

FAQ: Paid Sick Time Accruals

Q: Has employee unused sick time through PPL been transferred to Acumen?

A: Accrued but unused sick time balances have been transferred from PPL for employees who had an Acumen **start date of 9/14**. We are still awaiting sick time data for cohorts with **go-live dates after 9/14**, which will be added once received.

Q: How can employees check their earned sick time balance?

A: Employees can view their accrued sick time balance by following these steps:

1. Log into the DCI Portal: acumen.dcisoftware.com.
2. Click the Accounts section on the submenu, search and select the service code "Paid Sick Time."
3. Open the account page by clicking anywhere in the line for the account (do not click hyperlinks, they will attempt to open pages you may not have access to).
4. On the Account Details widget, you will find the "Accrued Time Off Balance."

If you don't see a balance and your start date is after 9/14, please know it will be added once we receive the data.

For a step-by-step guide with screenshots, refer to this article: [Viewing Accrued Time Off Balance](#)

Q: How can employees create or edit an accrued sick time entry?

A: Employees can create or edit entries using their available sick time by following these steps:

1. Log into the web portal: acumen.dcisoftware.com.
2. Navigate to the 'Add New Entry form wizard.'
3. Complete the form as follows:
 - Entry Type: **Accrued Time Off**
 - Account Type: Hourly
 - Client: Type and select the client name
 - Service Code: Select the service code that was created in the set-up
 - Service Date: The date for which the employee is claiming paid time off

- Amount: The time in hours the employee is seeking to claim. Must be a whole integer no more than two digits with an optional one or two-digit decimal (i.e., 10.25).
- ***Complete all other fields as normal***

For a step-by-step guide with screenshots, refer to this article: [Create/Edit Accrued Time Entry](#)

Q: What should I do if a worker believes their balance is incorrect or missing?

A: First, confirm the employee's **start date**.

- If the start date was **on or before 9/14** and no balance is showing, please contact customer service at 833-892-0413.
- If the start date was **after 9/14**, reassure them that their balance will be added once the accrual data is provided to Acumen.