

OR PTC DCI VERSION 2.0



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Disclaimer

The content found in this document is intended for all OR PTC DCI users. The screenshots in this document are from a provider's perspective, but the steps are the same for all other user types.

User Settings

When logged into the OR PTC DCI Web Portal, you can change your password, PIN, security question, email, and username. You can also verify your mobile phone number. If you cannot log into the OR PTC DCI Web Portal, you can reset your password or ask for help resetting it. If you want to update any information not included in this guide, contact your local office (if you are a staff member, contact the PTC Support team).

Change Password

You may wish to change your OR PTC DCI password.

Note: To change your password using this method, you must know your current password.

To change your password:

- 1. Select the person icon next to your username.
- 2. Select Settings.

HOM	E		Help	temap provider.tra, English →
DASHBOARD	Home / Dashboard			📽 Settings
ENTRIES				CLogout Add Entry
ACCOUNTS				
PROFILE CERTIFICATION	Provider Training	72021 16 05/08/2021		
	Overtime Gauge	05/02/2021 To 05/08/2021	Total Hours	05/02/2021 To 05/08/2021
	0 To 30 30 To 40 40+	0 To 30 30 To 40 40+	Approved By:	0.70
		Pending Hours:	17.03	
		Unverified Hours:	0.00	
	17.73	17.73	Total Hours:	17.73



- 3. Enter current password.
- 4. Enter new password according to password criteria.
 - a. Must be at least 10 characters.
 - b. Must contain 1 uppercase letter, lowercase letter, number, and special character.
 - c. Must not contain more than two repeated characters in a row.
 - d. Must be different from your last 24 passwords.
- 5. Type your new password again.
- 6. Select Change Password to complete change.

HOM	ME Help 🚱 Sitemap traini	ng.pro 🛓 English 👻
CHANGED PASSWORD	Home / Change Password	
CHANGE PIN	Change Password	
CHANGE SECURITY QUESTION	Current Password	
CHANGE EMAIL	New Password Please enter new password	0
VERIFY MOBILE	trength: Too Short	
CHANGE USERNAME	Confirm Passwol Please enter Confirm Password	
	Cancel Change Password	

7. Select Yes to confirm the password change.



- 8. You will then see a green banner that reads, "Password Changed Successfully!" Your password is now updated, and no further action is needed.
- 9. Select Home or the OR PTC DCI icon to return to the home screen.

HOM	9			Help 😧 Site	map training.pro	English 🗸
CHANGED PASSWORD	Home / Change Password					
CHANGE PIN	Change Password					
CHANGE SECURITY QUESTION	8	Password Changed Successfully!				X
CHANGE EMAIL	Current Password: *	Please enter Current Password				
VERIFY MOBILE	New Password: *	Please enter new password			0	
CHANGE USERNAME		Strength: Too Short				
	Confirm Password: *	Please enter Confirm Password				
		Cancel	C	Thange Passw	vord	

Forgot Password

If you forgot your password and have an email on file, you can reset your own password.

To reset your password:

- 1. Select the "Forgot your password?" button on the login screen.
- 2. Enter email address into email field.
- 3. Click Send Reset Email button.

	OR PTC
Sign In Username	Forgot Password
Password Remember me Sign In	Please enter email address Back to Sign In Send Reset Email



4. You will then see a confirmation alert. Go to your email on file in OR PTC DCI.



- 5. Open the password reset email from <a>orptcsupport@dcisoftware.com.
- 6. Click Reset Password.

OR PTC	
Dear PROVIDER	
Please reset your password by clicking on Reset Password button. This link will expire after 24 hours.	
Support Direct Care Innovations	
Need help? Reach out to your supervisor for password reset assistance. Direct Care Innovations	

Note: If you do not receive the email:

- First, check your spam folder.
- Then, call your Program Office to make sure the correct email address is on file for you.



- 7. In order to reset the password, you must provide either:
 - a. The answer to your security question, or
 - b. The last 4 digits of your social security number <u>and</u> your date of birth.
- 8. Enter a response to one of the two options, then click Verify.

Security Verification	
Please verify security details for your account @dcisoftware.com	
Question: In which city or town was your first job? Answer: Type Security Answer	Note: Option b may not be
Or SSN: * Enter Last 4 Digits Of SSN DOB: Month Year	available if OR PTC DCI does not have the required information on file for you.
8 Verify	

- 9. Enter the new password you want to use.
- 10. Re-enter the new password.
- 11. Select the Reset button to complete the password reset.

Reset Password	Note : Select the black " <i>i</i> " icon to display the password requirements.		
Please enter and confirm your new password for your @dcisoftware.com	account 9 7		

12. Click Yes to confirm the new password. You will be returned to the OR PTC DCI login screen. Enter your username and new password to log in.



Reset Password

If you are unable to verify yourself using the Forgot Password link, contact the DCI Help Desk at 855-565-0155 or your Local Office to request a password reset.

Once the password is reset, follow these steps:

Note: Staff should email the PTC Support Team at <u>PTC.Support@odhsoha.oregon.gov</u>. Staff do not contact the DCI Help Desk.

1. Open the reset password email from <u>orptcsupport@dcisoftware.com</u> and select the Reset Password button to launch the OR PTC DCI Web Portal.







The next time you log into OR PTC DCI, you will be prompted to update your security details.

- 1. Select new security question.
- 2. Enter new security answer.
- 3. Select Save to update security details.

Note: If you do not use a PIN, finishing step 3 completes the password reset. If you do use a PIN, you must add a new PIN (see <u>Add PIN</u> for instructions).





Add PIN

If you contact the DCI Help Desk or PTC Support for password assistance, they will likely reset your account. Doing so requires you to add a new PIN. You also may wish to add/change your PIN because it is needed for the OR PTC DCI Landline.

- 1. Select the person icon next to your username.
- 2. Select Settings.

HOM	IE		Helr	2 provider.training
DASHBOARD	Home / Dashboard			📽 Settings
ENTRIES				CLogout Add Entry
ACCOUNTS				
PROFILE CERTIFICATION	Provider Training 🔶 05/	02/2021 To 05/08/2021 🗪		
	Overtime Gauge	05/02/2021 To 05/08/2021	Total Hours	05/02/2021 To 05/08/2021
		0 To 30 30 To 40 40+	Approved By:	0.70
	1311-EU		Pending Hours:	17.03
			Unverified Hours:	0.00

- 3. Click Add New PIN.
- 4. Enter new PIN.
- 5. Confirm PIN.
- 6. Select Add New PIN.

HOM	IE			Help 🕄	Sitemap	provider.tra	English	<
CHANGED PASSWORD	3 e / Add New Pin							
ADD NEW PIN	Add New Pin							
CHANGE SECURITY QUESTION	5 New Pin: *	Please enter New Pin				4		
CHANGE EMAIL	Confirm Pin: *	Please Confirm Pin				6		
VERIFY MOBILE			Cancel	Add N	lew Pin			
CHANGE USERNAME								



7. Select Yes to confirm new PIN.

The password has been reset and the PIN has been updated.



Change PIN

You can change your PIN in OR PTC DCI at any time.





- 6. Enter New PIN.
- 7. Reenter New PIN.
- 8. Select Change PIN to save.
- 9. Select Yes to confirm PIN change.

CHANGED PASSWORD	Home / Change Pin
CHANGE PIN	Change Pip
CHANGE SECURITY QUESTION	6 New Pin: * Please enter New Pin
CHANGE EMAIL	Confirm Pin: * Please Confirm Pin
VERIEY MOBILE	
	Alert X
Are you sure	you want to change Pin?
	No Yes

- 10. You will then see a green banner that reads, "Pin Changed Successfully!" Your PIN is now updated, and no further action is needed.
- 11. Select Home or the OR PTC DCl icon to return to the home screen.

HON	ле 11	Help 🛛 Sitemap p	rovider.tra 🎍 English 💙
CHANGED PASSWORD	Home / Change Pin		
CHANGE PIN	10 hange Pin		
CHANGE SECURITY QUESTION		Pin Changed Successfully!	
CHANGE EMAIL	Current Pin: *	Please enter Current Pin	
VERIFY MOBILE	New Pin: *	Please enter New Pin	
CHANGE USERNAME	Confirm Pin: *	Please Confirm Pin	
		Cancel Change Pin	



Change Security Questions

You may wish to change your security question or answer. These questions are used when resetting your password. Please make sure you select questions and answers you will remember.

- 1. Select the person icon next to your username.
- 2. Select Settings.
- 3. Select Change Security Question tab.
- 4. Enter your current password.
- 5. Select Verify.





- 6. Select a security question from the drop-down list.
- 7. Enter the answer.
- 8. Select Submit to save the security question.

HOM	Help 🕑 Sitemap prov	ider.tra 🔒
CHANGED PASSWORD	Home / Change Security Question	
CHANGE PIN	Change Security Question	6
CHANGE SECURITY QUESTION	Question: * In which city or town was your first job?	7
CHANGE EMAIL	Answer: * Salem	
VERIFY MOBILE	Cancel	8
CHANGE USERNAME	Cancer	





Note: Security Question Requirements:

- The answer to the security question must be 5 characters at minimum
- The username or password cannot be used as the answer to the security question
- If the answer to the security question is found on the commonly used password list, you will see the following message:
 - The answer you provided was found on a commonly used password list and can be easily guessed. Consider using a different word or phrase.
 - If you would like to continue using the word or phrase you entered, click the Use this answer anyway check box.
 - If you would like to enter a different word or phrase, simply update the Answer field with your new response.
- 9. You will then see a green banner that reads "Security Question Changed Successfully!" The security question is now updated, and no further action is needed.
- 10. Select Home or the OR PTC DCl icon to return to the home screen.

HOME	10		Help 😧 Sitemap	provider.tra 🛔 🛛	English	~		
CHANGED PASSWORD	Home / Change Security Question							
CHANGE PIN	Change Security Question							
CHANGE SECURITY QUESTION		Security Question Changed Successfully!						
CHANGE EMAIL	Question: * Please	select Security Question		~				

Change Email

You may wish to change your email address on file in OR PTC DCI.

- 1. Select the person icon next to your username.
- 2. Select Settings.
- 3. Select Change Email tab.
- 4. Current email is populated.
- 5. Enter new email.
- 6. Confirm new email.
- 7. Select Change Email to save the new email.







- 8. A verification code has been sent to the new email account that was added. Enter the verification code here.
- 9. Click Change Email.

HOME		Help 🕢 Sitemap provider.tra 🌢 English
CHANGED PASSWORD	Home / Change Email	
CHANGE PIN	Change Email	
CHANGE SECURITY QUESTION		Please Verify the Email.
CHANGE EMAIL	Current Email: *	@dcisoftware.com
VERIFY MOBILE	New Email: *	@dcisoftware.com
CHANGE USERNAME	8 Confirm Email: *	@dcisoftware.com
	Verification Code: *	Please enter Verification Code
		Cancel Change Email

- 10. Select Yes to confirm email change.
- A green banner will then display that reads "Email Changed Successfully!" Your email address is now updated, and no further action is needed.
- 12. Select Home or the OR PTC DCI icon to return to the home screen.



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CHANGED PASSWORD	Home / Change Email				
CHANGE PIN	Thange Email				
CHANGE SECURITY QUESTION		Email Changed Successfully!			
CHANGE EMAIL	Current Email: *	@dcisoftware.com			
VERIFY MOBILE	New Email: *	Please enter new email			
CHANGE USERNAME					



Verify Mobile Phone Number

You must verify your mobile phone number to receive text messages from OR PTC DCI.

- 1. Select the person icon next to your username.
- 2. Select Settings.



- 3. Select Verify Mobile tab.
- 4. Enter mobile phone number.
- 5. Select Update Mobile Number.

OR PTO	HOME							Help 🕜	Sitemap	provider.tra	.	English
CHANGED PASSWORD)	Home / Verify Mobile										
CHANGE PIN		Verify Mobile										
CHANGE SECURITY QUESTION			Mobile: *	9 - Ma						4		
CHANGE EMAIL	3					Cancel	U	pdate Moł	oile Numbe	er 5		
VERIFY MOBILE												
CHANGE USERNAME												



6. Click Send Verification Code.

Your Mobile Number is updated.	Please verify mobile number
Mobile: *	Cancel Send Verification Code

- 7. You will receive a text message with the verification code at the phone number you just entered into OR PTC DCI. Enter the code in the box labeled "Verification Code".
- 8. Click Verify Mobile.

	HOME							Help 🚱	Sitemap	provider.tra(🏝 🗐 En
CHANGED PASSWORE	2	Home / Verify Mobile									
CHANGE PIN		Verify Mobile	9								
CHANGE SECURITY				Vour Vorifiention	. Codo is sent		stored ht-	bile Number			
QUESTION				rour vernication	n code is sent	Please check your regi	stered MO		21		
CHANGE EMAIL		7	Mobile: *								
VERIFY MOBILE		Verifi	cation Code: *	054574							
CHANGE USERNAME		_				Cancel		Verify M	Nobile	Š	



- 9. A green banner will then display that says, "Your Mobile Number is Verified." The mobile number is now verified, and no further action is needed.
- 10. Select Home or the OR PTC DCl icon to return to the home screen.

	10							
HOME				C	Help <table-cell></table-cell>	Sitemap	provider.tra 🛔	English
CHANGED PASSWORD	Home / Verify Mobile							
CHANGE PIN	Verify Mobile							
CHANGE SECURITY QUESTION			Your Mobile Number is V	/erified.				
CHANGE EMAIL	Mobile	*						
VERIFY MOBILE			Ca	ancel	Send Verif	ication Code	e	
CHANGE USERNAME								

If you wish to stop receiving text messages, text the word "STOP" back to the number you received OR PTC DCI messages from.

Change Username

You may wish to change your OR PTC DCI username.

- 1. Select the person icon next to your username.
- 2. Select Settings.
- 3. Select Change Username tab.
- 4. Enter the username you would like in the New Username box.
- 5. Select Change Username to save.



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CHANGED PASSWORE	C	Home / Change Hereare					
CHANGE PIN		Home / Change Osername					
CHANGE SECURITY QUESTION		Change Username	provider training				
CHANGE EMAIL		4 New Username: *	Please enter new Username				
VERIFY MOBILE	3						5
CHANGE USERNAME				Cancel	Change L	Jsername	



6. Select Yes to confirm the change.



- 7. A green banner will then appear that says, "Username Changed Successfully!" Your username has now been changed.
- 8. Select Home or the OR PTC DCI icon to return to the home screen.

HOME	8			Help 🕑	Sitemap	provider.tra 🚨	English
CHANGED PASSWORD							
CHANGE PIN	nome / change osername						
CHANGE SECURITY	Change Username						
QUESTION 7		Username Changed S	uccessfully!				
CHANGE EMAIL							
VERIFY MOBILE	Current Username: *	training.provider					
CHANGE USERNAME	New Username: *	Please enter new Username					
			Cancel	Change U	lsername		
							İ