

# Client/Employer & Employee: Why Can't I Login?

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When logging in to DCI, if you enter a username or password that is not registered in the system, you will receive the error *Invalid Username/Email or Password*.

- Verify the username or email is spelled correctly
  - The email address used must be the email listed for the your profile
  - If your email address has changed or is unknown, please contact your employer or Employer Services Manager.
- Verify the password is entered correctly
  - The password is case-sensitive
- If you forgot your password, select the **Forgot your password** link.
  - If the wrong password is entered, you may receive the error *For security purposes, you have been locked out. Please contact your employer or Employer Services Manager.*
- Verify you entered the system identifier (2056) into the mobile app correctly.

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

## North & West Texas Areas

Janice Norwood

Phone: 325-518-1950

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## Central Texas & Gulf Coast Areas

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Please review the instructional handouts on our website before you call DCI for assistance.

Direct Care Innovations (DCI) Customer Service

Nights & Weekends

855-344-3729