

# Client/Employer: Getting Started - How to Gain Access to the Employer DCI Mobile App and the Employer Web Portal

---

## How to gain access to the Employer DCI Mobile App and the Employer web portal

### Employer DCI Mobile Phone App

The DCI Mobile EVV app is a free application that is available in both the Apple App Store and Google Play Store. The client/employer will use the Employer Mobile App to approve shifts worked and create visit maintenance if needed.

Requirements to use the DCI Mobile App:

- Have a smart device (phone or tablet) Apple – iPhone 6s or 6s Plus or later, iPhone SE, iPod touch (7th generation)
- Android – 4.6" screen or larger
- Have a smart device that runs Android 8.0 or Apple iOS 13 or later operating system. The operating system information can be found in the system settings of the device.
- Have internet access or mobile data available.
  - Please note: The app does work in areas of low or no network availability using offline mode. This setting must be enabled by the program or service. Additionally, to use offline mode, the device must be connected to the internet the first time the user logs in. This registers the device.
- Web browsers: Google Chrome (preferred), Firefox, Edge, or Safari

### Download the DCI Mobile App

1. Open the Apple App Store or Google Play store on the smart device and enter **DCI Mobile EVV** into the search bar. Please note: There are multiple DCI application options. Be sure to choose the right one for the specific program.
2. Select **DCI Mobile EVV** from the list of available apps
3. Click Install
4. After installation, click **Open** to launch the app. A shortcut will be placed on the device home screen

### Before Initial Login

- Username, password, and optional pin will be sent in an email from DCI: [support@dcisoftware.com](mailto:support@dcisoftware.com).
- Imagine Enterprises will also provide a System Identifier, which is a code that will connect the user to the organization's instance of DCI.

**These items are needed for login.**

### Initial Login

- Upon opening the app, a system alert will appear saying, "Allow DCI EVV to use your location? "Click "Allow While Using App". This happens at initial login only.
- Enter the System Identifier **2056** provided and click **Next**. This happens at initial login only.
- Check your email for an email from DCI ([support@dcisoftware.com](mailto:support@dcisoftware.com)) that contains your login information. If you cannot find the email (in your regular email, spam or junk folders), contact your Employer Services Manager.
- Enter Username/Email and Password or PIN and click **Login**.

### Login after initial login

- Enter Username/Email and Password or PIN and click **Login**.

### Employer DCI web portal access

The DCI website is: <https://ie.dcisoftware.com/Account/Login>

The client/employer website is an easy way to manage shifts worked and locate information regarding employees and services.

### Activate Web Portal Access

Imagine Enterprises has created your DCI profile, the system will send an activation email to the email address on the profile.

1. The profile is created by Imagine Enterprises, contact your Employer Services Manager if you do not receive the activation email sent by [support@dcisoftware.com](mailto:support@dcisoftware.com).
  - a. Be sure to check your spam email if the email is not received.
2. Select the **Activate Your Profile** button in the email
  - a. Please note: The Active Your Profile or Reset Password button link will only be active for a specific amount of time (typically 24 hours).
  - b. After clicking the Activate Your Profile button in the email, if the link is inactive, an alert will appear "Invalid Token. Please contact your DCI administrator." **\*\*This is Michelle Brewer.** Select the Resend the email button and proceed back to step 2.
3. The Authenticate Password page will open. Enter the temporary password and click the **Authenticate** button.
  - a. The temporary password should be communicated to the user.
4. The Update Password page will open. Enter a new password into both of the fields (must enter and confirm) and select the **Update Password** button.
  - a. Password Criteria
    - i. Must be at least 10 characters
    - ii. Must contain 1 uppercase letter, lowercase letter, number, and special characters.
    - iii. Must not contain more than two repeated characters in a row
    - iv. The password should be different from the three previous passwords

5. An alert box will appear. Select **Yes** to confirm.
6. The DCI profile login page will open. Enter the updated login credentials (username/email and password) and click **Sign In**.
  - a. Please note: Before signing in, use the preferred language drop-down in the upper right-hand corner of the page to update the preferred language, if applicable.
7. The Update Security Details page will open
  - a. Select a Security Question and type the Security Answer
    - i. Please note: Answers are case sensitive
    - ii. These will be used as a verification option if the user selects the Forgot Password link to reset their password
  - b. Click Save
8. The user is now logged in to their DCI profile

### **Preferred Language**

DCI offers the user the ability to select a preferred language. "EN" will be visible in the top right-hand corner of the login screen. EN stands for English, which is the default language of the system, however, the following languages are available:

- English
- Spanish
- Vietnamese
- Russian
- Mandarin
- Somali
- Arabic

### **Change preferred language at login**

1. Click EN
2. Select the **Preferred Language** from the list. Scroll to see all available languages.
3. Click OK

Upon logging in to DCI, the user lands on the dashboard. The header is referred to as the **main menu** and has the following options from left to right:

- Home
  - Click to return to the dashboard
- Messaging Module (envelope icon) NOT AVAILABLE UNTIL 12/2023
- Help
  - Access the help center
  - Search for articles, guides, and videos regarding navigation and processes in DCI.
- User Name
  - Displays who is currently logged in to DCI
- Settings (person icon)
  - Update PIN, password, security question, email, and username.

- Verify mobile device

The left side of the dashboard contains multiple tabs and is called the **submenu**:

- Dashboard
  - Total Hours Per Week - Review hours worked by week by employee
  - Authorizations - Review authorization (IPC)
    - Click **Search** to view all data
- News Posts - Receive updates from the program
  - Click on a news post to view details
- Access any available online training
- Entries Requiring Sign Off
  - Punches entered after the shift instead of using real-time clock in and out via mobile app require review. View all entries that require review and action.
    - Click the blue Entry ID in the punch row to view punch details
    - On the punch entry row, click **S** to sign off or **R** to reject.
    - Process multiple entries at once by selecting the checkbox by the punch, then clicking the green **Sign Off** or red **Reject** button.
    - Process all entries at once by clicking the blue **Select All** button, then **Sign Off** or **Reject**.
- Entries
  - Review all entries associated with the client profile
    - Employee punch entries
    - Client attendance or absence entries
    - Click the blue Entry ID in the row to view details
- Accounts
  - Services in which the client is enrolled
  - Employees who perform the service

Click the link to launch the video: <https://directcareinnovations.wistia.com/medias/df3h54qmo>

If you need additional technical assistance, contact your area Employer Services Manager:

#### North & West Texas Areas

Janice Norwood

Phone: 325-518-1950

Email: [Janice.norwood@imagine-enterprises.org](mailto:Janice.norwood@imagine-enterprises.org)

#### Central Texas & Gulf Coast Areas

Taylor Morales

Phone: 832-725-0461

Email: [Taylor.morales@imagine-enterprises.org](mailto:Taylor.morales@imagine-enterprises.org)