



**Outreach Powered by DCI**

# DCI Employee Portal Guide

# What is DCI?

**DCI is an online platform to help manage  
Employee Time Entry**

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

**DCI will also help keep you compliant with the  
21<sup>st</sup> 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. Clients may be 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 time & manage the budget in DCI.
- **Authorized Representative (AR)** - This individual helps the Employer complete various tasks. This is common in families & 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.



# Multiple Ways to Enter Time

## Mobile App



- Preferred Method
- Real Time Entry
- Auto-Approved Time
- EVV Compliant

## Phone EVV



- Alternate Method
- Real Time & Historical
- Auto-Approved Time
- EVV Compliant

## Web Portal



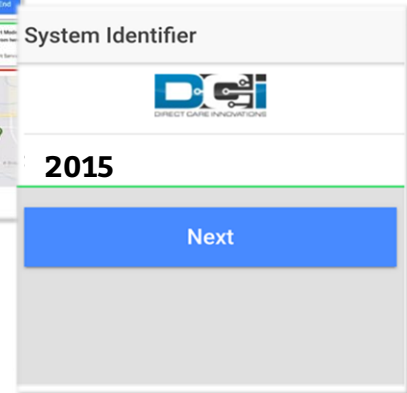
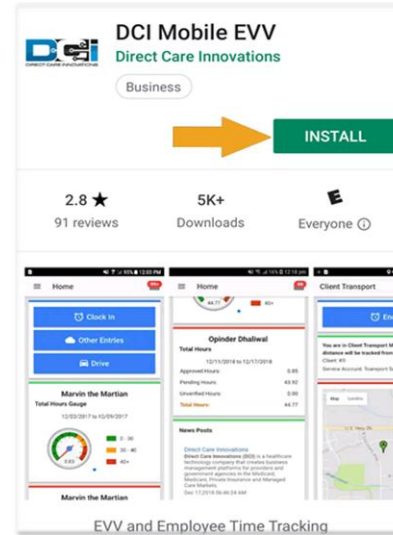
- Time Management
- Historical Entries
- Manual Time Approval
- Non-EVV Compliant

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# DCI Mobile App

# 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 Outreach using system identifier: **2015**
4. Select Next to proceed to the main screen



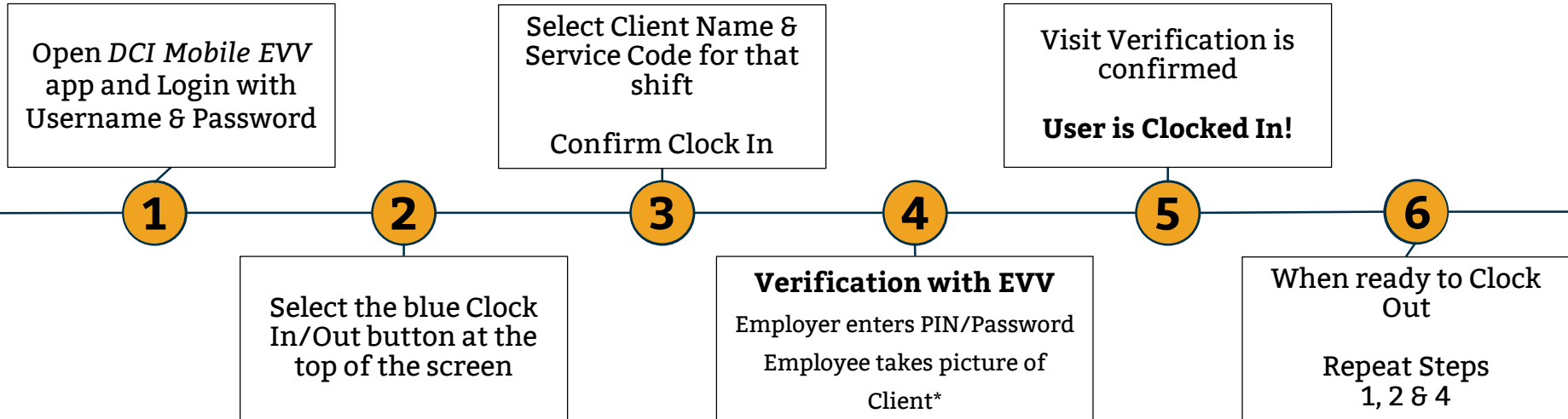
# Mobile App Basics

- **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



# Mobile App Process Timeline

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



\*Requires Facial Recognition



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# Employee Web Portal

# Accessing the DCI Web Portal

1. Open up an Internet Browser on a computer or mobile device
  - Google Chrome is preferred
2. Navigate to the [DCI Web Portal](#)
3. Enter Employer Username and Password
4. Utilize Forgot Password link if necessary
5. Contact Customer Service with login issues

## Standard Format

### Employer & Employee Username Format

Firstname.Lastname.XXXX



Not Case Sensitive



Not Case Sensitive



Year of Birth

### DCI Password Format

Temp4Now!!



"T" is Capitalized



"N" is Capitalized

# Home Page Details

## Employee Home Page is the landing page

1. Entries tab to view a complete list of submitted time entries
2. Overtime Gauge & Total Hours for the current calendar week
3. Add Entry to enter a Historical time punch
4. Profile Settings

The screenshot shows the Employee Home Page interface. The top navigation bar includes the Acumen logo, a 'HOME' button, and a user profile for 'bart.simpson'. The left sidebar contains a menu with 'ENTRIES' (1), 'ACCOUNTS', 'PROFILE CERTIFICATION', 'SCHEDULES', and 'AVAILABILITY'. The main content area displays a date range '08/09/2020 to 08/15/2020' (2) and an 'Overtime Gauge' showing 'No entry in current week'. To the right, a 'Total Hours' summary shows 'Approved Hours: 0.00', 'Pending Hours: 0.00', 'Unverified Hours: 0.00' (3), and 'Total Hours: 0.00'. A blue 'Add Entry' button (4) is located in the top right corner. Below the main content is a section for 'Expiring Certifications' with columns for 'Certification Name', 'Certification Expiration Date', and 'Link to Certification Course'.

# Add New Entry

1. Account Type is Always Hourly
2. Type Client Name > Select from list
3. Choose Service Code from dropdown
4. Select Service Date from calendar
5. Input Clock In/Out Times
  - Always after shift is completed
6. EVV Method is “Client Portal Signoff”
7. Skip Location, Notes & Attachments
8. Select “Save”

The screenshot shows the 'Add New Entry' form with the following fields and callouts:

- 1. Account Type: Hourly
- 2. Client: Type Client Name
- 3. Service Code: Select Service Code
- 4. Service Date: 08/12/2020
- 5. Check In: HH:MM AM, Check Out: HH:MM PM
- 6. EVV Method: Select Method
- 7. Clock In EVV Location: Select Location, Clock Out EVV Location: Select Location, Check Out Date: Check Out Date, Diagnostic Code: Diagnostic Code, Notes: Add Notes for Punch
- 8. Attachment: Add Attachment

Buttons: Cancel, Save

# Add/Change PIN

Log into DCI with Username & Password

1. Select Username > Then Settings
  - Located in the top right corner
2. Select “Change PIN” or Add New PIN
  - Add New PIN after Reset
  - Change PIN anytime
3. Enter New PIN & Confirm
  - Then Select “Change PIN”

The screenshot shows the DCI user interface. At the top right, there is a user profile dropdown menu for 'avalanche' with options for 'Settings' (marked with a yellow circle '1') and 'Logout'. To the right of this is a 'HOME' button and the DCI logo. Below the logo is a menu with options: 'CHANGE PASSWORD', 'CHANGE PIN' (marked with a yellow circle '2'), and 'CHANGE SECURITY QUESTION'. At the bottom, there are three input fields: 'Current Pin:' with '0000', 'New Pin:' with '1234' (marked with a yellow circle '3'), and 'Confirm Pin:' with '1234'. Below the input fields are two buttons: 'Cancel' and 'Change Pin'.

# 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 **Customer Service** for more help



Phone: (877) 901-5827



[outreachhealth.com](https://www.outreachhealth.com)



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# Thank you!

Visit the **Help Center** to learn more at:  
[acumenfiscalagent.zendesk.com](https://acumenfiscalagent.zendesk.com)