

**OR PTC DCI
Consumer Guide
Version 1.5**

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What is Electronic Visit Verification (EVV)?



What is Electronic Visit Verification (EVV)?

The Federal Government is requiring states to gather certain information electronically when personal care services are provided, this comes from the 21st Century Cures Act.

- This is called Electronic Visit Verification (EVV)
- This will replace the current paper-based voucher process

The following data is collected for each visit:

- Date of service provided
- Start/End time
- Type of service
- Location of service
- Name of Provider
- Name of Consumer receiving services

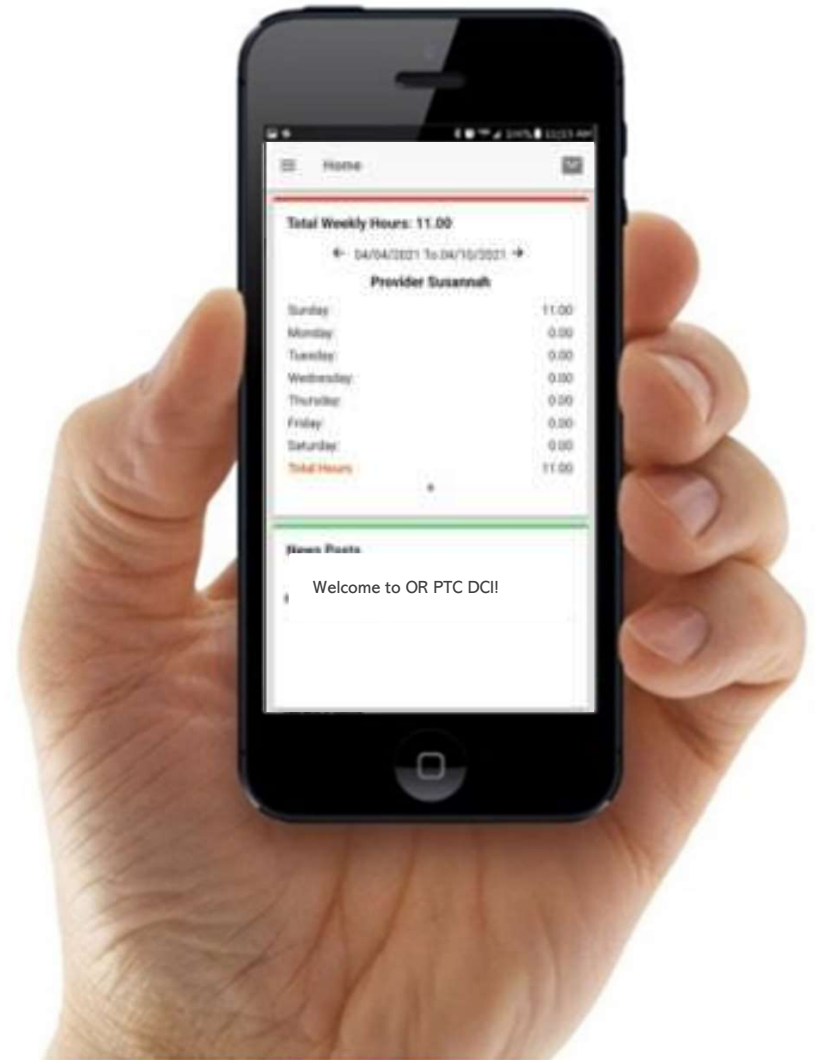


What is OR PTC DCI?



What is OR PTC DCI?

- OR PTC DCI stands for Oregon Provider Time Capture Direct Care Innovations.
- Direct Care Innovations (DCI) is the electronic time keeping tool.
- The State of Oregon will now be using OR PTC DCI instead of paper vouchers.
- The OR PTC DCI Mobile App can be downloaded on your smart device.
- Providers will use OR PTC DCI to enter time worked and mileage.
- You will use OR PTC DCI to sign off on the Provider's time entries.



Common Terms

- **Client:** The Consumer's profile in OR PTC DCI is called a Client Profile. You will see this term used throughout the system.
- **Guardian:** If you have a Consumer Employer Representative, they will use a profile in OR PTC DCI called a Guardian Profile.
- **OR PTC DCI Mobile App:** Your Provider(s) may use the mobile app to clock-in and clock-out. You may need to sign off on the services you receive using the Provider's mobile app or your own mobile app.
- **OR PTC DCI Mobile Full Site:** The full OR PTC DCI website can also be accessed on mobile devices. Navigate to the DCI website on your mobile device. Then click "Go to Full Site" beneath the Sign In button.
- **OR PTC DCI Mobile Web:** The mobile web is a mobile friendly version of OR PTC DCI. Your smart device will default to the mobile web when you navigate to the DCI website in a browser.



Common Terms

- **OR PTC DCI Landline:** Your Providers may use your landline phone to clock-in and clock-out, or to enter historical time entries.
- **OR PTC DCI Web Portal:** The full OR PTC DCI website. The web portal can be accessed from desktop and laptop computers.
- **Username:** Name provided to you by the Agency in order to access OR PTC DCI.
- **Password:** Password provided to you by the Agency in order to access OR PTC DCI, This will need to be updated on your first login.



Time Entry Options



Time Entry Options

Time entries are EVV compliant if Providers use one of the following time entry methods:

- OR PTC DCI Mobile App
- OR PTC DCI Landline
- OR PTC DCI Fob

You must work with your Provider(s) to determine the best method or methods for each of you. You may use multiple methods if needed.



OR PTC DCI Mobile App Entries



OR PTC DCI Mobile App is a free mobile application that allows the Provider to easily clock in and out in real time and perform EVV verifications using their smart device.

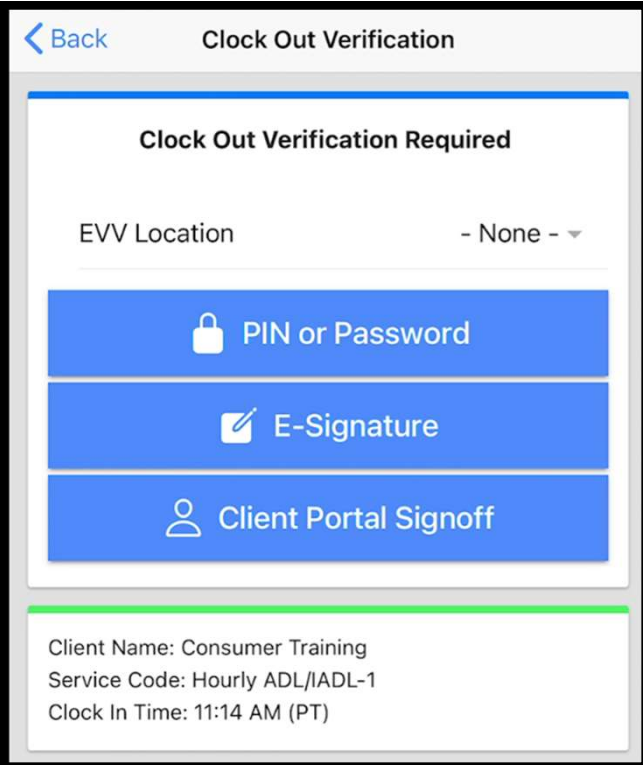
To use the OR PTC DCI Mobile App, the Provider must:

- Have a smart phone/device (Android or Apple)
- Meet the minimum operations system requirements (Android 8.0, Apple iOS 13 and above)
- Have internet access through cellular data or WIFI
- If using the OR PTC DCI Mobile App, the Provider will clock-in at the beginning of the shift and clock out at the end of the shift. During clock out, the Provider(s) will always select Client Portal Sign Off. You must sign off on these entries at the end of the pay period.

OR PTC DCI Mobile App Verification Options

If using the OR PTC DCI Mobile App, the Provider will clock-in at the beginning of the shift and clock-out at the end of the shift. During clock-out, the Provider will choose one of the following verification methods:


- PIN/Password
- Signature
- Client Portal Sign Off





Back Clock Out Verification

Clock Out Verification Required

EVV Location - None - ▾

 PIN or Password

 E-Signature

 Client Portal Signoff

Client Name: Consumer Training
Service Code: Hourly ADL/IADL-1
Clock In Time: 11:14 AM (PT)

OR PTC DCI Mobile App Verification Options – Pin/Password

If the Provider is with you when they clock out, they may ask you to sign off on the time and services they entered on their mobile device.

1. Enter your PIN or Password
2. Click Submit

Back Clock Out Verification

Enter PIN or Password

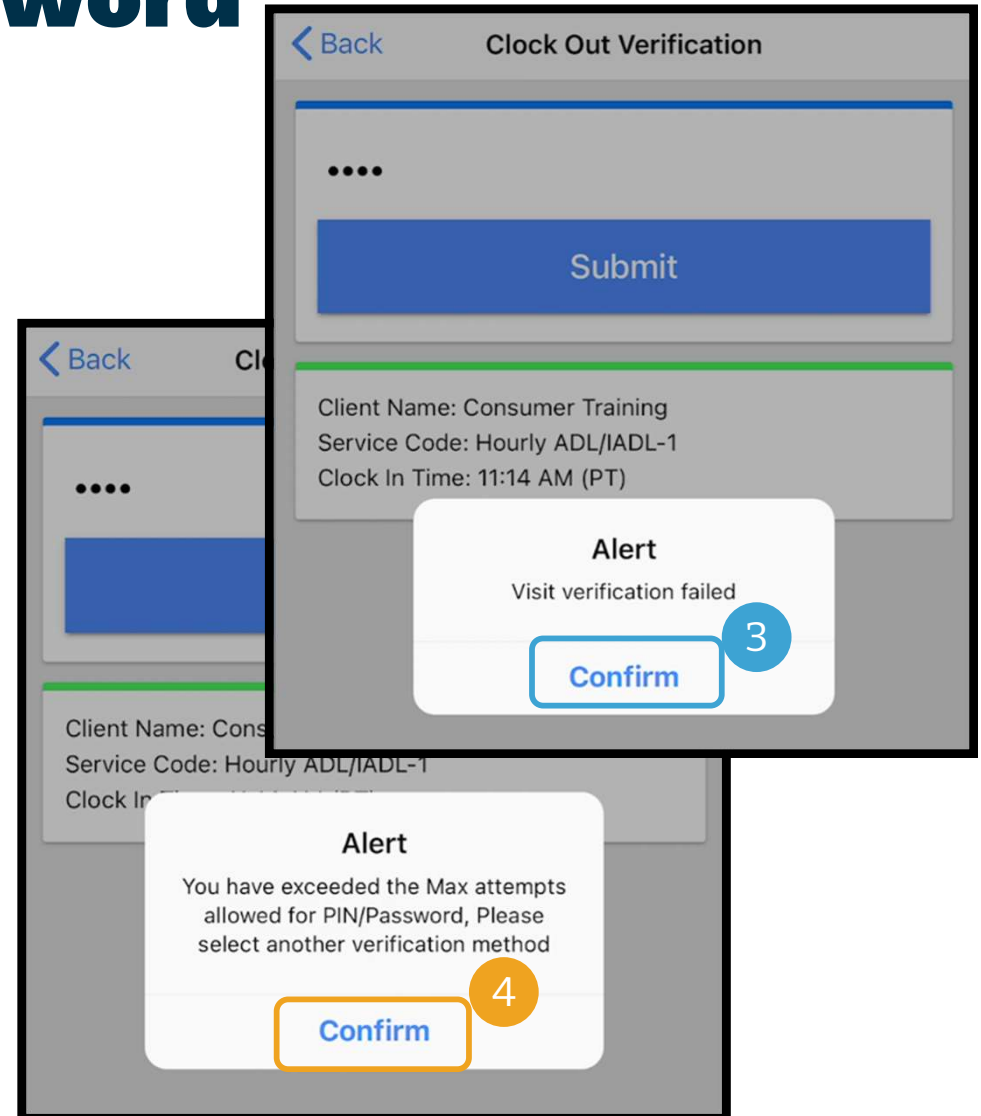
Submit

Client Name: Consumer Training
Service Code: Hourly ADL/IADL-1
Clock In Time: 11:14 AM (PT)

Reminder: Your PIN is, by default, is the last 4 digits of your primary phone number.

OR PTC DCI Mobile App Verification Options – Pin/Password

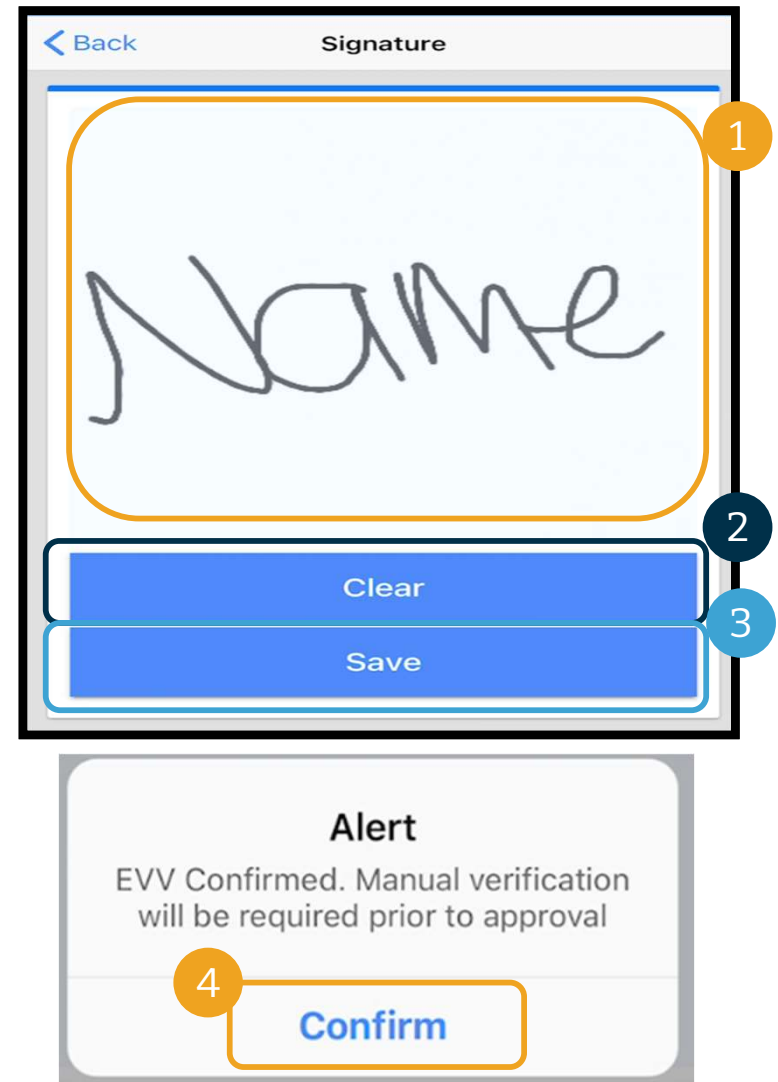
3. If you enter your PIN or Password incorrectly, you will receive an alert. Press confirm and try again.
4. If you enter your PIN or Password incorrectly 3 times, you will not be able to use this option to verify the shift. The option will be available to you again for your Provider's next shift.



OR PTC DCI Mobile App Verification Options – Signature

If the Provider is with you when they clock-out, they may ask you to sign your name to verify services.

1. The Provider will hand you their mobile device. You can use any adaptive tool you currently use to give a signature
2. If you don't like your signature, Click the Clear button to try again
3. Once you have a signature you like, Click Save
4. Click Confirm



OR PTC DCI Mobile App Verification Options – Client Portal Sign Off

The Provider will select Client Portal Sign Off if:

- You have a Consumer Employer Representative
- You are not with the Provider when they are clocking out
- You do not wish to sign off on services right away

If the Provider selects Client Portal Sign Off, you (or your Consumer Employer Representative, if you have one) must sign off on the entry at the end of the pay period.

You will learn how to do this in another module.

Back Clock Out Verification

Clock Out Verification Required

EVV Location - None -

PIN or Password

E-Signature

Client Portal Signoff

Client Name: Consumer Training
Service Code: Hourly ADL/IADL-1
Clock In Time: 11:14 AM (PT)

OR PTC DCI Landline Entries

The OR PTC DCI Landline option is an option for Providers to capture time if the you have a landline phone where you receive services, and the Provider does not have access to a smart device.

- The landline can be used for real-time and historical entries.

To use the OR PTC DCI Landline:

- You must have a landline phone at the address where you receive services.
- Have the landline verified through your Local Office.

Note: OR PTC DCI Landline does not work with rotary phones.



OR PTC DCI Landline Entries

Real-Time

- A time entry is considered real-time if a Provider clocks in at the beginning of the shift and clocks out at the end of the shift.
- The Provider must be calling from your landline phone number on file in OR PTC DCI.
- You are not required to verify real-time landline entries.
- You do not need to be present during clock in or clock out.



OR PTC DCI Landline Entries

Historical

- A time entry is considered historical if it is added after the services were provided.
- Historical landline phone entries are **not** EVV compliant and should be used on an exception basis.
- The Provider must be calling from your landline phone number on file in OR PTC DCI.
- While adding the entry, the Provider will hand you the phone. The system will read the entry details and ask you to confirm by entering your PIN. Your PIN is a 4-digit code provided by the Agency.

Note: If you will not be present for a historical entry, please ask the Provider to enter these historical entries into the OR PTC DCI web portal.

OR PTC DCI Fob

The OR PTC DCI Fob is another method of EVV you may use if the Provider does not have access to a smart device and you do not have a landline where you receive services.

- A fob is a small device that is secured in your home.

To use a OR PTC DCI Fob:

- The Provider must have access to the fob at the start and end of their shift.
- The Provider must have access to the internet at the end of the pay period to enter the fob codes into the OR PTC DCI Web Portal.

Note: You are not required to sign off on entries made with a fob.



OR PTC DCI Web Portal Entries

If the Provider is unable to enter their time using an EVV compliant method or you are not present for a landline historic entry, they can add a historical entry using:

- The OR PTC DCI Web Portal

If the Provider enters time in the OR PTC DCI Web Portal, you must sign off on this time at the end of the pay period for the Provider to be paid.



OR PTC DCI Web Portal



OR PTC DCI Web Portal

Now that we have reviewed time entry options for you and your Provider(s), let's talk about how you as the Consumer will access and use the OR PTC DCI Web Portal. You can use the web portal to:

- View your service authorizations
- Sign off on and reject time entries
- View all entries for services received by your Provider(s)
- Use the OR PTC DCI Messaging Module
- Access the DCI Help Center



Username & Password

What is my username?

- Your username will be provided to you by the Agency. Typically, your username is in the following format: firstname.lastname. For example, if your name is John Smith, your username is John.Smith.
- If you need to confirm your username, please contact your Local Office.

What is my password?

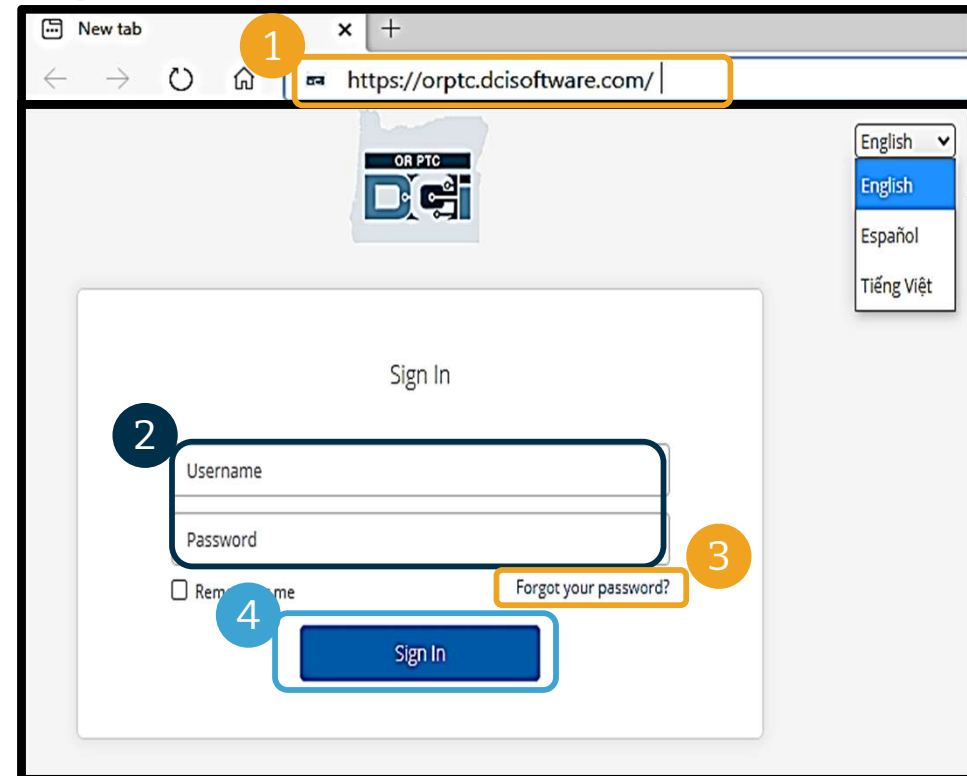
- Your password was provided to you by the Agency.
- Passwords must:
 - Contain at least 10 characters
 - Contain 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character
 - Cannot have more than 2 repeated characters in a row
 - Cannot have more than 2 repeated characters from your name
- An example password looks like: *ILoveEvv2021!*
- If you need to confirm your password, please contact your Local Office.



First Time Logging In

Let's first explore how to log in to the Web Portal. From a desktop or laptop computer, follow these steps:

1. Navigate to <https://orptc.dcisoftware.com/>
2. Enter the username and password provided to you
3. If you forgot your password, click "Forgot your password?" Otherwise, continue to the next step.
4. Click Sign-In



Note: You can change your preferred language by clicking on the language button in the top right corner. The default language is set to English. Available language options include: English, Spanish, Russian, Mandarin, Vietnamese, Arabic, and Somali



First Time Logging In

When you log in for the first time, you will be asked to change your password.

1. Hover over the circular “i” icon on the right to see the password requirements
2. Enter the same password in both password fields
3. Click Change Password

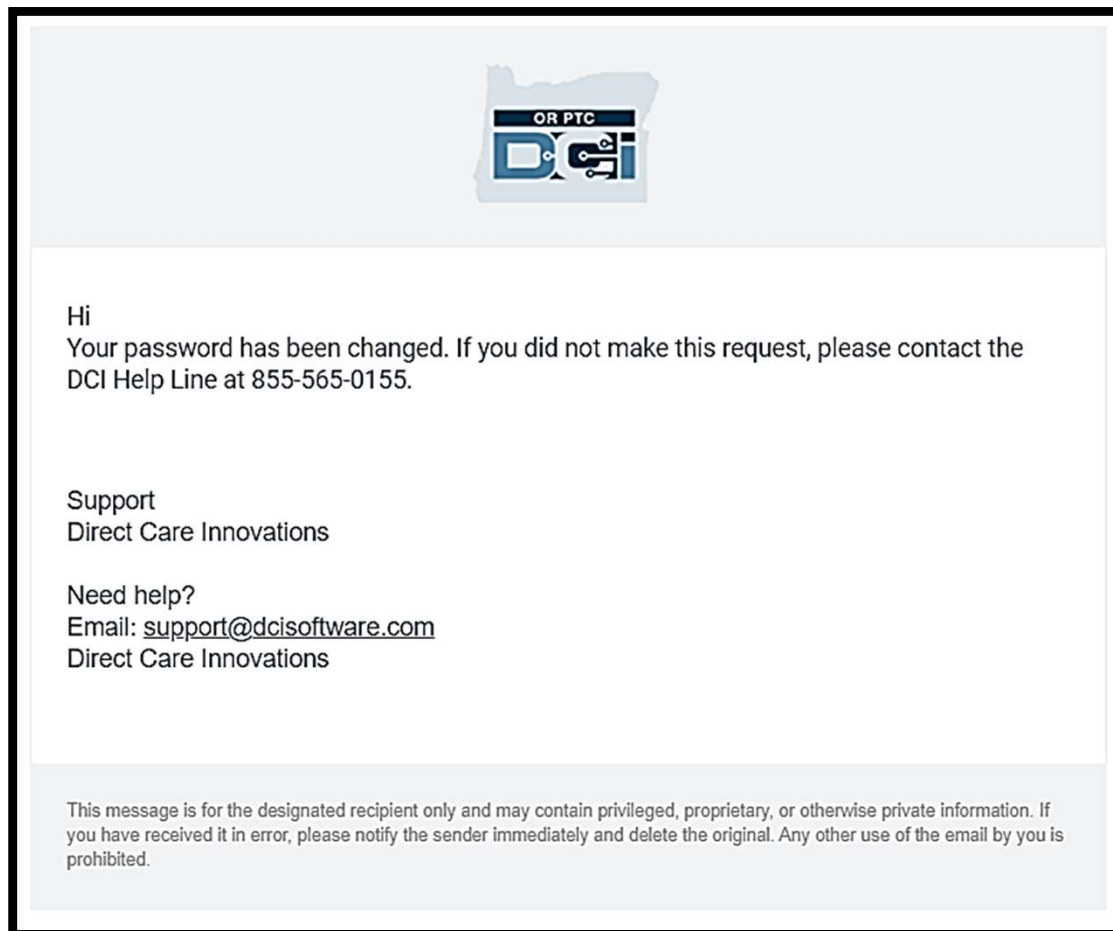
The screenshot shows a 'Change Password' form. At the top, there is a logo for 'OR PTC DCI'. Below the logo, the text reads 'Change Password' and 'You're logged in as test@dcisoftware.com'. The form contains two input fields: 'Please enter New Password' and 'Please confirm password'. A blue 'Change Password' button is located below the fields. A circular 'i' icon is positioned to the right of the input fields. A blue arrow points from this icon to a dark grey popup box titled 'Password Criteria-' which lists four requirements: 1. Must be at least 10 characters. 2. Must contain 1 uppercase letters, lowercase letters, numbers and special characters. 3. Must not contain more than two repeated characters in a row. 4. The password should be different from the previous 24 passwords. Numbered callouts (1, 2, 3) are placed around the form: 1 points to the 'i' icon, 2 points to the input fields, and 3 points to the 'Change Password' button.

Forgot your password? See the User Settings module for instructions to reset your password.



First Time Logging In

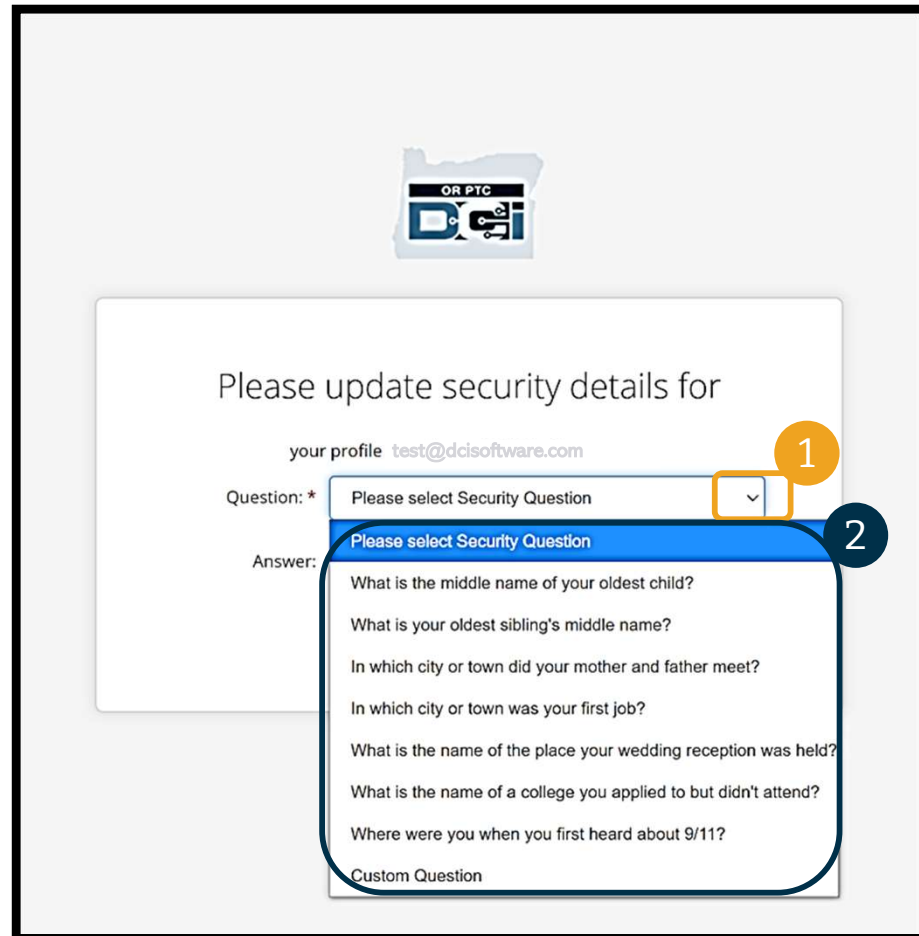
After you change your password, an email will be sent to you stating that you have changed your password.



Security Question

To keep your profile safe, you will need to choose a security question.

1. Click the drop-down menu
2. Select one question you think you will remember the answer to



OR PTC
DCI

Please update security details for
your profile test@dcisoftware.com

Question: * Please select Security Question

Answer: Please select Security Question

- What is the middle name of your oldest child?
- What is your oldest sibling's middle name?
- In which city or town did your mother and father meet?
- In which city or town was your first job?
- What is the name of the place your wedding reception was held?
- What is the name of a college you applied to but didn't attend?
- Where were you when you first heard about 9/11?
- Custom Question

Security Question

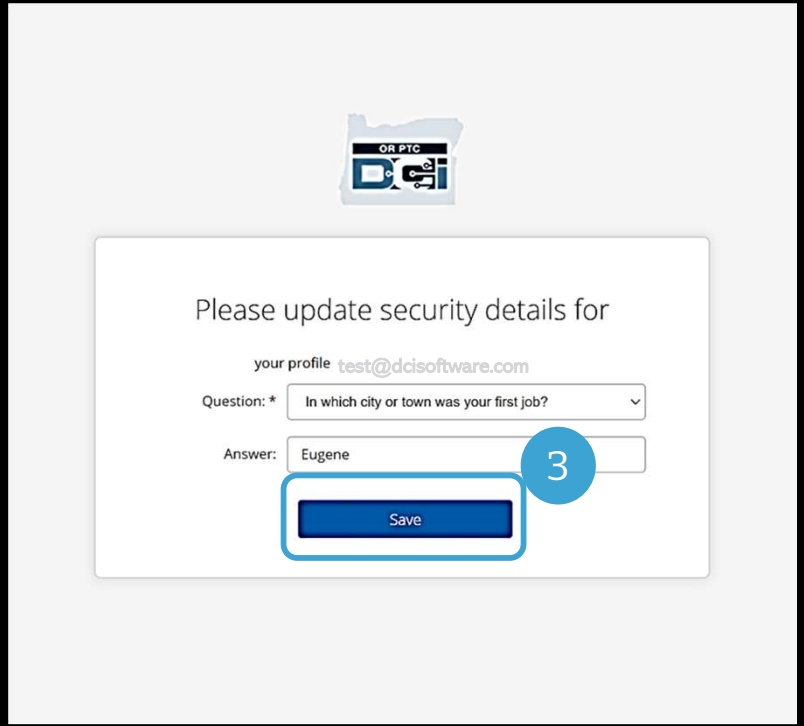
3. Click Save

You have now successfully set a security question!

More on Security Questions:

- You will only need to select your security question the first time you log in.
- The answer must be at least five characters and cannot have more than one of the same character in a row.

Note: You will need to remember the answer to the security question you chose in order to reset your password in the future.

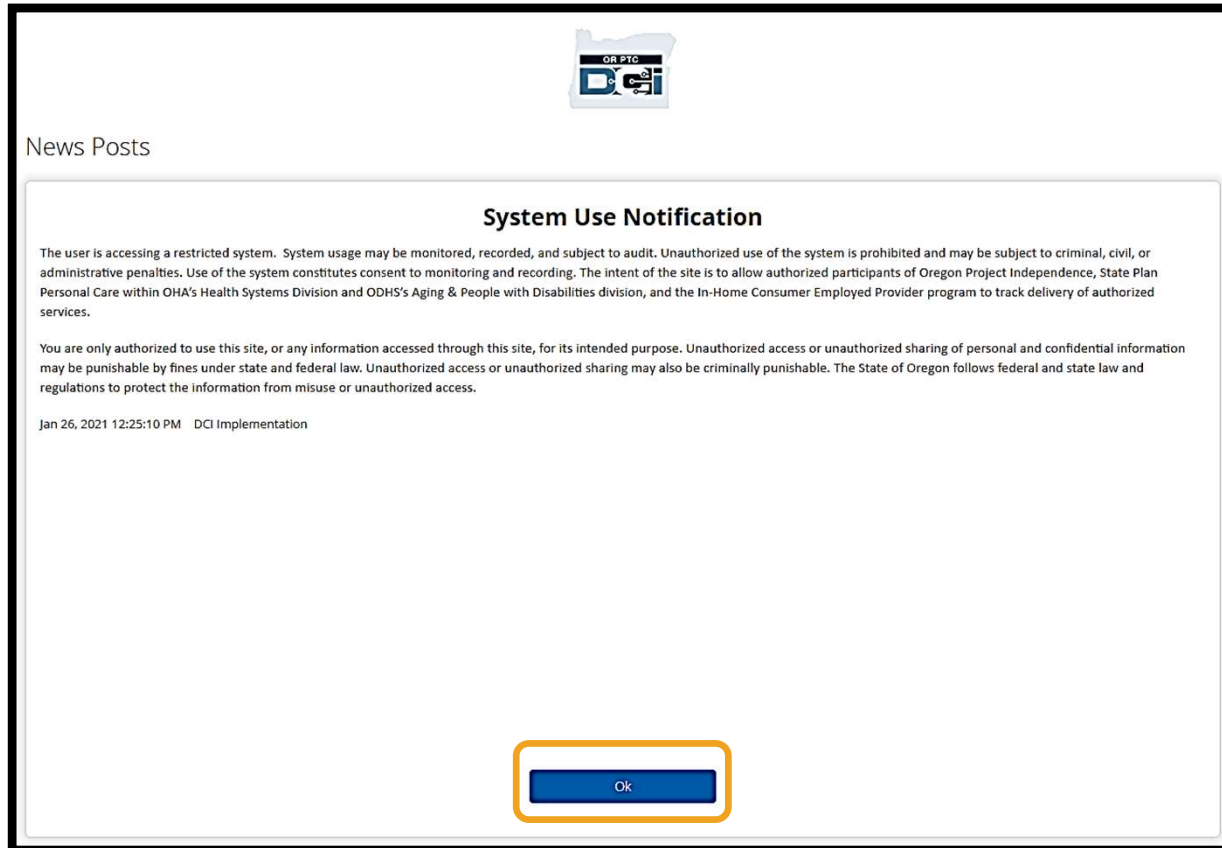


The screenshot shows a web interface for updating security details. At the top, there is a logo for 'OR PTC' with 'DCI' below it. The main heading reads 'Please update security details for your profile test@dcisoftware.com'. Below this, there is a 'Question: *' dropdown menu with the selected option 'In which city or town was your first job?'. The 'Answer:' field contains the text 'Eugene'. A blue circular callout with the number '3' is positioned over the answer field. At the bottom of the form is a blue 'Save' button.



News Post

After you finish logging in, you will see at least one News Post:



The screenshot shows a 'News Posts' section with a 'System Use Notification' card. The card contains the following text:

System Use Notification

The user is accessing a restricted system. System usage may be monitored, recorded, and subject to audit. Unauthorized use of the system is prohibited and may be subject to criminal, civil, or administrative penalties. Use of the system constitutes consent to monitoring and recording. The intent of the site is to allow authorized participants of Oregon Project Independence, State Plan Personal Care within OHA's Health Systems Division and ODHS's Aging & People with Disabilities division, and the In-Home Consumer Employed Provider program to track delivery of authorized services.

You are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or unauthorized sharing of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access or unauthorized sharing may also be criminally punishable. The State of Oregon follows federal and state law and regulations to protect the information from misuse or unauthorized access.

Jan 26, 2021 12:25:10 PM DCI Implementation

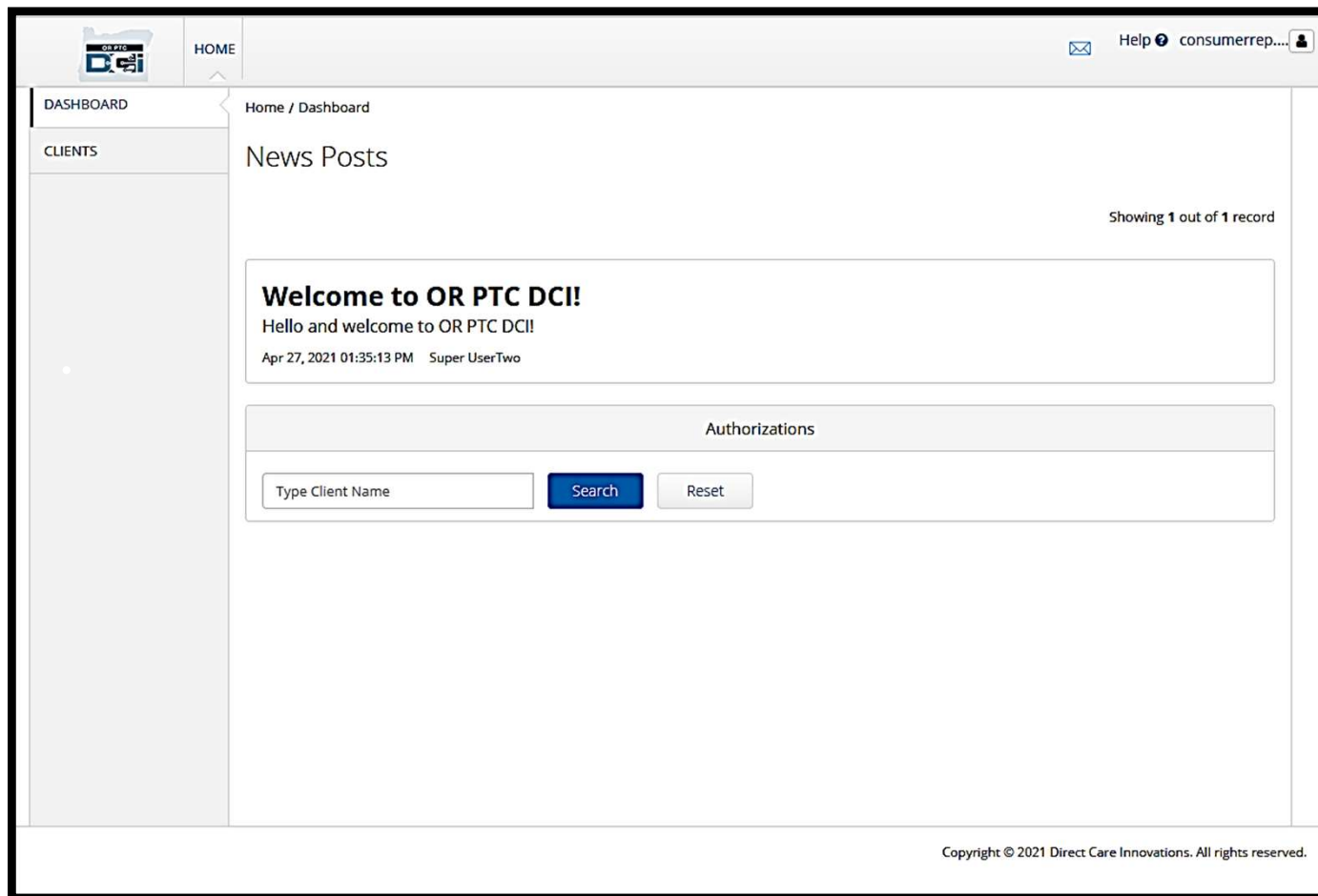
An 'Ok' button is located at the bottom of the notification card and is highlighted with a yellow border.

Click OK to acknowledge the content on each News Post.



Dashboard Overview

Congratulations! You have successfully logged into the OR PTC DCI Web Portal. The Dashboard is the first thing you will see when you log in. Let's review your Dashboard together.



OR PTC DCI

HOME

Help consumerrep...

DASHBOARD

Home / Dashboard

CLIENTS

News Posts

Showing 1 out of 1 record

Welcome to OR PTC DCI!
Hello and welcome to OR PTC DCI!
Apr 27, 2021 01:35:13 PM Super UserTwo

Authorizations

Type Client Name

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Dashboard Overview

You will see the following:

1. The dropdown menu with your preferred language
2. Your username.
3. A hyperlink to the DCI Help Center
4. An envelope icon that will take you to the Messaging Module.
5. Important messages from the Agency called News Posts.

The screenshot shows the OR PTC DCI Dashboard. At the top right, there are navigation links: an envelope icon (4), a Help link (3), a Sitemap link, a user profile dropdown (2) showing 'consumer.tra...', and a language dropdown (1) set to 'English'. The main content area is titled 'Home / Dashboard' and features a search bar for 'Consumer Training' with 'Search' and 'Reset' buttons. Below this is a section for 'Consumer Training' covering the period '05/02/2021 - 05/08/2021'. It contains a table titled 'Total Hours Per Week' with columns for days of the week and a 'Weekly Total' column. The table data is as follows:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Weekly Total
Employees	05/02/2021	05/03/2021	05/04/2021	05/05/2021	05/06/2021	05/07/2021	05/08/2021	
Provider Training	0.00	0.00	0.00	0.02	7.75	9.96	0.00	17.73
Total	0.00	0.00	0.00	0.02	7.75	9.96	0.00	17.73

Below the table is an 'Authorizations' section with a search bar for 'Consumer Training' and 'Search'/'Reset' buttons. At the bottom, a 'News Posts' section (5) shows a single record: 'Showing 1 out of 1 record'. The post content is: 'Welcome to OR PTC DCI! Hello and welcome to OR PTC DCI! Apr 27, 2021 01:35:13 PM Super UserTwo'.

Dashboard Overview

You will also see:

1. Entries Requiring Sign Off tab. This will show you which time entries need to be signed off.
2. Entries tab. This will allow you to see all your Provider's time entries.
3. Total Hours Per Week. This shows how many hours your Provider(s) worked during the week.
4. Authorizations (similar to a voucher). This shows the number of hours in a current pay period.

The screenshot displays a dashboard for 'Consumer Susannah'. The top navigation bar includes 'HOME' and 'English'. The main content area shows a search bar with 'Consumer Susannah' and buttons for 'Search' and 'Reset'. Below this is a date range selector for '02/21/2021 - 02/27/2021' and a 'Total Hours Per Week' summary box. A table lists time entries for three providers: Provider Susannah, Provider Susannah 3, and Provider Susannah 4. The table columns represent days of the week from Sunday to Saturday, plus a 'Weekly Total' column. The 'Authorizations' section at the bottom is currently empty.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Weekly Total
Employees	02/21/2021	02/22/2021	02/23/2021	02/24/2021	02/25/2021	02/26/2021	02/27/2021	
Provider Susannah	0.00	0.00	1.05	0.00	0.00	0.00	0.00	1.05
Provider Susannah 3	9.00	0.27	4.67	0.00	0.00	0.00	0.00	13.94
Provider Susannah 4	0.00	1.00	0.00	1.42	0.00	0.00	0.00	2.42
Total	9.00	1.27	5.72	1.42	0.00	0.00	0.00	17.41

Authorizations

In OR PTC DCI, an authorization is like a voucher - it tells you how many hours you have available in the current pay period. To see your authorizations, go to the Dashboard page, and scroll down to Authorizations. Your Authorizations dashboard is directly below the Total Hours dashboard.

Home / Dashboard

Consumer Training

Consumer Training ← 05/02/2021 - 05/08/2021 →

Total Hours Per Week

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Employees	05/02/2021	05/03/2021	05/04/2021	05/05/2021	05/06/2021	05/07/2021	05/08/2021	Weekly Total
Provider Training	0.00	0.00	0.00	0.02	7.75	9.96	0.00	17.73
Total	0.00	0.00	0.00	0.02	7.75	9.96	0.00	17.73

Consumer Training

Authorizations

To display your current authorization information, click the Search button:

Authorizations

Consumer Susannah

Authorization for Client: **Consumer Susannah**

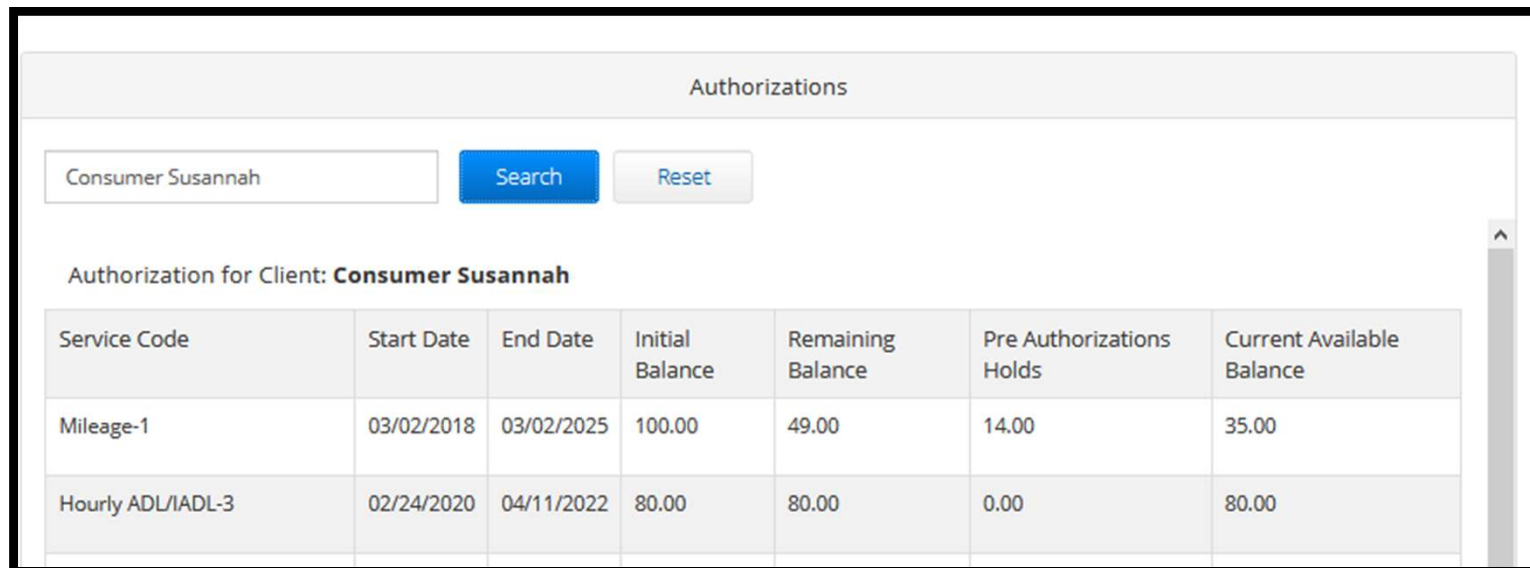
Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorizations Holds	Current Available Balance
Mileage-1	03/02/2018	03/02/2025	100.00	49.00	14.00	35.00
Hourly ADL/IADL-3	02/24/2020	04/11/2022	80.00	80.00	0.00	80.00

Note: If you do not see your authorization listed in your Web Portal, please contact your Local Office.

Authorizations

What does this information mean?

- **Service Code** - The name of the service being provided to you.
- **Start and End Dates** - Represent the current service period.
- **Initial Balance** - Represents how many hours or miles you were authorized at the start of the current service period.
- **Remaining Balance** - Hours or miles left on your authorization after services have been approved.
- **Pre-Authorization Holds** - Hours or miles of services provided that have not yet been approved.
- **Current Available Balance** - Hours or miles that are currently available to use.



The screenshot displays a web interface titled "Authorizations". At the top, there is a search bar containing the text "Consumer Susannah", a blue "Search" button, and a "Reset" button. Below the search bar, the text "Authorization for Client: Consumer Susannah" is displayed. The main content is a table with the following data:

Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorizations Holds	Current Available Balance
Mileage-1	03/02/2018	03/02/2025	100.00	49.00	14.00	35.00
Hourly ADL/IADL-3	02/24/2020	04/11/2022	80.00	80.00	0.00	80.00

Viewing Entries

1. You can find all time entries on the Entries tab
2. Scroll through the list or use the search filters to find entries
3. Click on the Entry ID in the ID column to view the details for that entry

The screenshot displays the 'Entries' page in a web application. The sidebar on the left has a navigation menu with 'ENTRIES' highlighted. The main content area features a search filter section with fields for 'From (MM/DD/YYYY)', 'To (MM/DD/YYYY)', 'Type Punch Id', 'Type Service Code', 'Type Employee Name', and 'Select Unit'. Below the search filters is a table of entries with columns: Id, Service Date, Type, Employee Name, Cost Center, Service Code, Start Time, End Time, Units, Status, and EVV. The entry with ID 1464 is highlighted with a blue box. The table shows 30 out of 189 records.

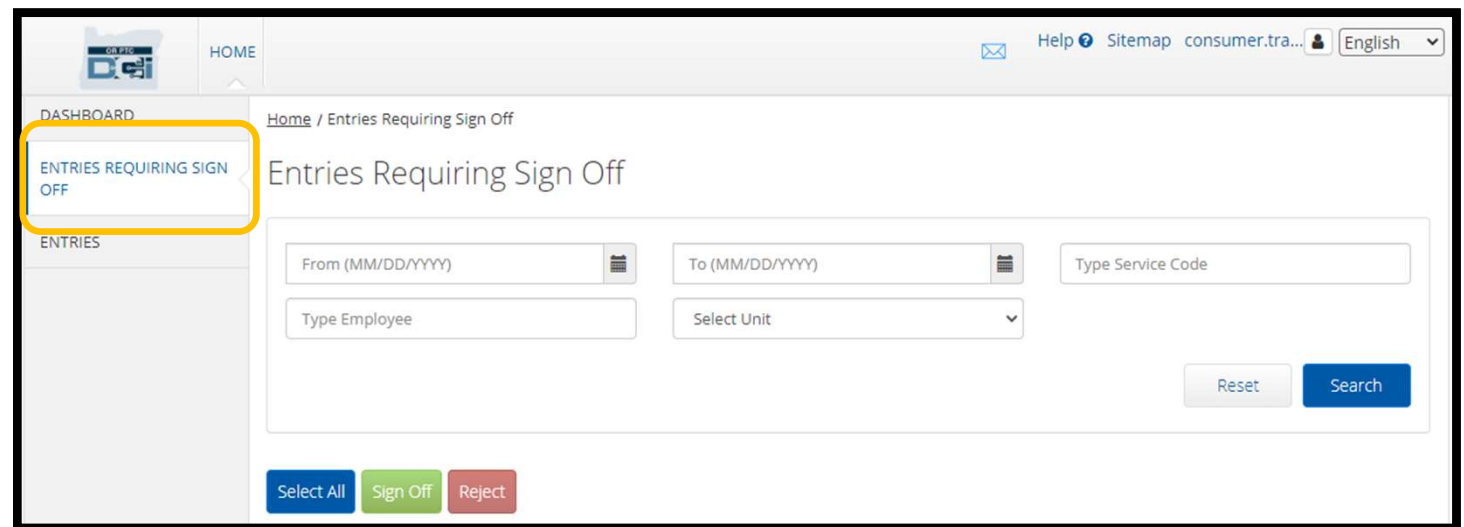
Id	Service Date	Type	Employee Name	Cost Center	Service Code	Start Time	End Time	Units	Status	EVV
1464	Apr 25, 2021	Punch	Provider Susannah	Burns APD-EU	Hourly ADL /IADL-1	04:30 PM	05:30 PM	1.00	Pending	Yes
1463	Apr 26, 2021	Punch	Provider Susannah	Burns APD-EU	Hourly ADL /IADL-1	12:00 AM	12:30 AM	0.50	Pending	Yes
1462	Apr 23, 2021	Punch	Provider Susannah	Albany AAA-AUTH	Hourly ADL /IADL-OPI-1	06:30 AM	08:30 AM	2.00	Pending	No
1461	Oct 31, 2020	Punch	Provider Susannah	Burns APD-EU	Hourly ADL /IADL-1	04:08 PM	05:00 PM	0.87	Pending	No
1460	Oct 31, 2020	Punch	Provider Susannah	Burns APD-EU	Hourly ADL /IADL-1	08:00 PM	08:00 AM	12.00	Pending	No
1279	Apr 04, 2021	Punch	Provider Susannah	Albany AAA-AUTH	Hourly ADL /IADL-OPI-1	08:48 AM	10:00 PM	13.20	Pending	No

Entries Requiring Sign Off

Your Provider may make time entries that need your sign off before they can be paid for that time entry. Those entries will appear in the Entries Requiring Sign Off tab in your Web Portal. Please review this page often.

- **Sign Off** on entries that are correct and accurate.
- **Reject** entries you do not think are correct or that were made in error. If you reject an entry, the status of the entry will change to rejected, and the entry can no longer be edited or approved.

Note: Instead of rejecting an entry, you may ask your Provider to edit their entry to be correct.



The screenshot shows a web portal interface for managing time entries. The page title is "Entries Requiring Sign Off". The breadcrumb navigation is "Home / Entries Requiring Sign Off". The left sidebar has a menu with "ENTRIES REQUIRING SIGN OFF" highlighted. The main content area contains a search filter section with the following fields: "From (MM/DD/YYYY)", "To (MM/DD/YYYY)", "Type Service Code", "Type Employee", and "Select Unit". There are "Reset" and "Search" buttons. At the bottom of the main content area, there are three buttons: "Select All", "Sign Off", and "Reject".

Entries Requiring Sign Off

Showing 6 out of 6 records

	Id	Service Date	Type	Employee	Service Code	Start Time	End Time	EVV Locations	Units	Status	EV V	Action
<input type="checkbox"/>	1504	Apr 29,	Punch	Provider	Hourly AD	02:40	02:54	Clock In: N/A	0.23	Pending	No	S R

Let's review the information in your entries list:

ID: Click on the ID to view the entry details.

Service Date: The date you received the service.

Employee: The name of the Provider.

Service Code: The name of the service you received.

Start/End Time: The time the Provider clocked in and clocked out.

End Time: The time the Provider clocked-out and stopped working.

Units: Number of hours or miles on the entry. This is the amount that will be deducted from your service authorization if approved.

Status: The status of the entry is pending, which means it's awaiting review and approval.

EVV: This will say No until you complete your sign off.



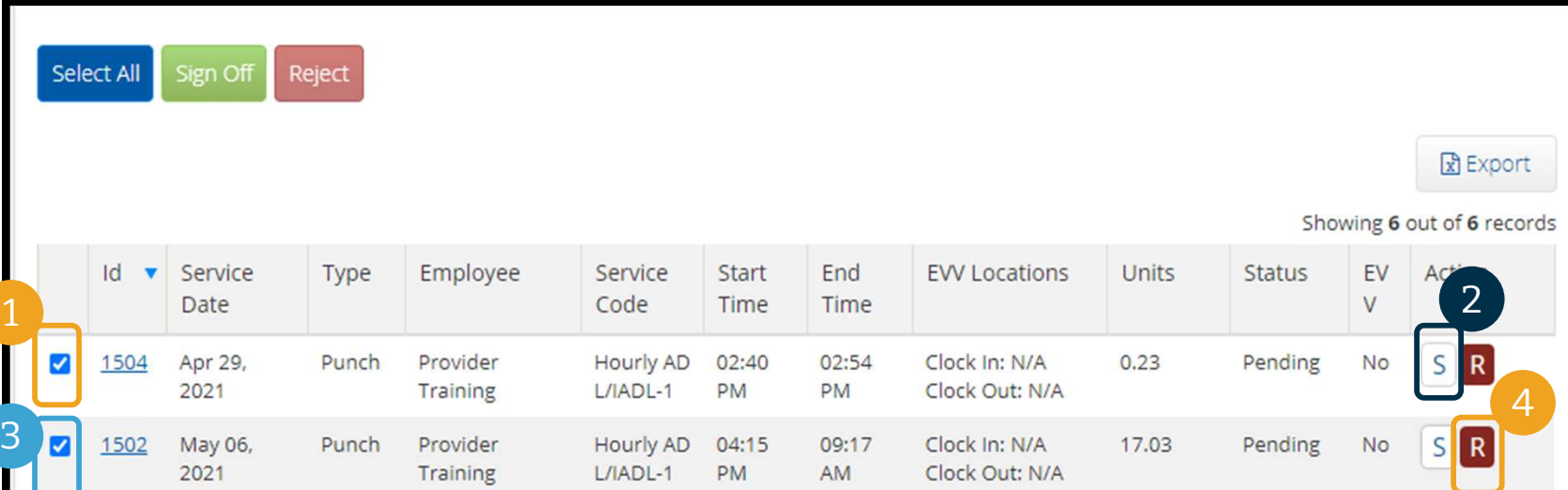
Entries Requiring Sign Off

To Signoff:

1. Check the box next to the entry
2. Click the “S” button

To Reject:

3. Check the box next to the entry
4. Click on the “R” button



The screenshot shows a software interface with a table of entries. At the top left, there are three buttons: 'Select All' (blue), 'Sign Off' (green), and 'Reject' (red). At the top right, there is an 'Export' button (grey) and the text 'Showing 6 out of 6 records'. The table has the following columns: Id, Service Date, Type, Employee, Service Code, Start Time, End Time, EVV Locations, Units, Status, EV V, and Action. Two entries are visible, both with checkboxes checked. The first entry (Id 1504) has an 'S' button highlighted with a blue circle and a 'R' button highlighted with a red circle. The second entry (Id 1502) has an 'S' button highlighted with a blue circle and an 'R' button highlighted with a red circle. Numbered callouts 1, 2, 3, and 4 are placed around the checkboxes and buttons to indicate the steps for sign-off and rejection.

Id	Service Date	Type	Employee	Service Code	Start Time	End Time	EVV Locations	Units	Status	EV V	Action
<input checked="" type="checkbox"/> 1504	Apr 29, 2021	Punch	Provider Training	Hourly AD L/IADL-1	02:40 PM	02:54 PM	Clock In: N/A Clock Out: N/A	0.23	Pending	No	<input type="checkbox"/> S <input type="checkbox"/> R
<input checked="" type="checkbox"/> 1502	May 06, 2021	Punch	Provider Training	Hourly AD L/IADL-1	04:15 PM	09:17 AM	Clock In: N/A Clock Out: N/A	17.03	Pending	No	<input type="checkbox"/> S <input type="checkbox"/> R

Note: You may also use the search filters to find a specific entry.

Entries Requiring Sign Off

To sign off on all time entries at once:

1. Click Select All
2. Click Sign Off
3. Click Yes on the Alert

You have signed off on all entries!

1

2

Select All Sign Off Reject

	Id	Service Date	Type	Employee	Service Code	Start Time
<input checked="" type="checkbox"/>	1504	Apr 29, 2021	Punch	Provider Training	Hourly AD L/IADL-1	02:40 PM
<input checked="" type="checkbox"/>	1502	May 06, 2021	Punch	Provider Training	Hourly AD L/IADL-1	04:15 PM
<input checked="" type="checkbox"/>	1488	Apr 29,	Punch	Provider	Hourly AD	02:38

Alert

Are you sure you want to Sign Off - 6 Punches?

No Yes

Off Reject

Entries Requiring Sign Off

To reject on all time entries at once:

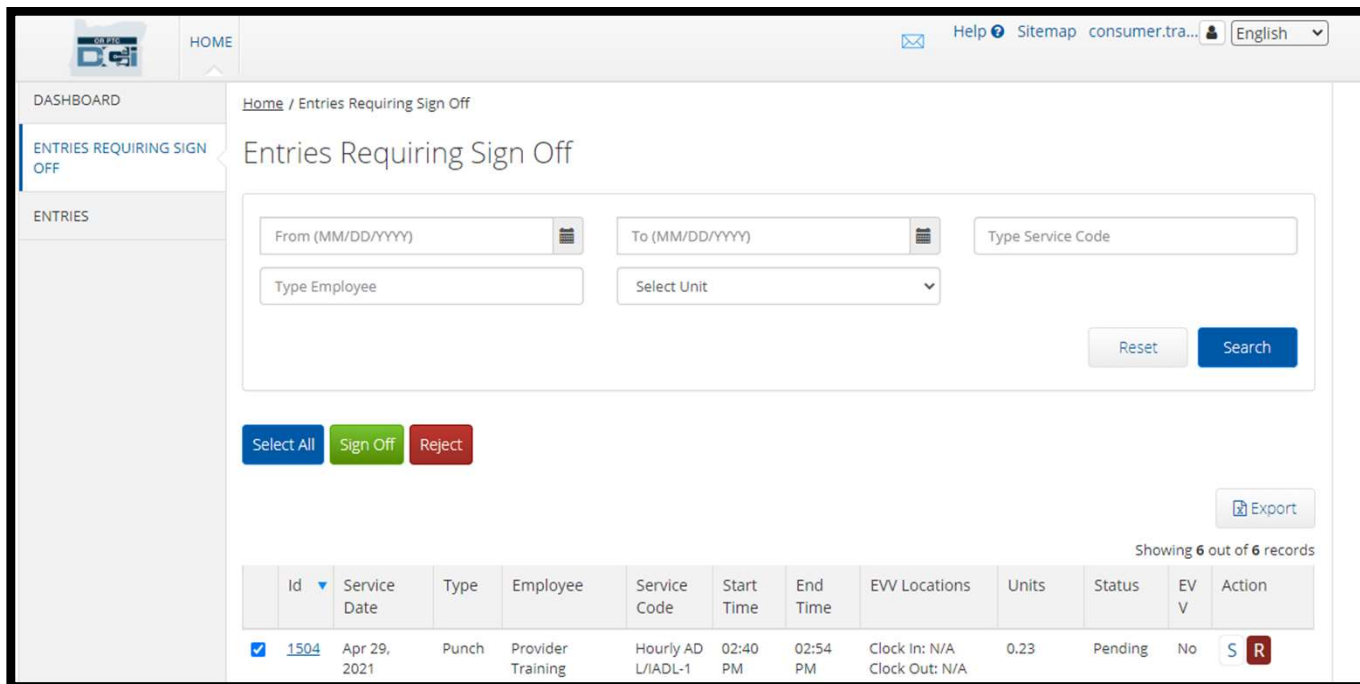
1. Click Select All
2. Click Reject
3. Click Yes on the Alert

You have rejected all entries.

The screenshot displays the 'Entries Requiring Sign Off' web application. The interface includes a sidebar with 'ENTRIES REQUIRING SIGN OFF' selected, and a main content area with search filters and action buttons. A 'Select All' button is highlighted with a yellow circle (1), and a 'Reject' button is highlighted with a dark blue circle (2). An 'Alert' dialog box is overlaid on the bottom right, asking 'Are you sure you want to Reject -1 Punch?' with a 'Yes' button highlighted by a blue circle (3).

Entries Requiring Sign Off

Congratulations! You have learned how to sign off on and reject entries in the OR PTC DCI Web Portal. Later, you will learn how you can do this from the DCI Mobile App as well.



Home / Entries Requiring Sign Off

Entries Requiring Sign Off

From (MM/DD/YYYY) To (MM/DD/YYYY) Type Service Code

Type Employee Select Unit

Reset Search

Select All Sign Off Reject

Export

Showing 6 out of 6 records

Id	Service Date	Type	Employee	Service Code	Start Time	End Time	EVW Locations	Units	Status	EV V	Action
<input checked="" type="checkbox"/> 1504	Apr 29, 2021	Punch	Provider Training	Hourly AD L/IADL-1	02:40 PM	02:54 PM	Clock In: N/A Clock Out: N/A	0.23	Pending	No	S R

Messaging Module Overview

OR PTC DCI has its own messaging system. This allows you to send messages to your Provider and to your contact at your Local Office. You may also receive system-generated messages from OR PTC DCI. At the top of your dashboard, you will see a red alert if you have a high priority message.

NOTE: The OR PTC DCI Messaging Module should not be used for emergency communications.



OR PTC DCI HOME Help consumer.sus... English

DASHBOARD

ENTRIES REQUIRING SIGN OFF

ENTRIES

Home > Dashboard

You have 3 high priority message(s) in your inbox

Consumer Susannah Search Reset

Consumer Susannah ← 04/11/2021 - 04/17/2021 →

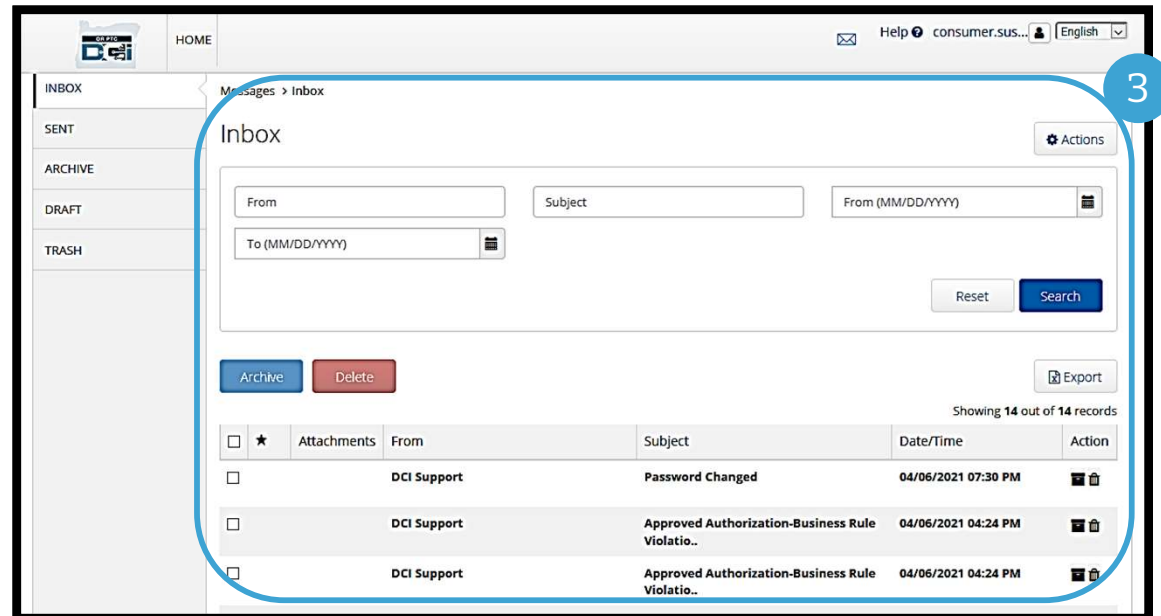
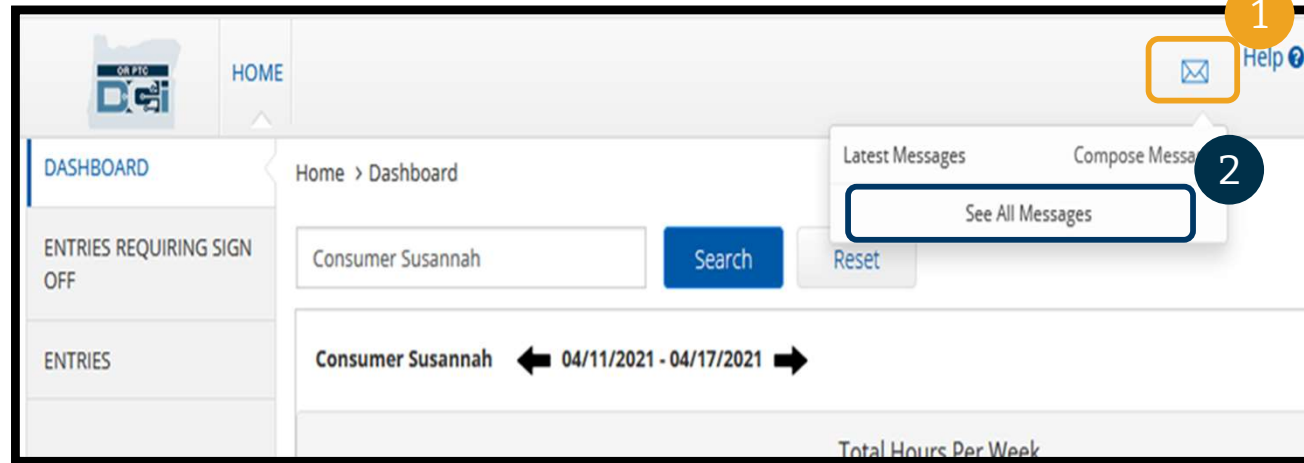
Total Hours Per Week								
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Employees	04/11/2021	04/12/2021	04/13/2021	04/14/2021	04/15/2021	04/16/2021	04/17/2021	Weekly Total



Messaging Module Overview

To view your messages, log into OR PTC DCI. Then follow these steps:

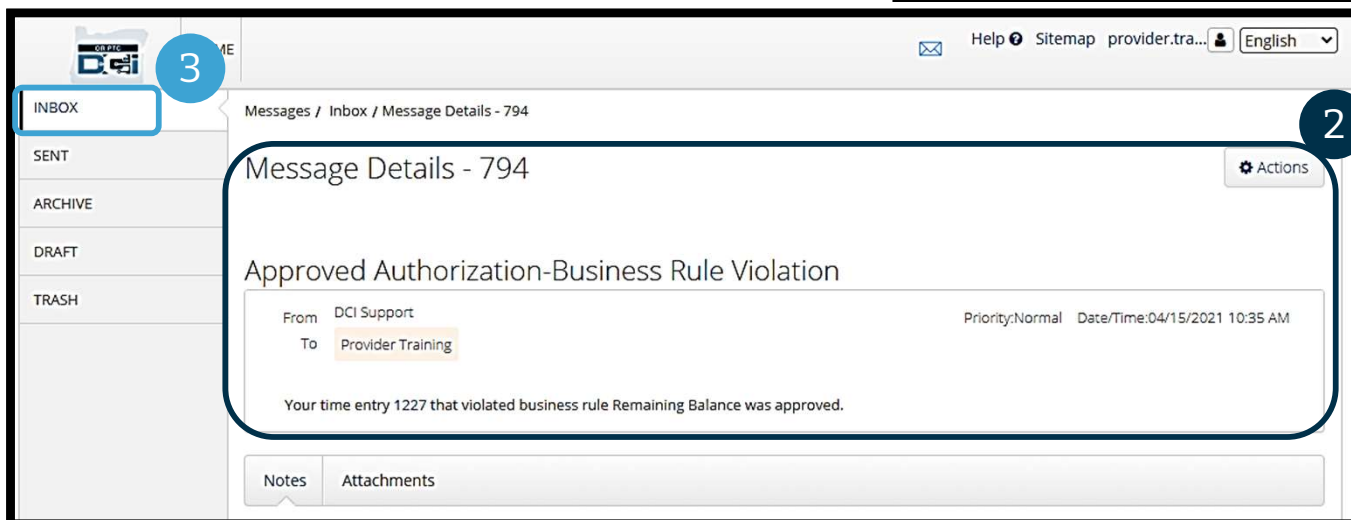
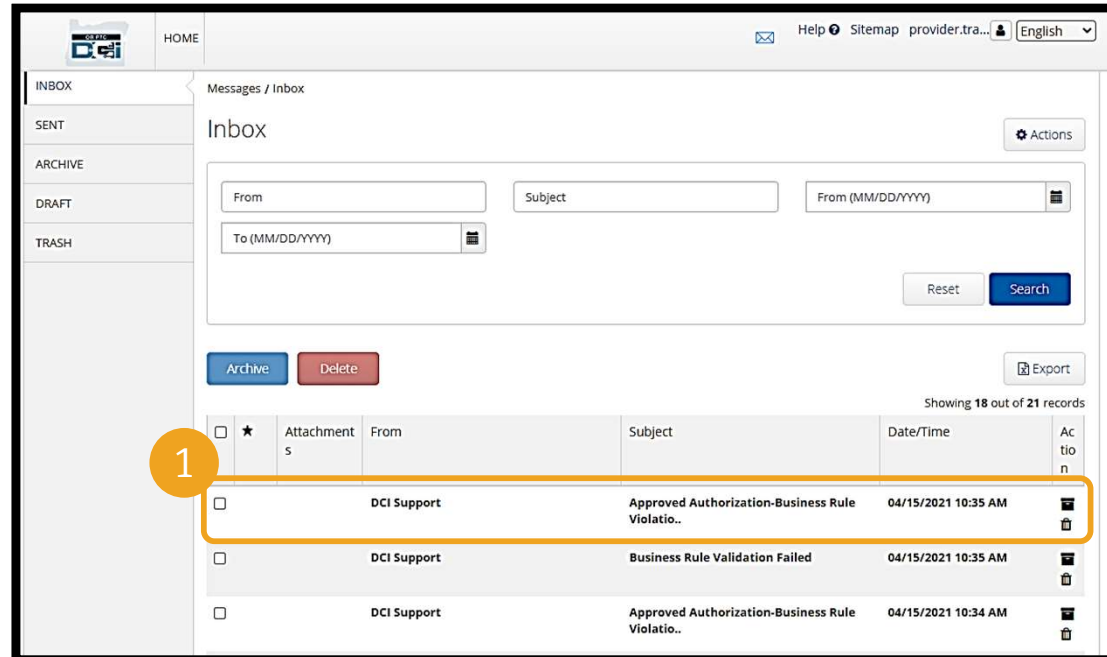
1. Click on the envelope in the upper right corner of the screen
2. Click See All Messages
3. You will be taken to the Messaging Module



Messaging Module Overview

To read a message in the Inbox:

1. Click on the message
2. The Message Details page opens and you will be able to read the message
3. Click Inbox to return to see all messages



Messaging Module Overview

Now, let's learn how to send a message.

To send a message:

1. Click Actions
2. Click New Message

Messages > Inbox

Inbox

From Subject From (MM/DD/YYYY)

To (MM/DD/YYYY)

Reset Search

Archive Delete Export

Showing 15 out of 15 records

<input type="checkbox"/>	★	Attachments	From	Subject	Date/Time	Action
<input type="checkbox"/>	★		Super User	Important Message from Your Local Office	08:43 AM	

Messaging Module Overview

Next, fill out the following fields:

1. To: Start typing the 1st three letters of the recipient's first or last name and select a name from the dropdown menu when it appears
2. Subject: Type the subject of the message in the Subject box
3. Priority: Select the priority level from the dropdown menu (*see next slide for details*)
4. Type the message in the Body box
5. Click the Send button

The screenshot shows a 'New Message' form with the following fields and callouts:

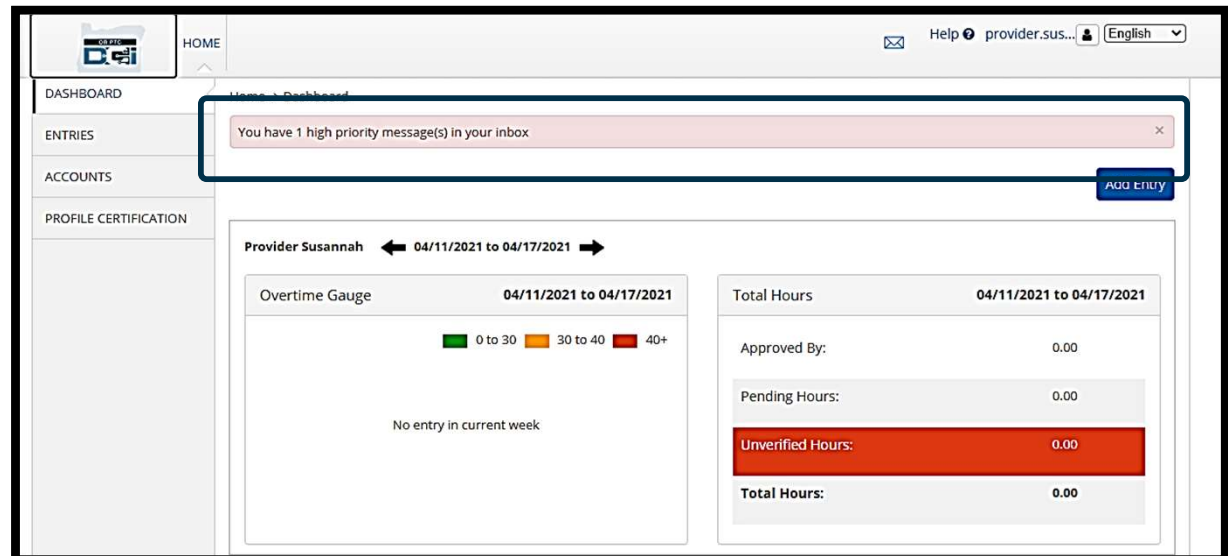
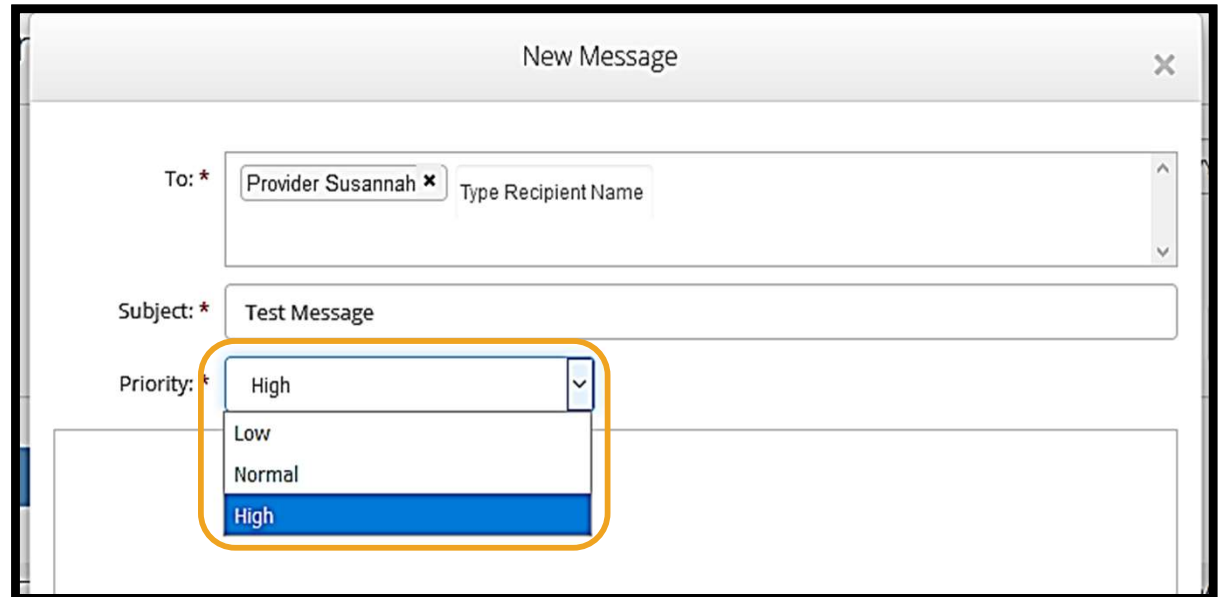
- 1**: Callout pointing to the 'To:' dropdown menu, which currently shows 'Payroll Specialist *' and a 'Type Recipient Name' placeholder.
- 2**: Callout pointing to the 'Subject:' text box, which contains the text 'My time was rejected'.
- 3**: Callout pointing to the 'Priority:' dropdown menu, which is currently set to 'Low'.
- 4**: Callout pointing to the large text area for the message body, which contains the text: 'Hello, Can you please explain why my entry on August 13th was rejected? Thank you, Provider|'.
- 5**: Callout pointing to the 'Send' button at the bottom right of the form.

A yellow callout box with the text 'See Next Slide For Details' is positioned over the 'Priority:' dropdown menu.

At the bottom of the form, there are three buttons: 'Save as Draft', 'Cancel', and 'Send'.

Messaging Module Overview

- Select Low, Medium, or High from the dropdown menu in the Priority box.
- High Priority messages will cause a red alert to appear at the top of the recipient's OR PTC DCI Dashboard when they log in.



OR PTC DCI Mobile App



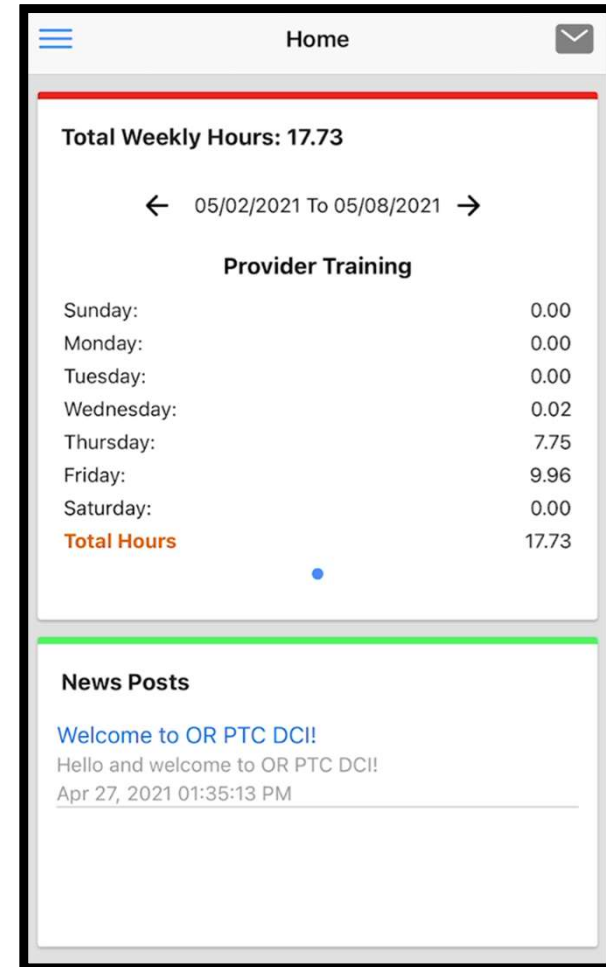
OR PTC DCI Mobile App

The OR PTC DCI Mobile App is not just for Providers! You, as the Consumer, can use the mobile app also.

You will be able to:

- View entries for services received by your Provider(s)
- Sign off on and reject time entries
- Use the OR PTC DCI Messaging Module

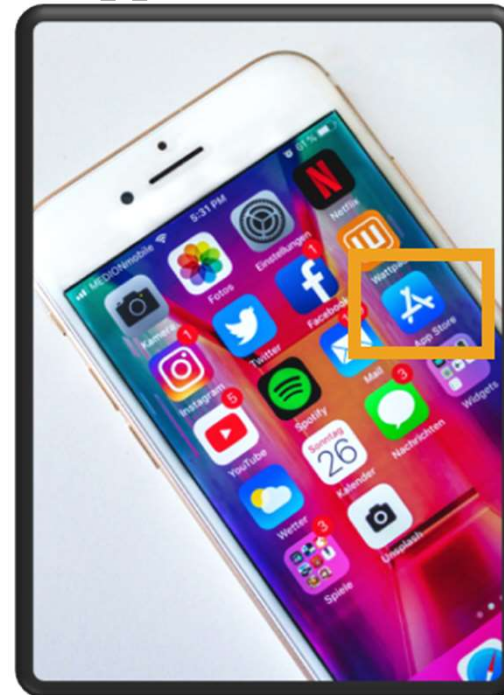
Let's start by learning how to download the OR PTC DCI Mobile App.



Download the OR PTC DCI Mobile App

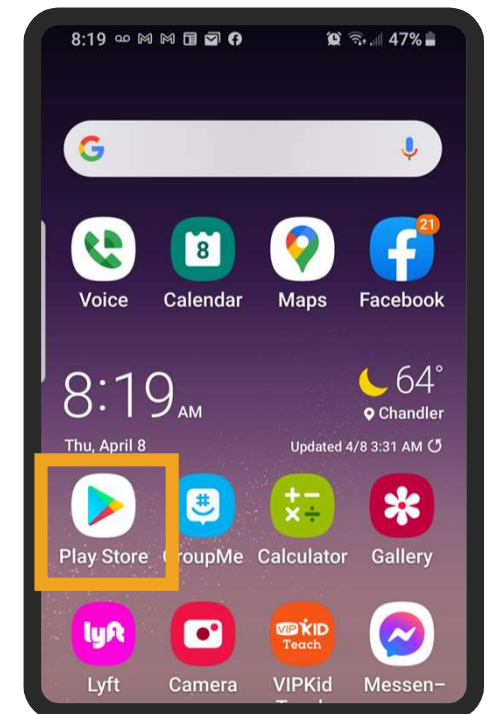
To download the App, go to your Apple App Store or Google Play Store on your smartphone or other mobile device.

Apple Device



ie: smartphone or iPad

Android Device



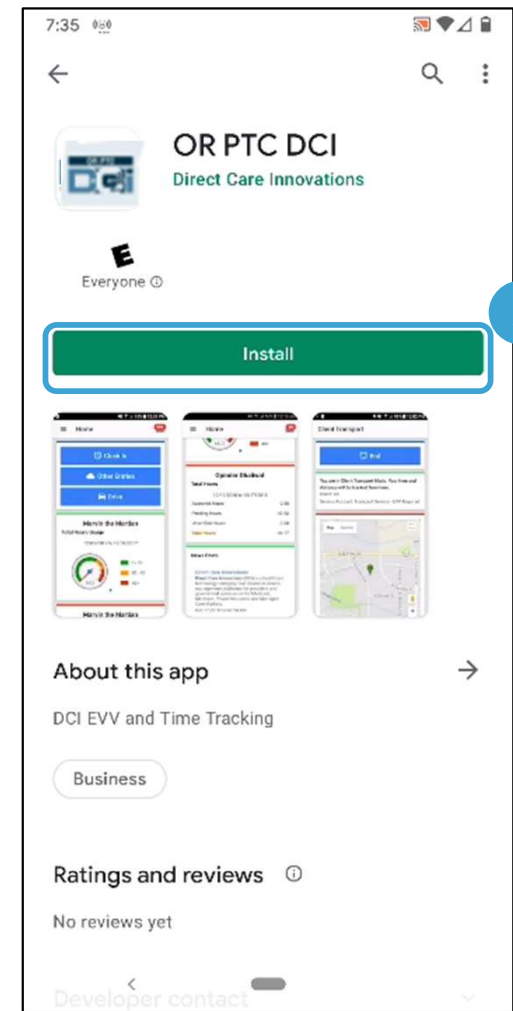
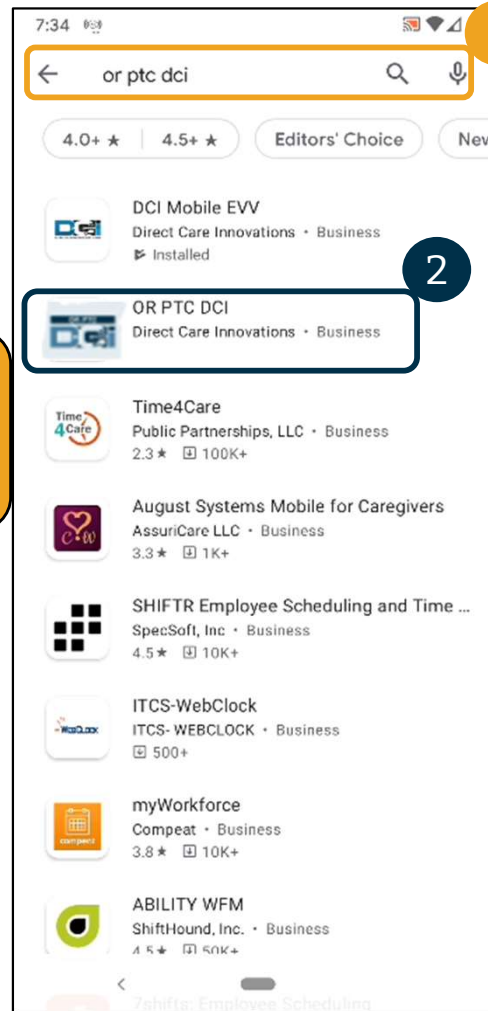
ie: smartphone or tablet

Download the OR PTC DCI Mobile App

1. Type “OR PTC DCI” into the search bar.
2. Select OR PTC DCI from the list of available apps.

Note: There is more than one DCI mobile app, make sure to select the one that is labeled **OR PTC DCI**.

3. Click Install and then open the app when install is complete.



Logging In

To log into the mobile app:

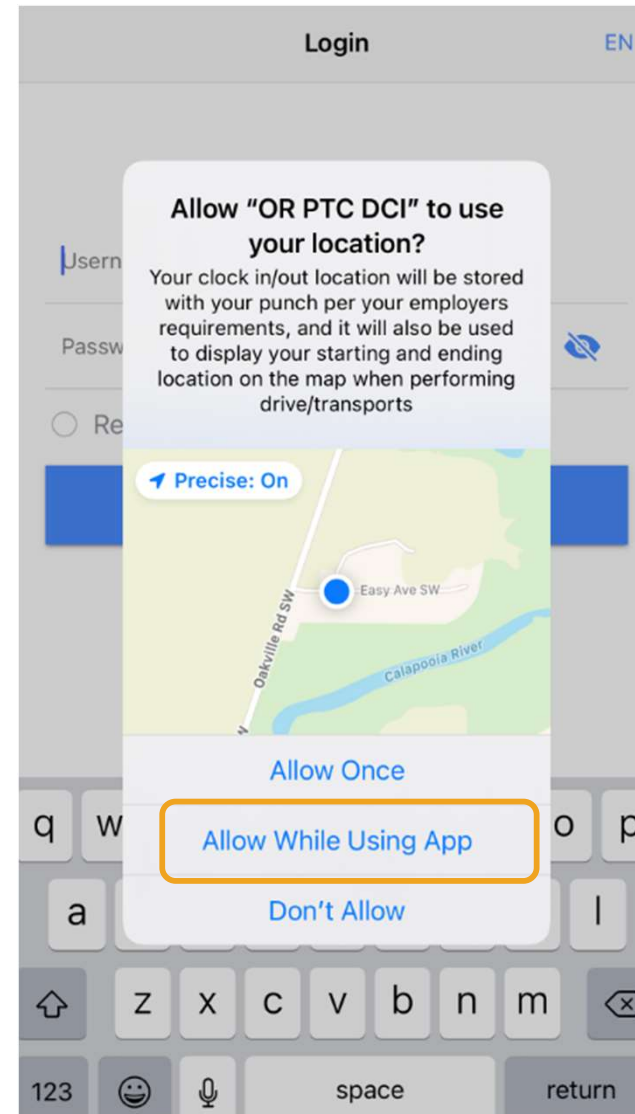
1. Enter your Username and password
2. You can tap the eye icon to display or hide what you entered for your password
3. Check Remember me if you would like the system to remember your username
4. Click Login



Logging In

Logging in for the first time will require you to give the app access to the device's location.

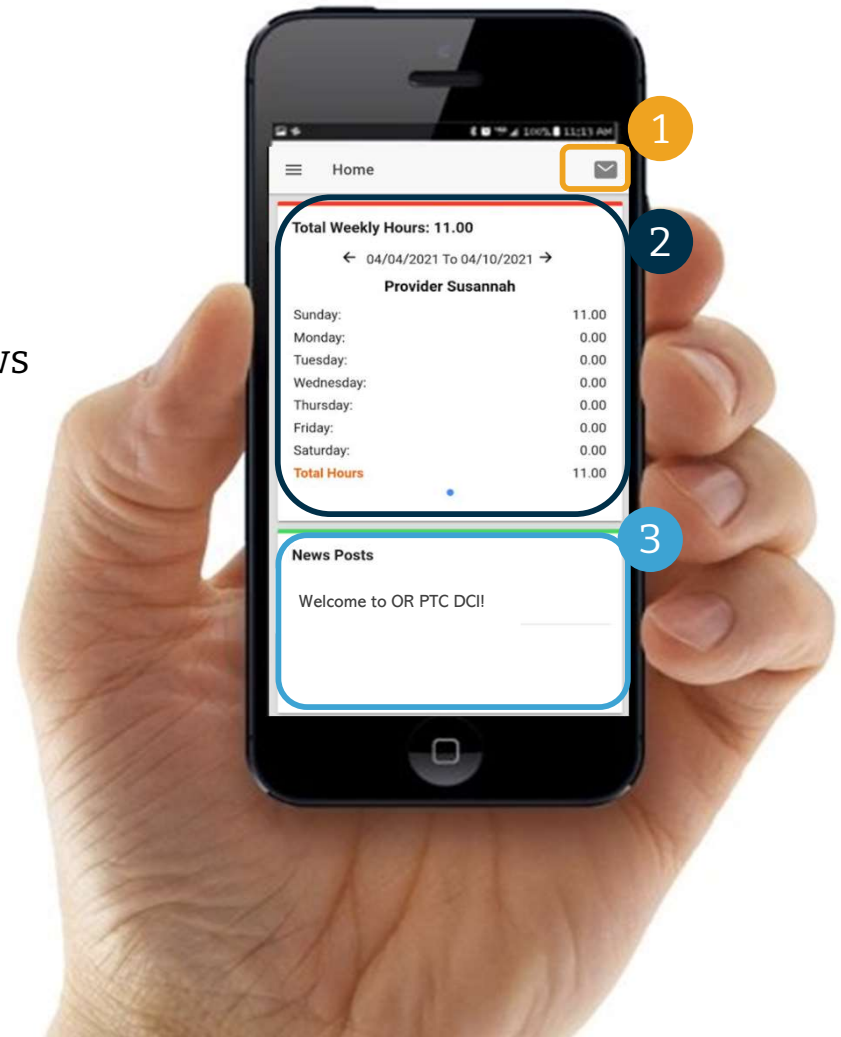
Note: You must choose “Allow While Using App” or the app will not allow you to log in. The app will not track your location (as the Consumer). The app requires location tracking abilities so that Provider time entries are EVV compliant. This message will display only during the first login to the app.



OR PTC DCI Mobile App Dashboard

Let's review your Mobile App Dashboard:

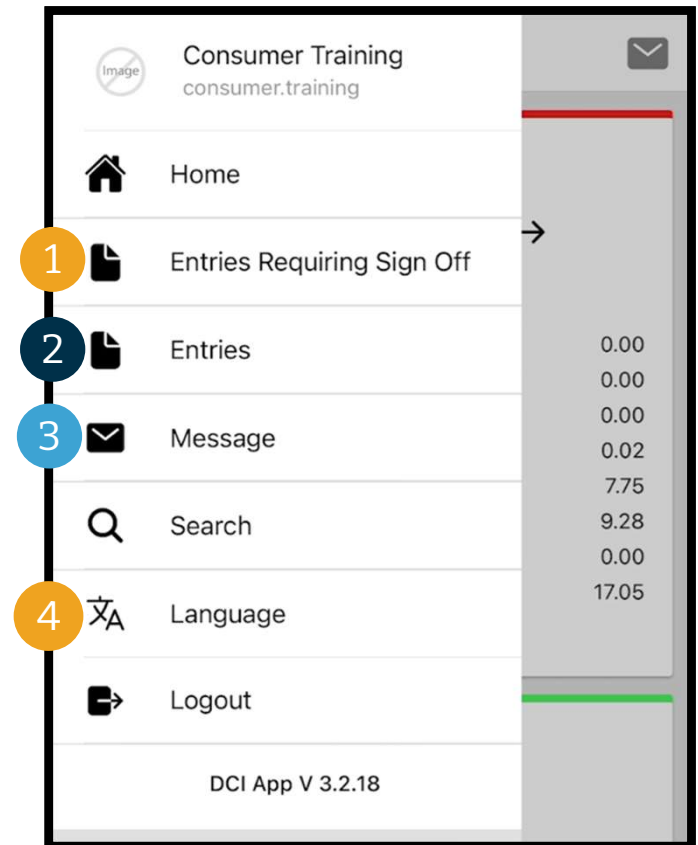
- 1. Messaging Module:** Click the envelope in the top right corner to view messages in your inbox.
- 2. Total Hours:** Displays hours worked by your Provider in the current work week. Use the arrows to the left and right of the dates to switch work weeks. *Note:* These hours are not related to your service authorization. Use the OR PTC DCI Web Portal to view your authorizations.
- 3. News Posts:** Important messages from the Agency. Click on the News Posts to view the details.



OR PTC DCI Mobile App

Now let's take a look at your menu. From here you can:

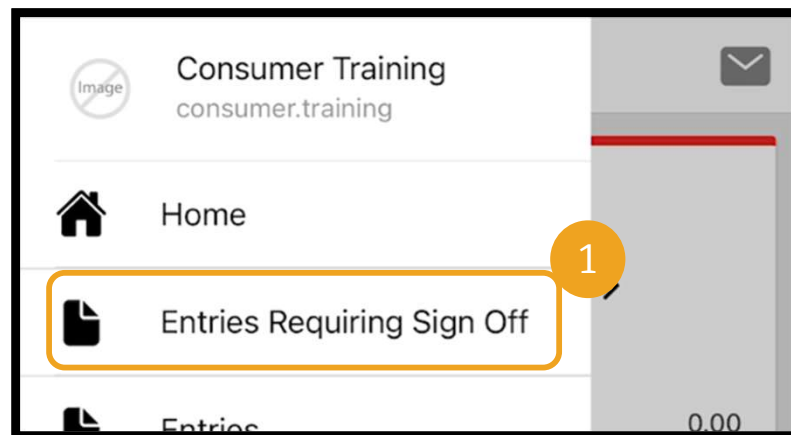
1. Click Entries Requiring Sign Off to sign off or reject entries.
2. Click Entries to see all entries from your Provider(s).
3. Click Message to access the OR PTC DCI Messaging Module.
4. Click Language to change your preferred language.



Entries Requiring Sign Off

Let's start with Entries Requiring Sign Off:

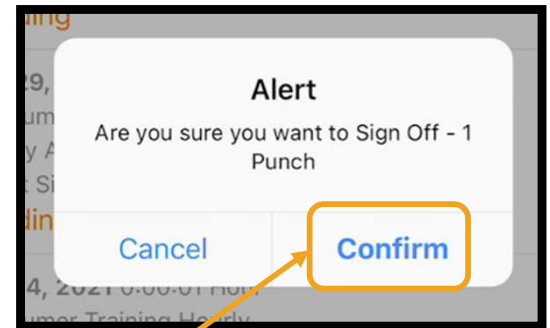
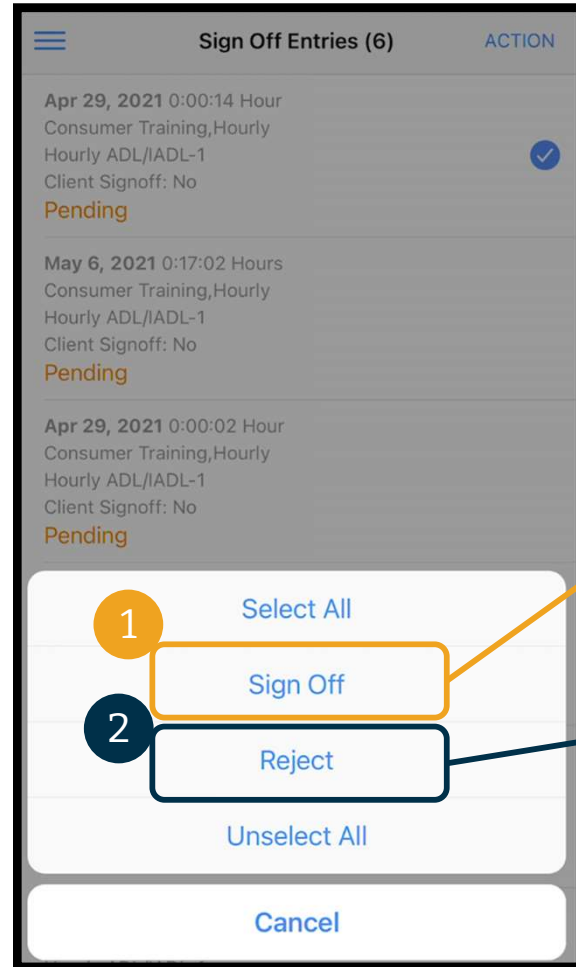
1. From the menu, click Entries Requiring Sign Off
2. Press and hold on an entry to select it. You should see a blue circle with a checkmark appear on the right
3. Click Action



Entries Requiring Sign Off

From here you can:

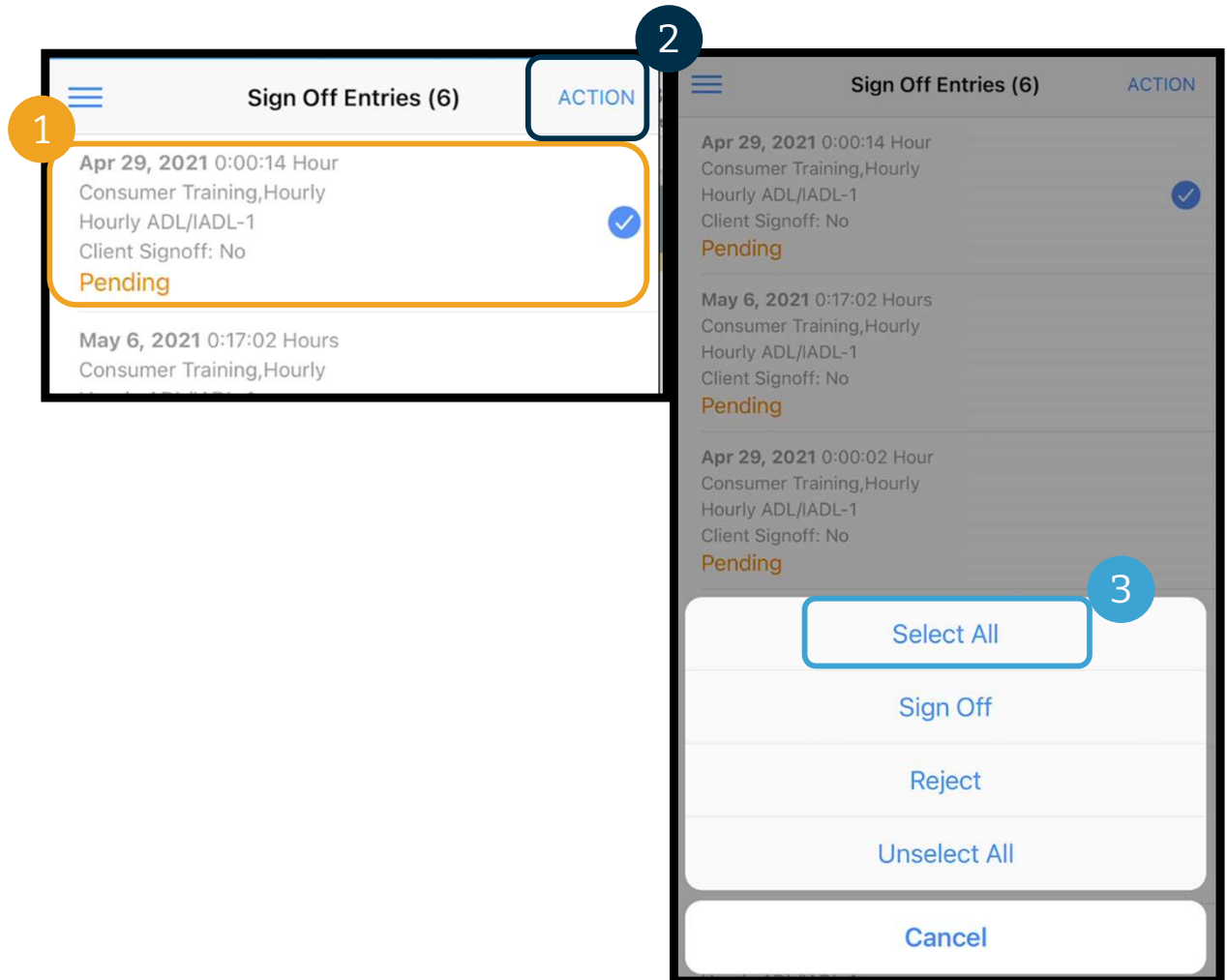
1. Click Sign Off, then click Confirm, to sign off on the single entry
2. Click Reject, then click Confirm, to reject a single entry



Entries Requiring Sign Off

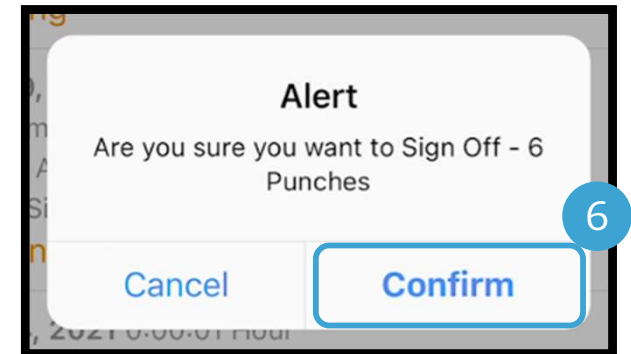
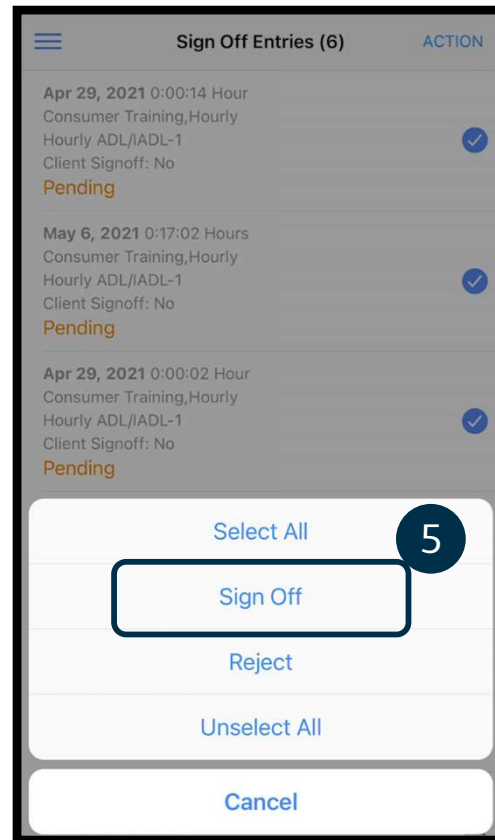
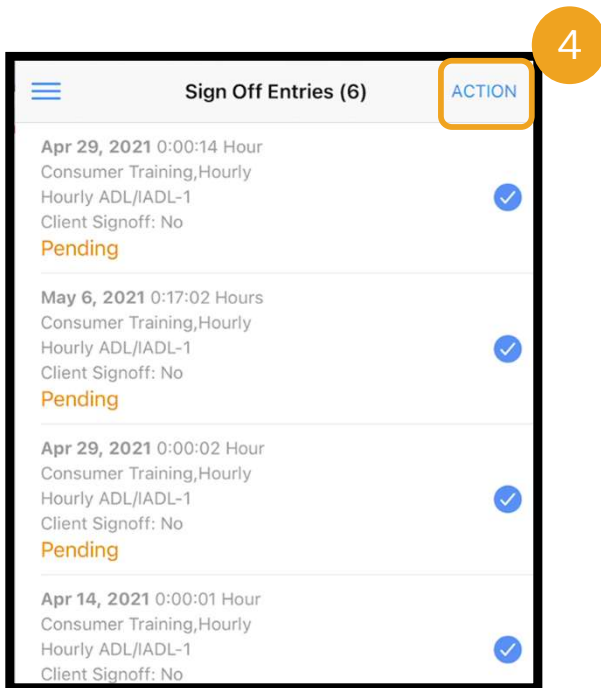
To sign off on all entries at once:

1. Press and hold any entry to select it. You should see a blue circle with a checkmark on the right
2. Click Action
3. Click Select All
4. Click Sign Off



Entries Requiring Sign Off

5. Click Action
6. Click Sign Off
7. Click Confirm



Entries Requiring Sign Off

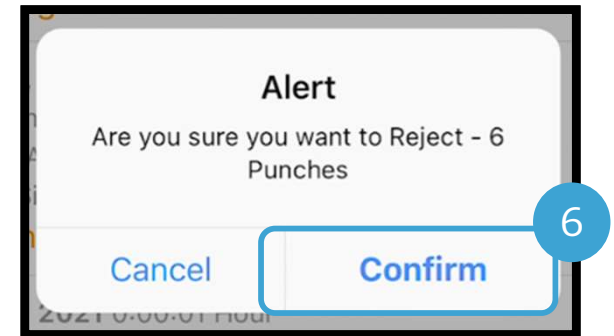
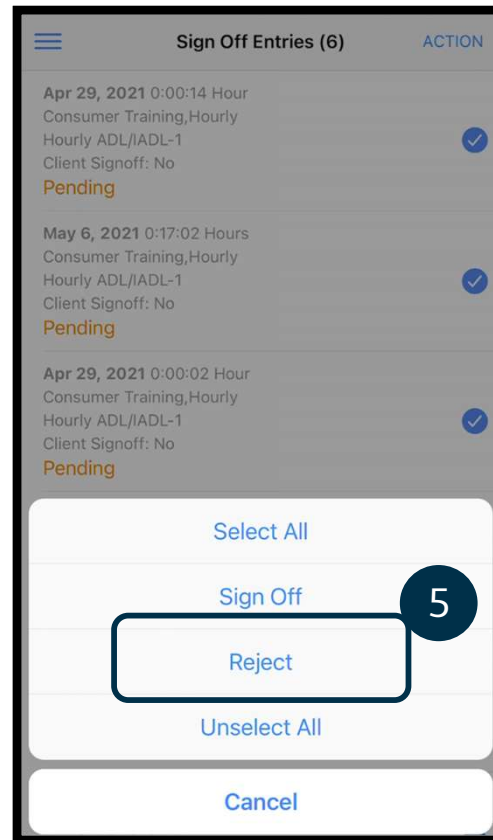
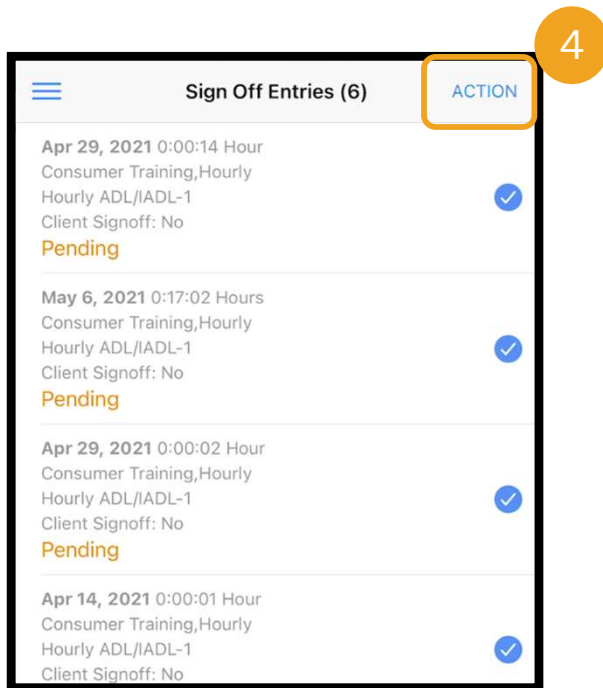
To reject all entries at once:

1. Press and hold any entry to select it. You should see a blue circle with a checkmark on the right
2. Click Action
3. Click Select All

The screenshot displays a mobile application interface for managing sign-off entries. The main screen is titled "Sign Off Entries (6)" and features a list of entries. The first entry is highlighted with a blue circle labeled "1". A blue box labeled "2" highlights the "ACTION" button at the top right. The right panel shows the same list of entries, but with a blue circle labeled "3" highlighting the "Select All" button in a bottom menu. The menu also includes "Sign Off", "Reject", "Unselect All", and "Cancel" options.

Entries Requiring Sign Off

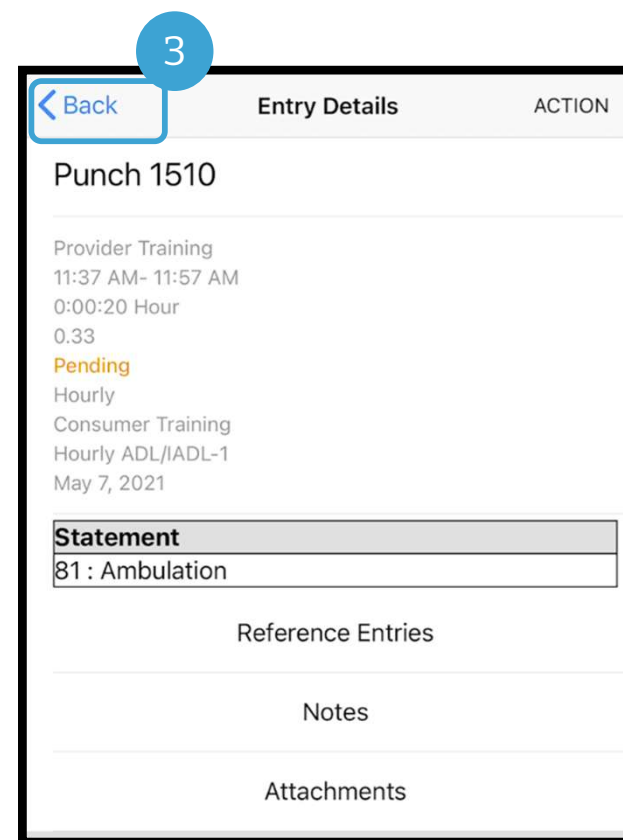
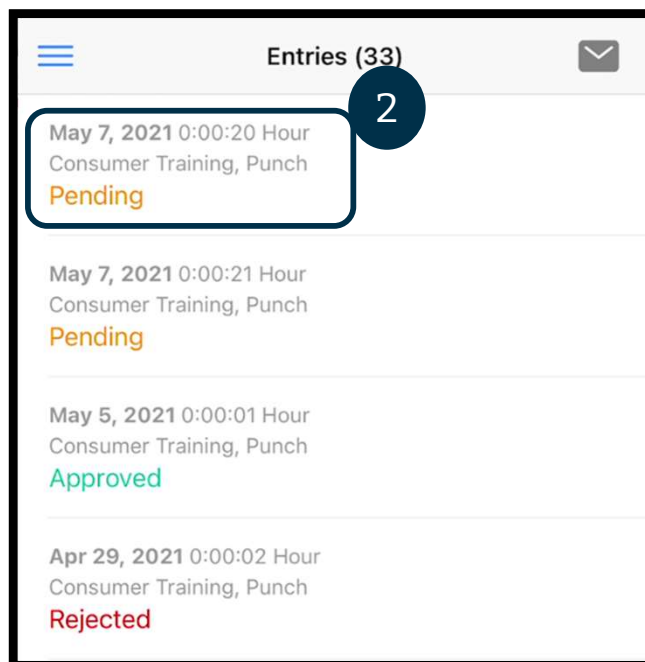
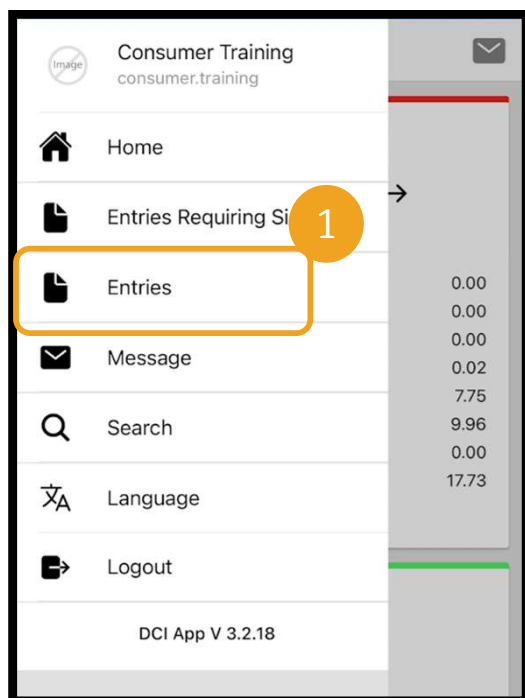
4. Click Action again
5. Click Reject
6. Click Confirm



View All Entries

Next, let's view all of your entries:

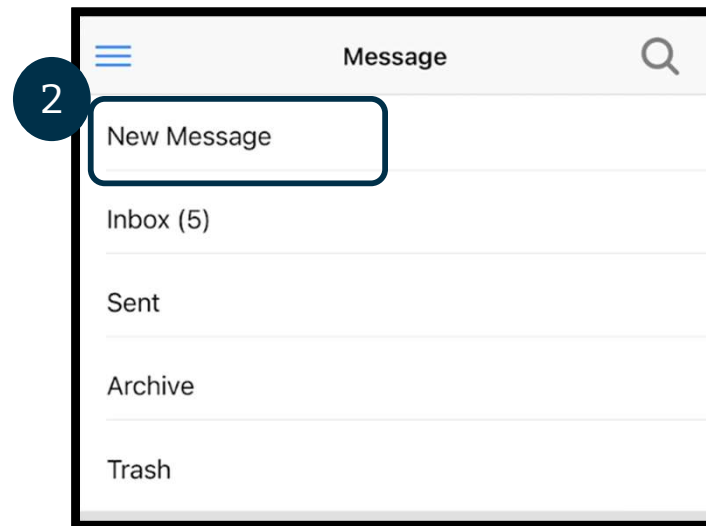
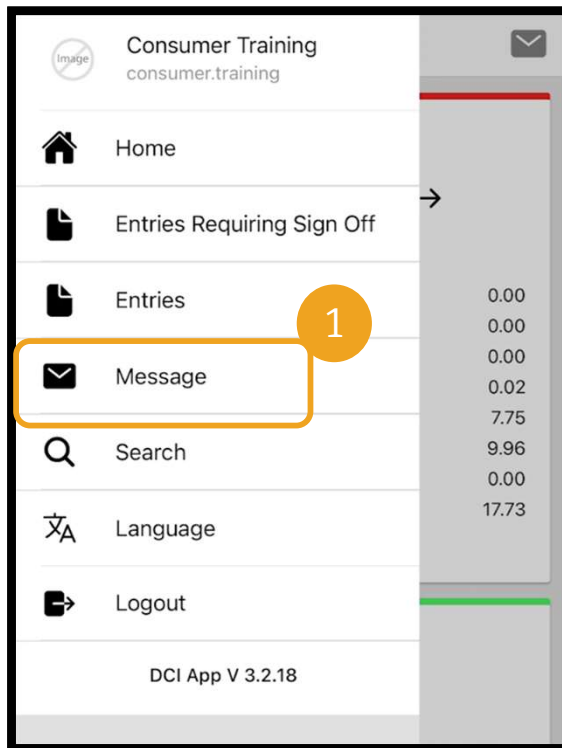
1. From the menu, click Entries
2. Click on any entry to view the details.
3. Click Back to return to your list of entries.



OR PTC DCI Mobile App – Messaging

Lastly, let's review how to use the OR PTC DCI Messaging Module:

1. From the menu, click Message
2. Click New Message to start a message



OR PTC DCI Mobile App – Messaging

3. Start typing in your recipient's name in the To box and select the name when it appears
4. Add a Subject
5. Select a Priority
6. Create your Message
7. Add Attachments, if needed
8. Click Send

The screenshot shows the 'New Message' interface in the OR PTC DCI Mobile App. It features a 'Back' button on the top left, a 'Send' button on the top right, and a title 'New Message' in the center. Below the title are several input fields: a 'To:' field (callout 3), a 'Subject :' field (callout 4), a 'Priority' dropdown menu set to 'Low' (callout 5), an 'Invoice Attachment(s):' field with an 'Add Attachment' button (callout 6), and a large 'Message' text area (callout 7). A 'Send' button is also highlighted with callout 8.

Note: You can only message your Provider(s) or your contact at your Local Office. **Do not use OR PTC DCI for emergency communication!**

Next Steps

Next Steps

Congratulations! You have completed the OR PTC DCI introductory tutorial. By now, you should have already:

- Selected your EVV method(s) and communicated with your Local Office if you wish to use Landline or Fob EVV.
- Created an email address if you didn't already have one

Note: You must have a personal email address to use OR PTC DCI.

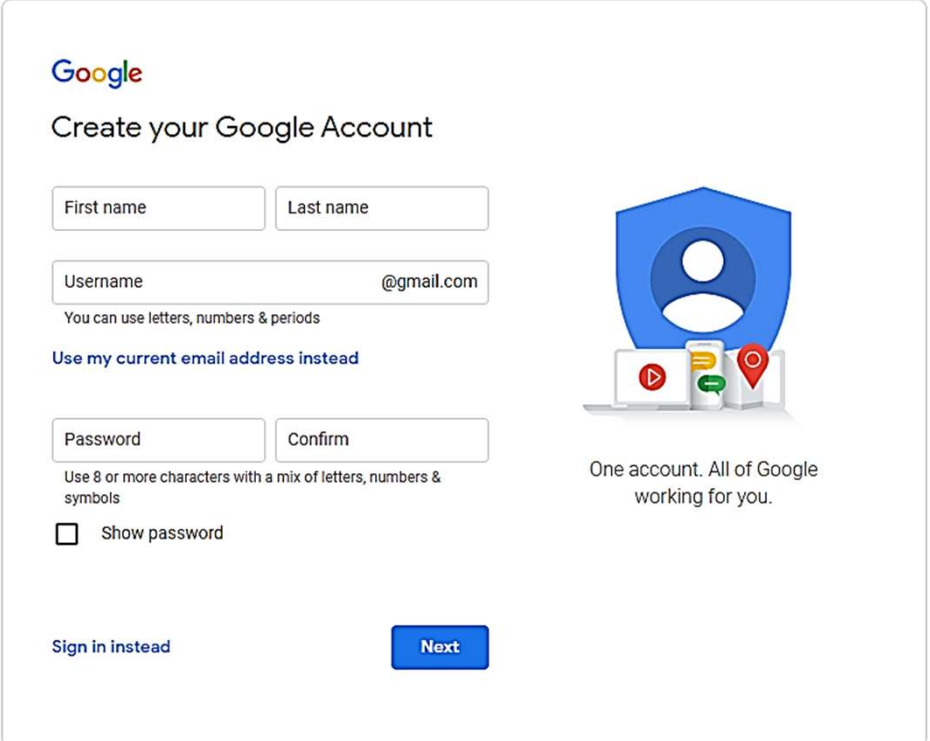
- Make sure you contact your local office to update your email address.

Let's walk through creating an email address, just in case.



Creating An Email Address

- There are many free email providers. The biggest is Gmail by Google.
- This is a completely free email address that is very user-friendly.
- Gmail is also available on your Android and Apple iOS smart devices.
- Click the following link to register for Gmail:
- <https://accounts.google.com/signup/v2/webcreateaccount?flowName=GlifWebSignIn&flowEntry=SignUp>



The screenshot shows the Google Account creation interface. At the top left is the Google logo. Below it, the text reads "Create your Google Account". The form consists of several input fields: "First name" and "Last name" (two separate boxes), "Username" (with a dropdown menu showing "@gmail.com" and a note "You can use letters, numbers & periods"), "Password" and "Confirm" (two separate boxes, with a note "Use 8 or more characters with a mix of letters, numbers & symbols" and a "Show password" checkbox), and a "Sign in instead" link. A blue "Next" button is positioned to the right of the "Confirm" field. On the right side of the form, there is a blue shield icon with a white person silhouette, and below it, a laptop displaying icons for YouTube, Gmail, and Maps. Below the laptop, the text says "One account. All of Google working for you."

English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)

Creating An Email Address

1. Enter First and Last name
2. Create Username
 - Your Username will be your email address
 - Gmail will tell you if the username is already taken
 - You can create another one or use the available usernames Google recommends for you
3. Create Password
 - Google recommends the use of a mix of 8 or more characters
4. Confirm Password
5. Click Next

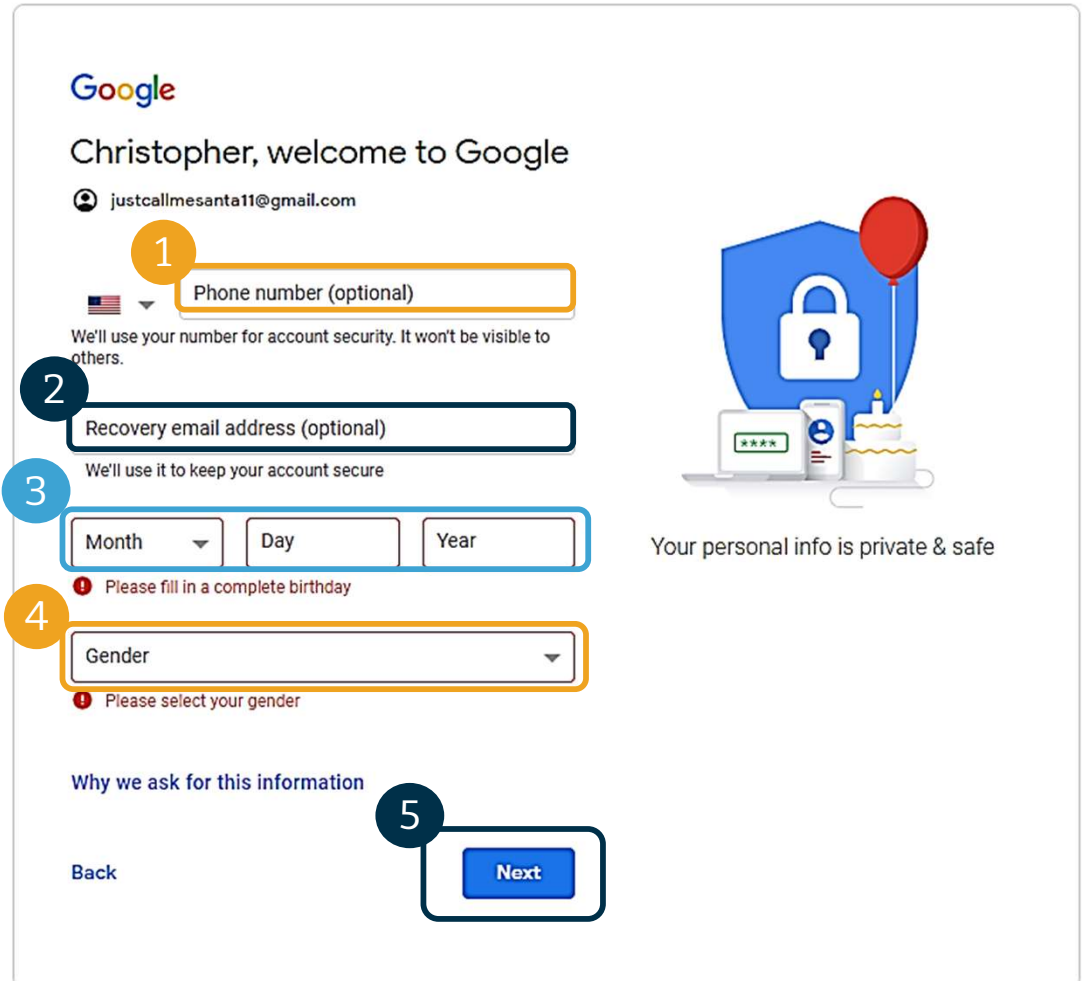
Note: Check box to show password

The screenshot shows the Google Account creation process. It includes the Google logo, the heading 'Create your Google Account', and five numbered callouts: 1. First and last name fields (Christopher Kringle); 2. Username field (justcallmesanta11@gmail.com) with a note 'You can use letters, numbers & periods' and a list of available usernames; 3. Password field (santaklaus2021); 4. Confirm Password field (santaklaus2021) with a note 'Use 8 or more characters with a mix of letters, numbers & symbols'; 5. A 'Next' button. A 'Show password' checkbox is checked. A 'Sign in instead' link is at the bottom left. To the right is an illustration of a blue shield with a person icon and a laptop with icons for YouTube, Gmail, and Maps, with the text 'One account. All of Google working for you.'



Creating An Email Address

1. Enter your cell phone number
 - Used for added security only
2. Enter another email address you may have
 - Used for added security only
3. Enter your date of birth*
 - Google uses your birthday for added security, ensure you are old enough to have an email, and to personalize services to you.
4. Select your gender or choose not to disclose it*
 - Google uses your gender to address you correctly in messages they may send to you
5. Click Next



The screenshot shows the Google account creation interface for Christopher, with the email justcallmesanta11@gmail.com. It features five numbered callouts: 1. 'Phone number (optional)' field with a note: 'We'll use your number for account security. It won't be visible to others.' 2. 'Recovery email address (optional)' field with a note: 'We'll use it to keep your account secure'. 3. Date of birth fields (Month, Day, Year) with a note: 'Please fill in a complete birthday'. 4. 'Gender' dropdown menu with a note: 'Please select your gender'. 5. 'Next' button. A 'Back' button is also visible. To the right, there is an illustration of a shield, a laptop, a smartphone, and a birthday cake, with the text: 'Your personal info is private & safe'.

* -Denotes Required field



Creating An Email Address

1

Google

Privacy and Terms

To create a Google Account, you'll need to agree to the [Terms of Service](#) below.

In addition, when you create an account, we process your information as described in our [Privacy Policy](#), including these key points:

Data we process when you use Google

- When you set up a Google Account, we store information you give us like your name, email address, and telephone number.
- When you use Google services to do things like write a message in Gmail or comment on a YouTube video, we store the information you create.
- When you search for a restaurant on Google Maps or watch a video on YouTube, for example, we process information about that activity – including information like the video you watched, device IDs, IP addresses, cookie data, and location.
- We also process the kinds of information described above when you use apps or sites that

You're in control

Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data now by clicking "More Options" below. You can always adjust your controls later or withdraw your consent for the future by visiting [My Account](#) ([myaccount.google.com](#)).

[More options](#) ▾

[Cancel](#)

2

I agree



You're in control of the data we collect & how it's used

3

The screenshot shows the Google Account home page. At the top, there's a search bar for "Google Account" and a user profile icon with the letter 'C'. Below the search bar is a navigation menu with options: Home, Personal info, Data & personalization, Security, People & sharing, Payments & subscriptions, and About. The main content area features a large "Welcome, Christopher Kringle" message with a sub-message: "Manage your info, privacy, and security to make Google work better for you. [Learn more](#)". Below this are two prominent cards: "Privacy & personalization" with a sub-message "See the data in your Google Account and choose what activity is saved to personalize your Google experience" and a "Manage your data & personalization" link; and "Security issues found" with a sub-message "Protect your account now by resolving these issues" and a "Secure account" link. The page also includes a "Home" button and a "More options" dropdown.

1. Read Privacy and Terms
2. Click I agree
3. Your email address is now created, you will be taken to your Google Account home page



Next Steps

One more thing!

You will need your OR PTC DCI username, password, and PIN prior using OR PTC DCI. If you have not already received this information, please contact your Local Office as soon as possible.



Support



Need Help?

If you are stuck and need help with doing something in the OR PTC DCI solution, we have support for you!

Acumen Call Center (Available 24/7, except on holidays)

Call 1-855-565-0155 or email ORPTCSupport@dcisoftware.com for help with:

- Basic system navigation assistance
- Login assistance

Note: You will need the last 4 digits of your SSN and Date of Birth when requesting login assistance.

- System errors (frozen pages, server errors, etc.)

PTC Support

Email PTC.Support@dhsosha.state.or.us or call your Local Office for help with:

- New to OR PTC DCI and getting started
- New, lost, broken or malfunctioning fobs



DCI Help Center

If you are stuck and need help with doing something in the OR PTC DCI solution, you can easily go to the help site.

- Once logged into OR PTC DCI, click on the Help button in the top right corner.
- You will be automatically redirected to the Help Center.
- Search by keyword to find the help resource you're looking for.

The screenshot shows the DCI Help Center interface. At the top, there is a navigation bar with a 'Help' button (question mark icon) highlighted by an orange box and an arrow pointing to the DCI logo. Below the navigation bar is a search bar with the text 'Search'. The main content area displays 'Showing 2 out of 2 records' and a list of help resources categorized into 'SUPERVISORS AND EMPLOYERS', 'MOBILE APP', 'GENERAL', and 'BILLING AND AUTHORIZATIONS'.

Showing 2 out of 2 records

Resources for All Users

SUPERVISORS AND EMPLOYERS

- User Guide: Complete Client Registration
- User Guide: Authentication
- User Guide - Care Management
- User Guide - EVV Workflow for Employers
- User Guide - EVV Workflow for Supervisors
- Why Can't I Approve an Entry?
- [See all 22 articles](#)

MOBILE APP

- Mobile App - Base User Video
- Tip Sheet: Completing Pending EVV Verifications
- Unable to Access DCI Mobile App on Android Device
- End User Guide - Mobile App

GENERAL

- How does DCI calculate my mileage?
- Employee Profile Overview - Video
- Create and Verify Punches: An Employee's Guide - Video
- Check Authorization - Video
- Is the DCI mobile app draining my phone's battery?
- User Guide: EVV Workflow for Employees
- [See all 66 articles](#)

BILLING AND AUTHORIZATIONS

- Admin Guide: Billing Module
- User Guide - Add/Edit HCPCS/CPT Codes
- Admin Guide: Reconcile Billing Batches
- Admin Guide: Write Off Batches
- Billing Team Cheat Sheet

DCI Help Center

A note on the DCI Help Center:

The DCI Help Center is not specific to Oregon. You should have received OR PTC DCI support materials from the Agency. Contact your Local Office if you did not receive these materials or if you require these materials in a specific format.



Thank you!

