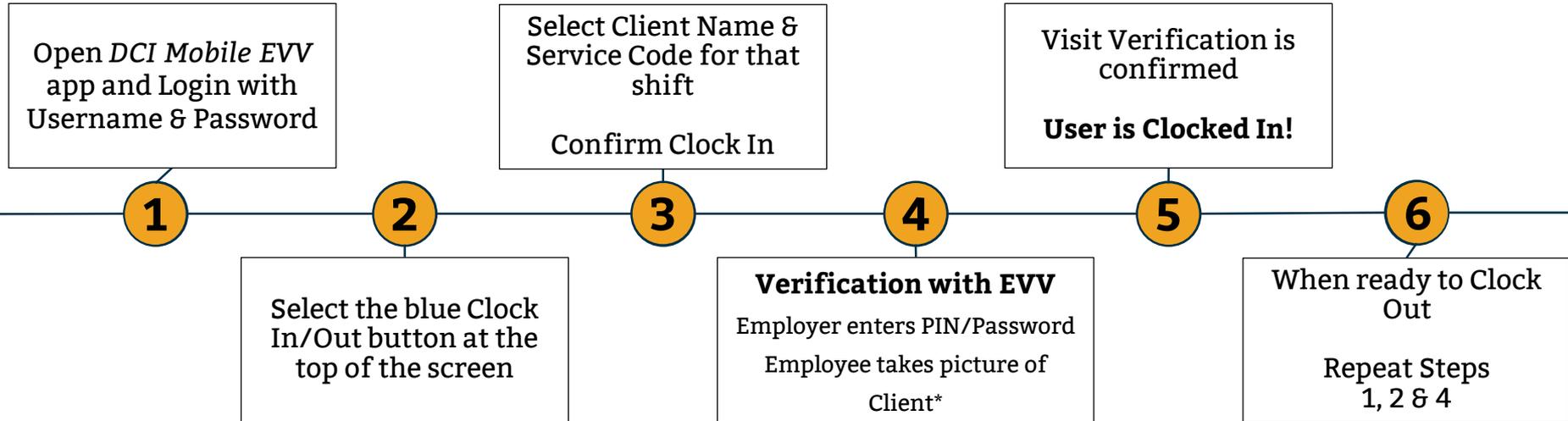
Review Employee Entries

1. Select Menu on Top Left of Screen
2. Entries Button will show a complete list of submitted time entries
3. Ensure All Time is Entered & Approved
 - Employees should verify all time is submitted & approved
 - Employer will approve time as needed



Mobile App Process Timeline

Process starts when the Employee is ready to begin their shift.



*Requires Facial Recognition



Facial Recognition Setup

- Picture must be sent by the Client, Employer, Gaurdian or Authorized Rep
- Client picture should resemble a drivers license photo
 - A headshot on a plain background (See Example)
- Email Picture to Acumen Agent or Customer Service
- Enter “Facial Recognition Setup” into Subject Line
- Enter Client Name & State in the body of the email to prevent confusion with any other clients.
- Acumen will notify Employer once setup is complete



DCI Tips & Tricks

1. All Employers and Employees must have a unique valid email address in DCI
2. Login and take action as often as possible to become familiar with DCI and the tasks
3. Users have 3 attempts to login until they are locked out and need to contact Acumen Customer Service
4. Employers will exclusively use the DCI Web Portal and Employees will use the Mobile app
5. Employees will always enter their own time
 - Employers will Approve or Reject



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