Acumen Fiscal Agent

Instructions For Employees to Clock In and Out

Option 1: Instructions to use the DCI Mobile App

1. The employee will get the DCI Mobile App ("DCI MOBILE EVV") on their cell phone from the app store. This can be on the employee or the employer phone.
2. Open the app and enter the system identifier which is 228636
3. At start of shift, follow these steps to clock in:
   a. Sign in using the **employee user name and password**
   b. Tap blue "Clock In" button
   c. Select Client Name, Select Service Code, Click "Continue"
   d. Ignore EVV location
   e. Click Password or Pin, (ignore "Picture" option) hand the employer the mobile device, employer will type in their EVV password or pin
   f. Click Submit
   g. Alert box will show up, click to Confirm
4. Clock out by signing back into the app and repeating the process.
5. For more information on the DCI Mobile App, you can view the training video "Employee Mobile App Guide" (see below).

Option 2: Instructions to use the Phone EVV (Landline)

If you don't have access to a smart phone / DCI Mobile App, you can send in your employees' time worked through Acumen's Phone EVV using a landline.

Your employee will call in from your landline phone when they start and end their shift. They must call in from the landline phone number for the member that is the main number listed with Acumen.

1. When the employee is ready to clock in or clock out of their shift, they will call the Acumen Phone EVV number (855) 807–9595 from the landline number for the member that is on file at Acumen
2. The employee will be given instructions on the phone about how to clock in & clock out of their shift.

   Employee PIN is the employee's birthdate (MMDD).
   Example: If employee's birthdate is April 5th, the PIN is
   0405

Acumen Fiscal Agent

Option 3: Instructions for Employees to enter time on the DCI Web Portal
If you were unable to enter your time using the Mobile App or the Landline, you can enter time using the DCI Web Portal

1. Go to the following website: https://acumen.dcisoftware.com/
2. Enter the **Employee Username**
3. Enter the **Employee Password** and Click "Sign In"
4. Unable to Log-In?
    a. Use the forgot password link on the sign in page
    b. An employer can unlock their employee's account
    c. If employer is locked out, please contact Acumen Customer Service
5. After logging into the portal, Click on the "Employees" Tab and scroll down to view list of entries,
6. Click "Actions" button (or drop down menu) and then click on "Add Entry"
7. Enter the time worked
8. Once the time is entered, the employee must log in to verify the time before you can Approve (see above) it for payment.
9. To view entries, click on Entries on the left.

Note:
- **This should only be used as a last resort during the transition. Employees/Employers will be required to use the Mobile App or Landline solution to punch in and out of shift for future days worked.**
- **An Employer can enter time in the portal on behalf of the Employee using their username and password. If this option is used, the Employee is required to verify these hours entered by the end of the pay period.**
- **IF THE PORTAL IS USED TO ENTER TIME, THE EMPLOYER MUST LOG ON TO APPROVE TIME AT THE END OF THE PAY PERIOD. (SEE INSTRUCTIONS FOR EMPLOYER)**

If you are unable to use the Mobile App, Phone EVV or DCI Portal for entering time at this time, time sheets may be accepted until the situation can be resolved. Please let us know if you feel this applies to you.

For more information, please view the following Training videos
Employer Portal Guide:
 https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360034345012-Employer-Portal-Guide
Employee Portal Guide:
https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360034344972-Employee-Portal-Guide
Employee Mobile App Guide:
https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360034344252-Employee-Mobile-App-Guide
Customer Service Number:
1 877-594-0966