



Information for Employers

How to Approve / Review Time in the Web Portal

The DCI Web Portal is available for you to review, approve or reject time entries by end of pay period.

- Required to approve for any Time Entered in the DCI Web Portal or entered historically
- Optional (but recommended) to check entries entered through Mobile App

Instructions to Access the DCI Web Portal

1. Go to the following website: <https://acumen.dcisoftware.com/>
2. Enter the **Employer/Authorized Representative Username**
3. Enter the **Employer/Authorized Representative Password**
4. Click “Sign In”

How do I review pending or approved entries?

1. Once you sign in, the pending entries page will appear and you will have the opportunity to approve or reject the entries. Click on “A” to approve or “R” to reject a punch.
2. Once an entry is rejected, the employee can go back in and redo the entry. You will then need to approve the pending entry.
3. To review approved entries, click on “Employees” on the left, choose the employee and scroll down to see the entries

What does “unvalidated” mean?

If you see the word “unvalidated” as the reason why a punch is pending, that just means wait 5 to 10 minutes for it to determine if the punch is accepted.

What does “unverified” mean?

If you see this, the employee needs to verify time entered and then it will need to be approved by the employer. This extra step is avoided if the employee always enters time.

How to Enter Time worked in the Portal for an Employee?

1. After logging into the DCI Web Portal
2. Click on the “Employees” Tab
3. Scroll down to view list of entries
4. Click “Actions” button and then click “New Entry”
5. Once the time is entered, the employee must log in to Verify the time before you can Approve (see above) for payment.

This should only be used as a last resort and is NOT EVV compliant, employees should enter their own times.



How Do I Unlock an Employee Account?

To unlock an employee account:

1. Go to the portal and log in
2. Go to the Employee tab
3. Look in the bottom half right side and you will see a red “LOCKED” and blue “unlock.”
4. Click on “unlock”

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>

For questions contact your assigned agent or Customer Service at 1-866-235-4745.