OREGON
PROVIDER
Time Capture

User Settings Guide

OR PTC DCI

VERSION 2.0

Contents

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).
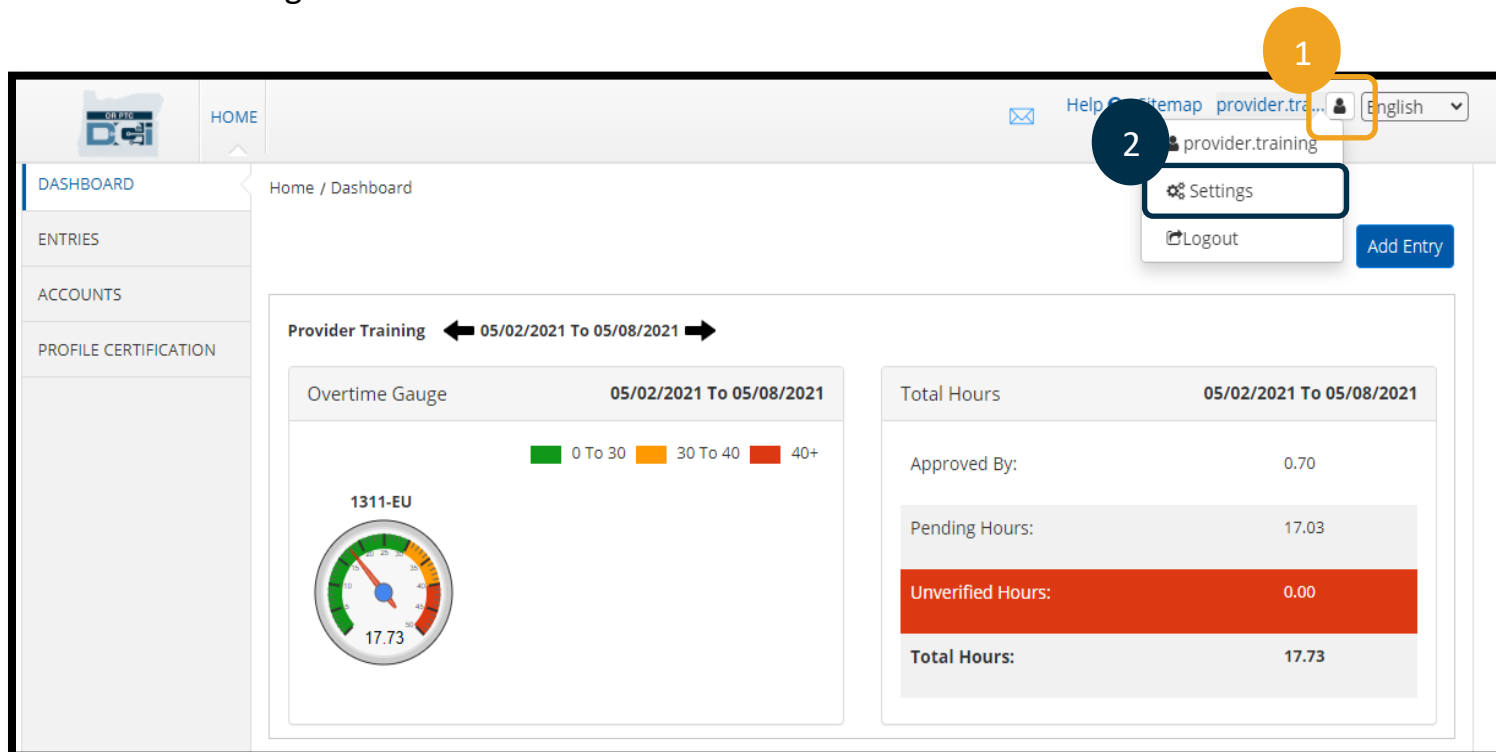
Change Password

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.

3. Enter current password.
4. Enter new password according to password criteria.
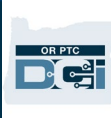   a. Must be at least 10 characters.
    b. Must contain 1 uppercase letter, lowercase letter, number, and special character.
    c. Must not contain more than two repeated characters in a row.
    d. Must be different from your last 24 passwords.
5. Type your new password again.
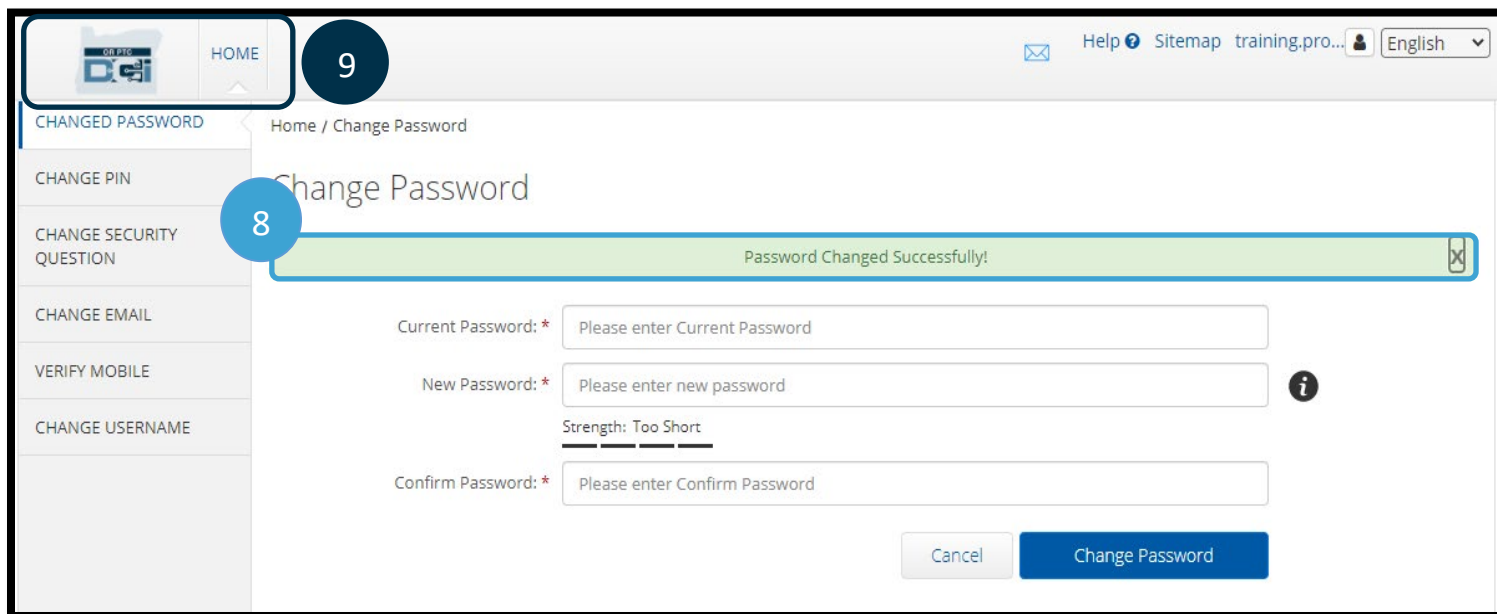6. Select Change Password to complete change.
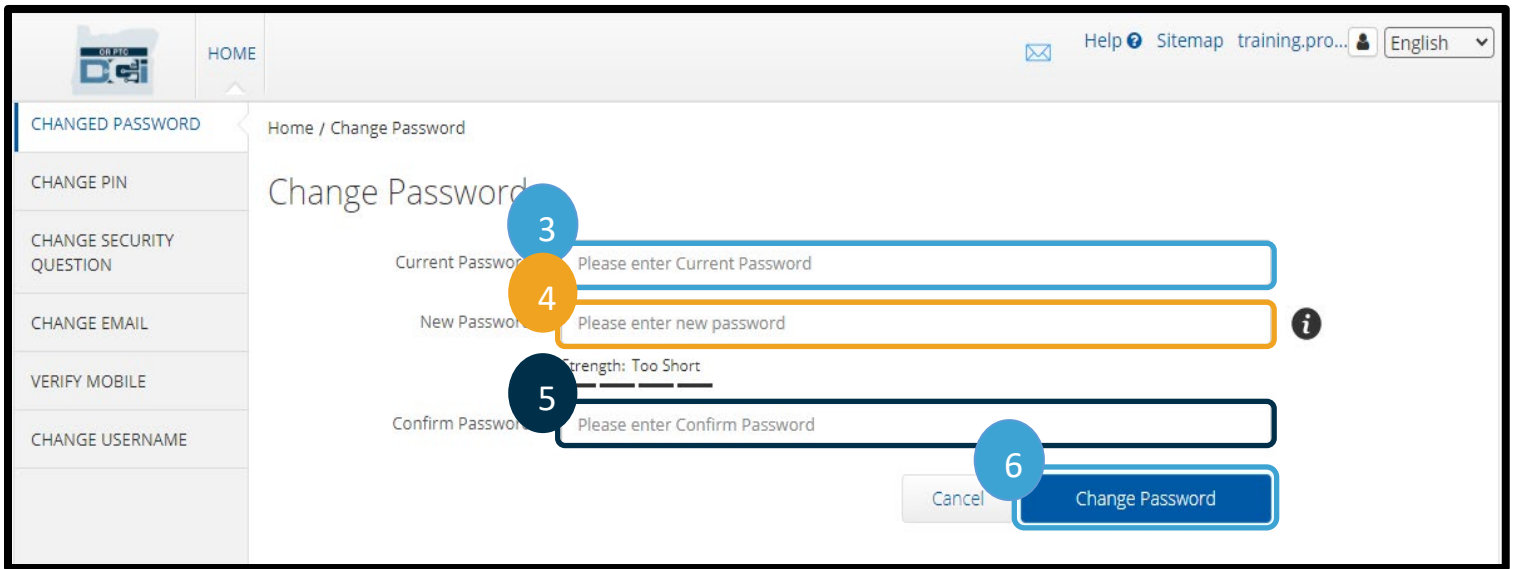
7. Select Yes to confirm the password change.
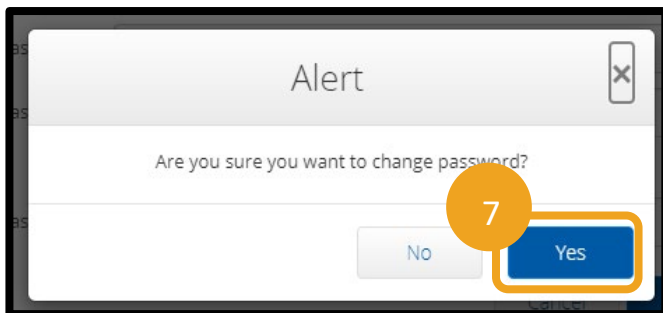
8. You will then see a green banner that reads, "Password Changed Successfully!" Your password is now updated, and no further action is needed.
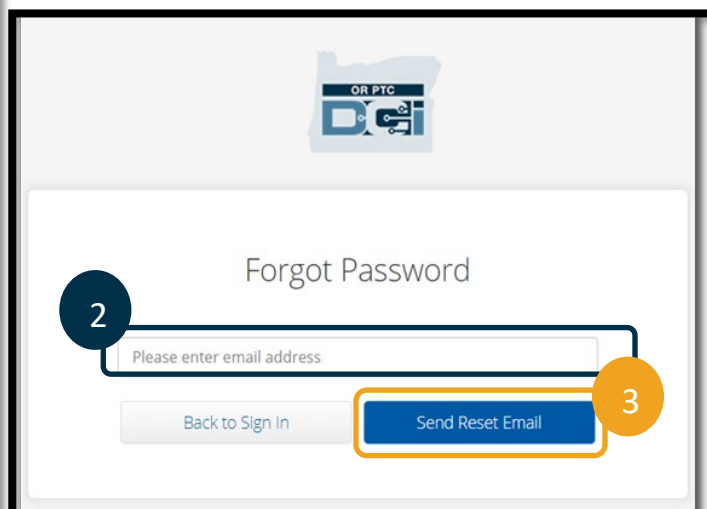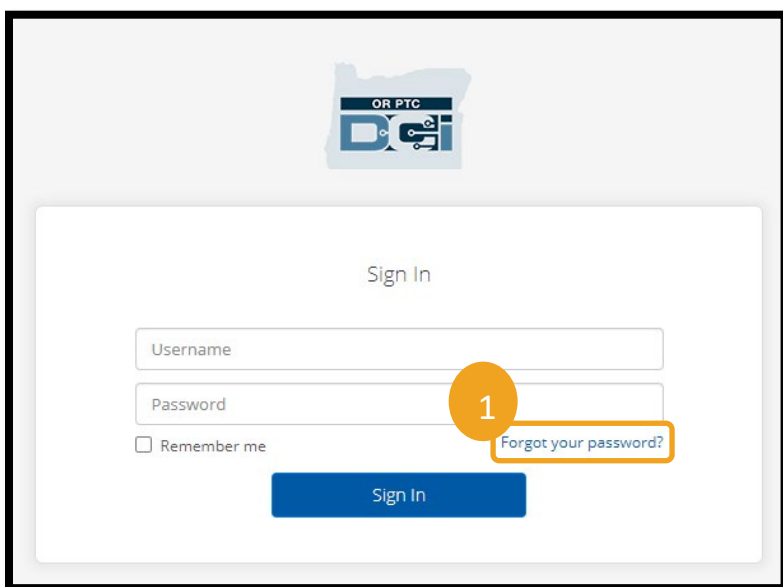9. Select Home or the OR PTC DCI icon to return to the home screen.

Forgot Password

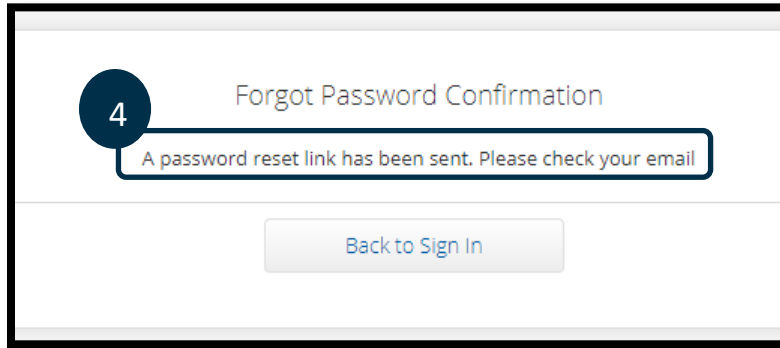If you forgot your password and have an email on file, you can reset your own password.

To reset your password:

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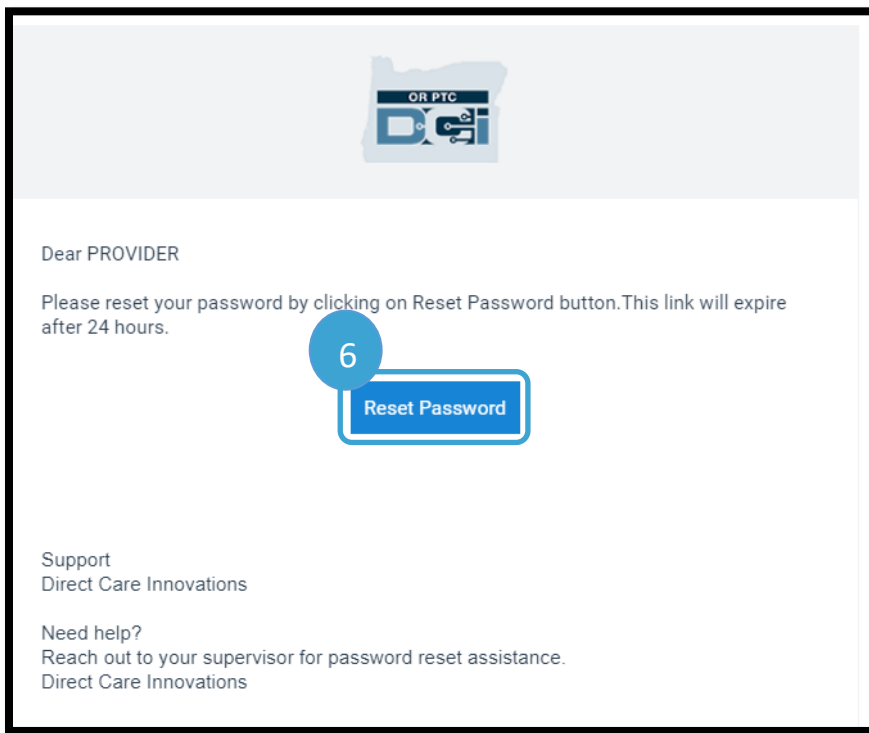3. Click Send Reset Email button.

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 orptcsupport@dcisoftware.com.
6. Click Reset Password.

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.

Note: Option b may not be available if OR PTC DCI does not have the required information on file for you.

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.

Note: Select the black "*i*" icon to display the password requirements.

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.
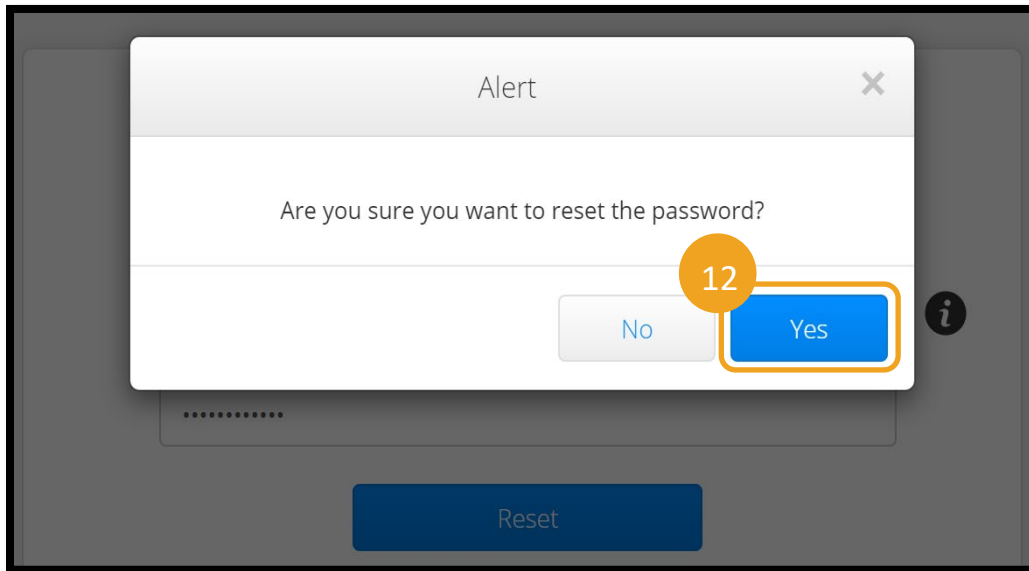
Reset Password

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.
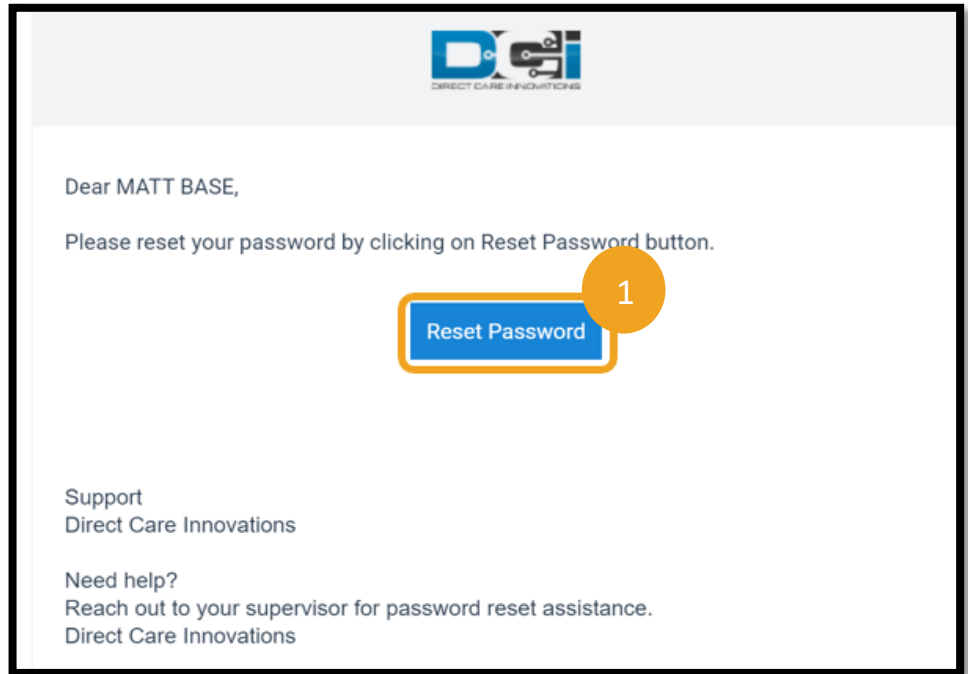
Once the password is reset, follow these steps:

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

1. Open the reset password email from orptcsupport@dcisoftware.com and select the Reset Password button to launch the OR PTC DCI Web Portal.
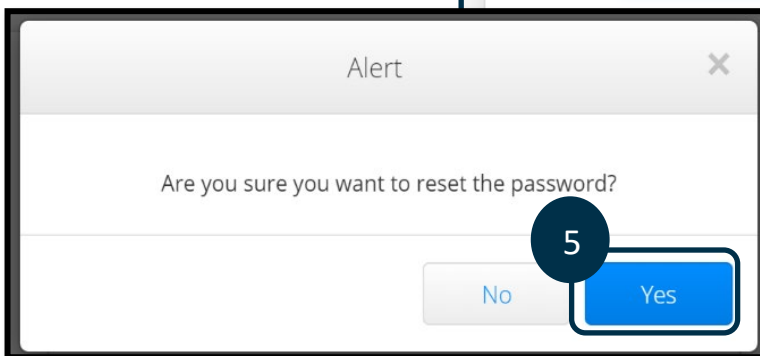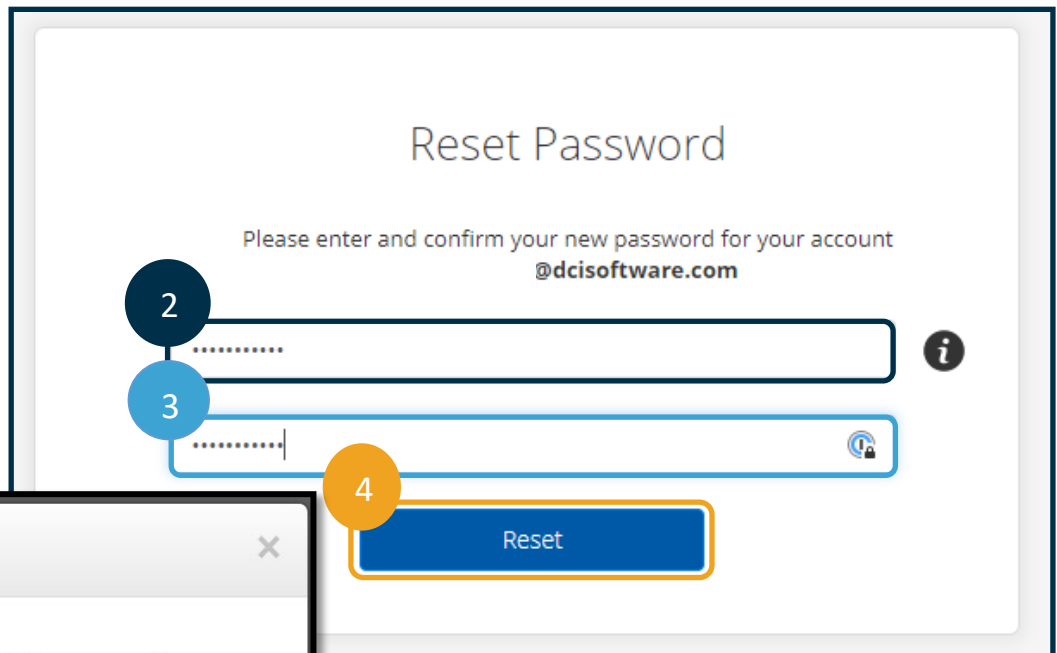
Note: If you do not receive the email:

- First, check your spam folder.
- Then, call your Local Office to make sure the correct email address is on file for you in OR PTC DCI.

Dear MATT BASE,

Please reset your password by clicking on Reset Password button.

Reset Password ①

Support
Direct Care Innovations

Need help?
Reach out to your supervisor for password reset assistance.
Direct Care Innovations

2. Enter the new password you would like to use.
3. Reenter the new password.
4. Select the Reset button to complete the password reset.
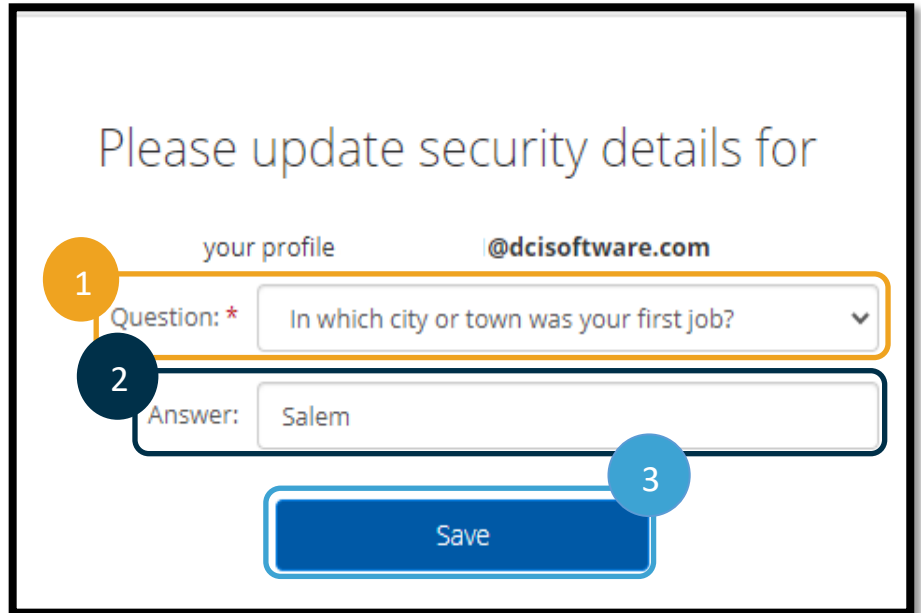5. Select Yes to confirm password reset.

Reset Password

Please enter and confirm your new password for your account @dcisoftware.com

② ••••••••••

③ ••••••••••

④ **Reset**

Alert

Are you sure you want to reset the password?

⑤ No   **Yes**

Note: Select the black "*i*" icon to display the password requirements.

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 Add PIN for instructions).

Please update security details for

your profile   @dcisoftware.com

1 Question: * In which city or town was your first job?

2 Answer: Salem

3 Save

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.

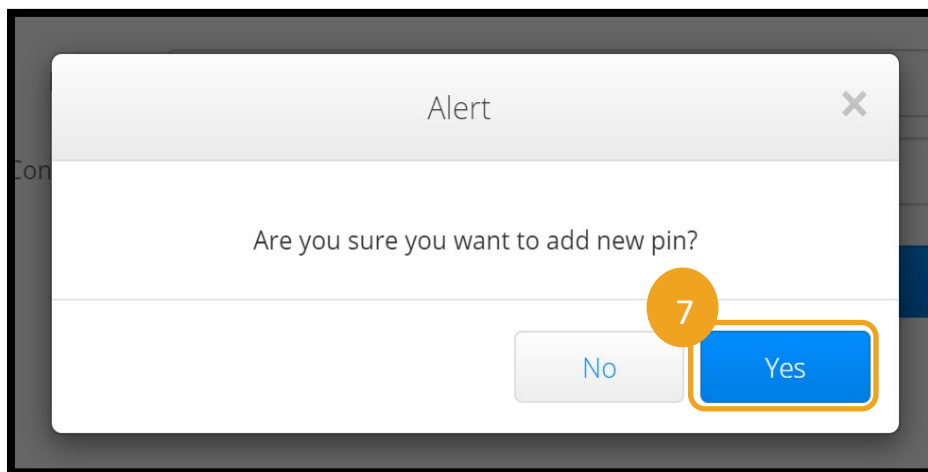1. Select the person icon next to your username.
2. Select Settings.
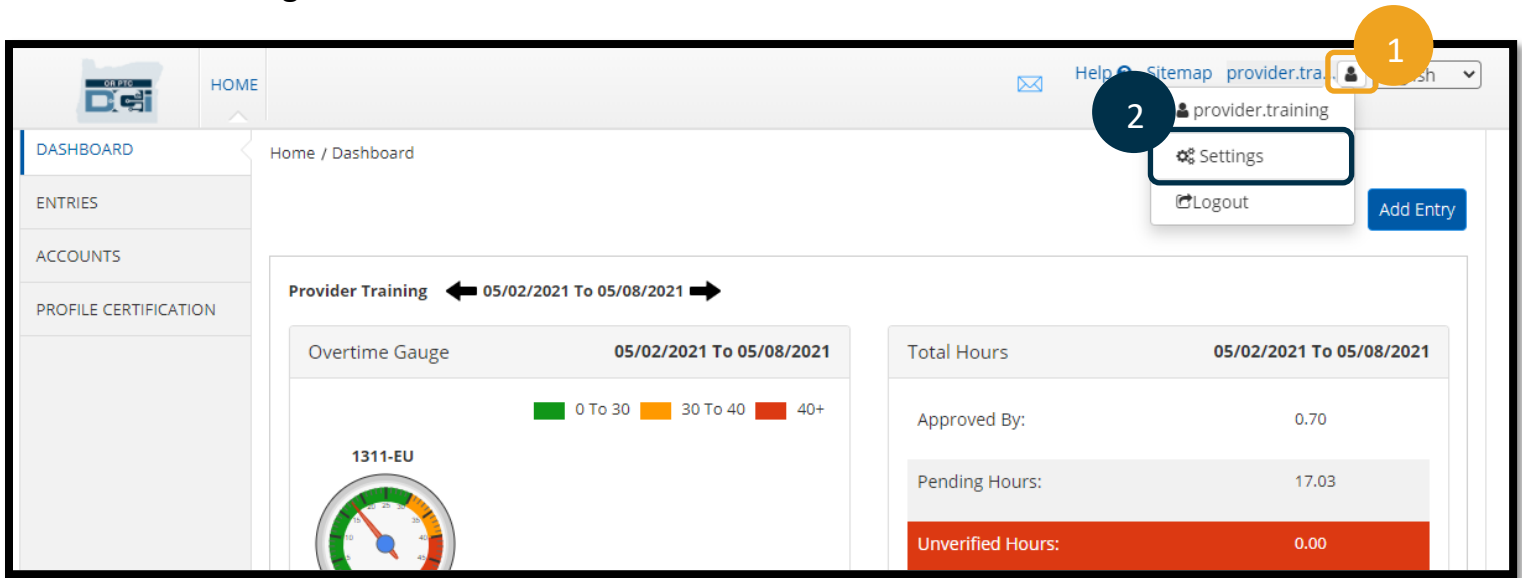
3. Click Add New PIN.
4. Enter new PIN.
5. Confirm PIN.
6. Select Add New PIN.
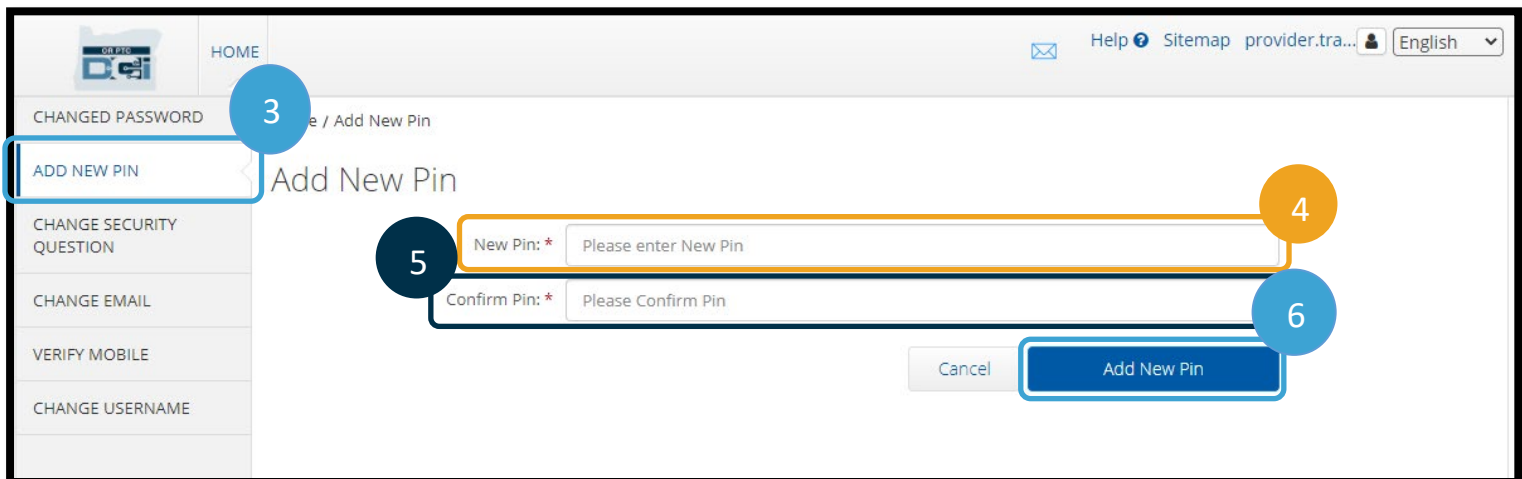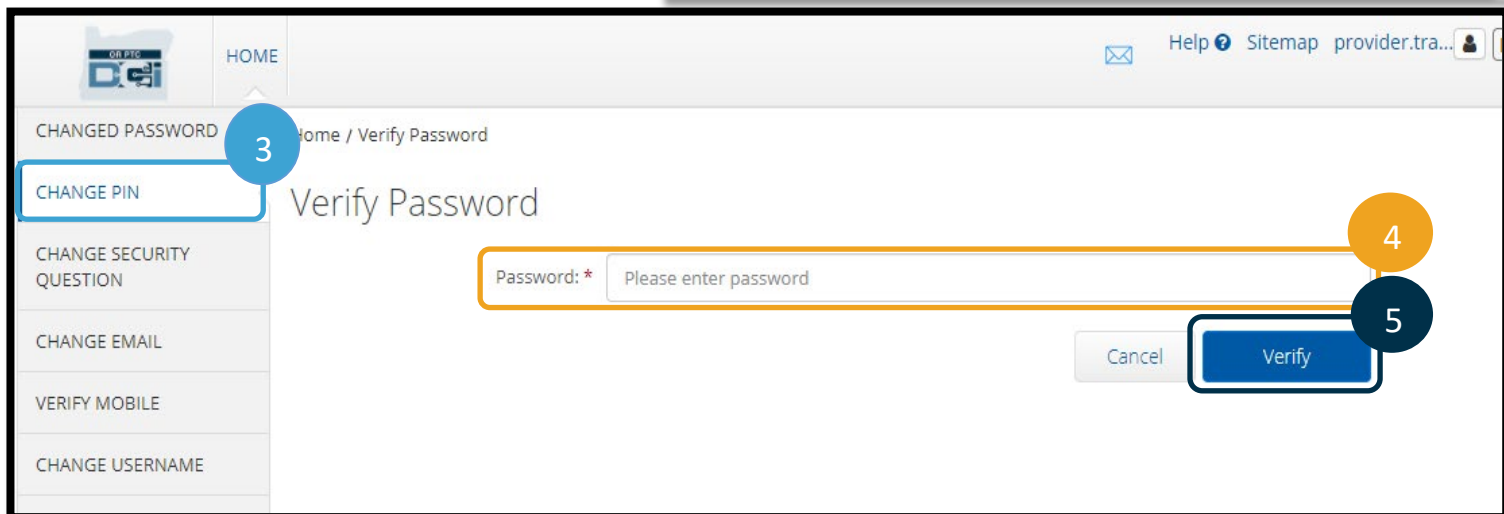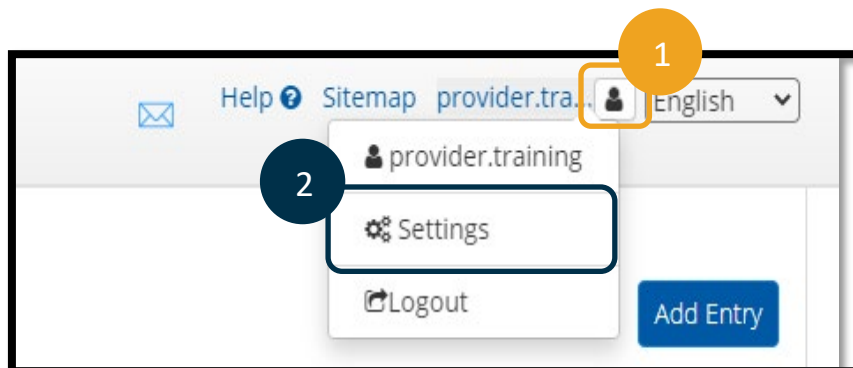
7. Select Yes to confirm new PIN.

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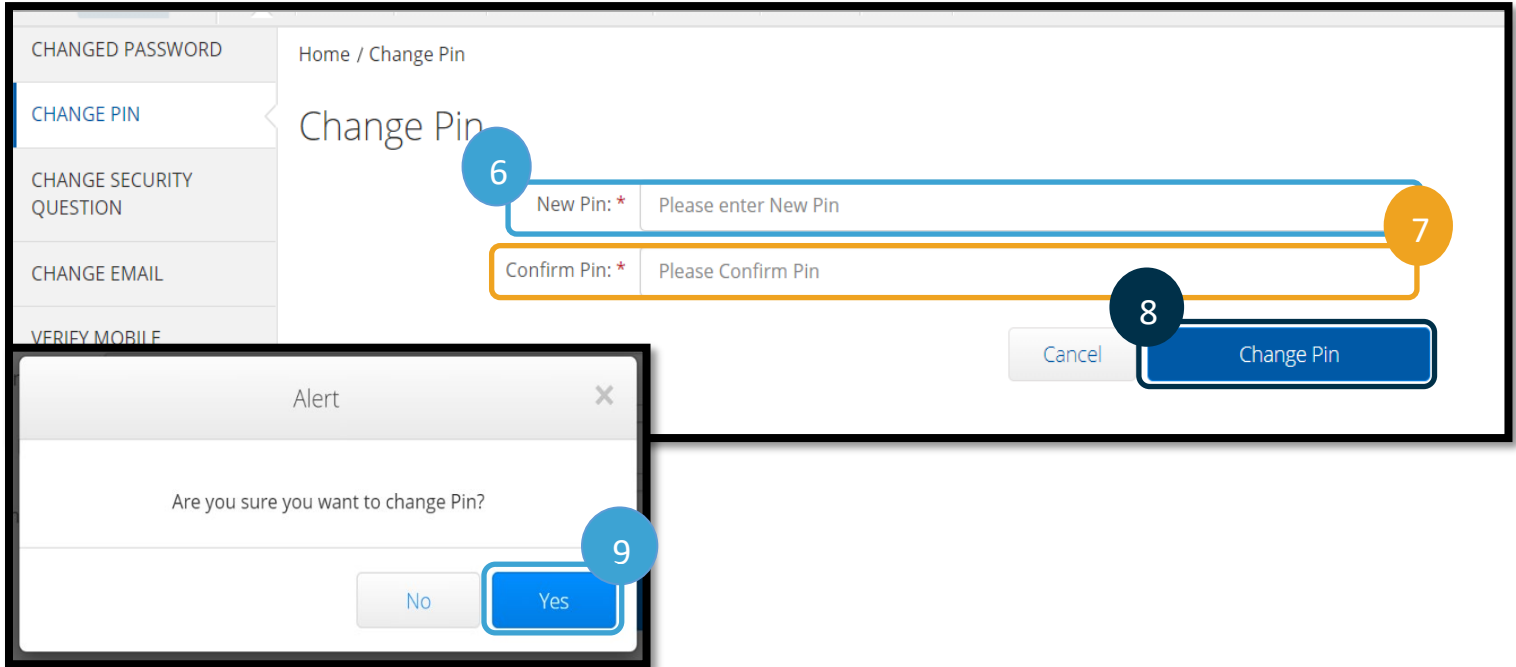

Change PIN

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

1. Select the person icon next to your username.
2. Select Settings.
3. Select Change PIN.
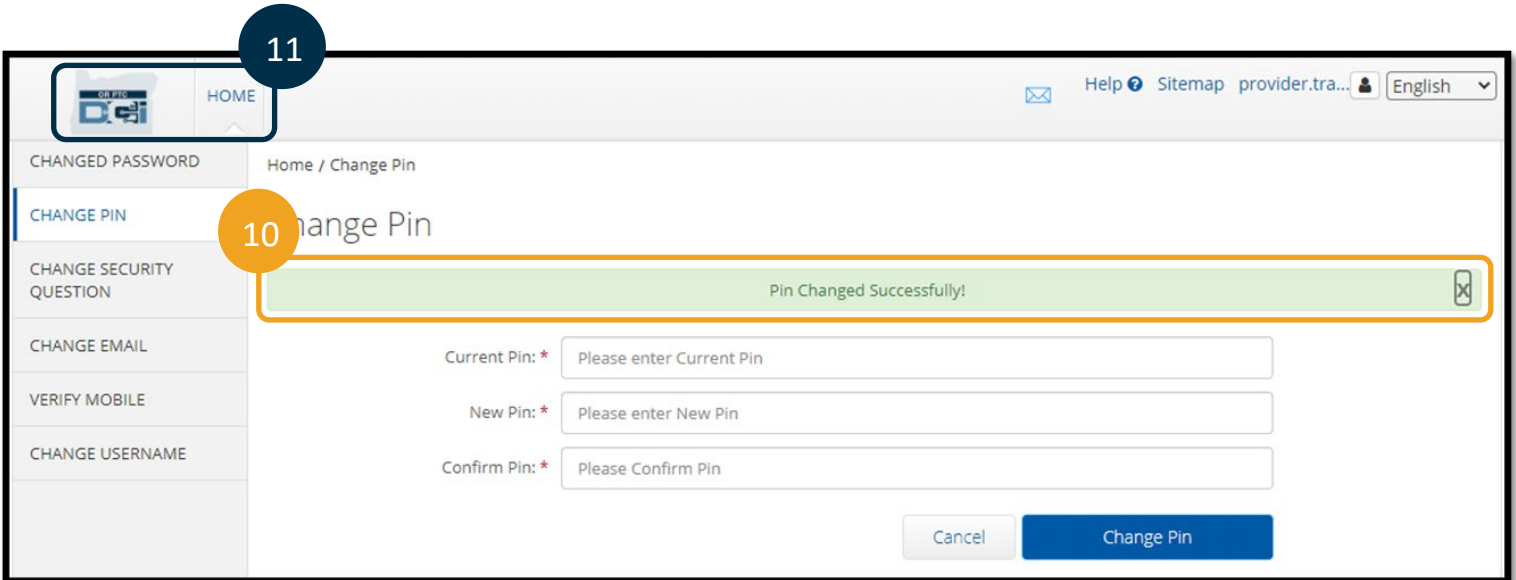4. Enter your OR PTC DCI password.
5. Select Verify.

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

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 DCI icon to return to the home screen.

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.
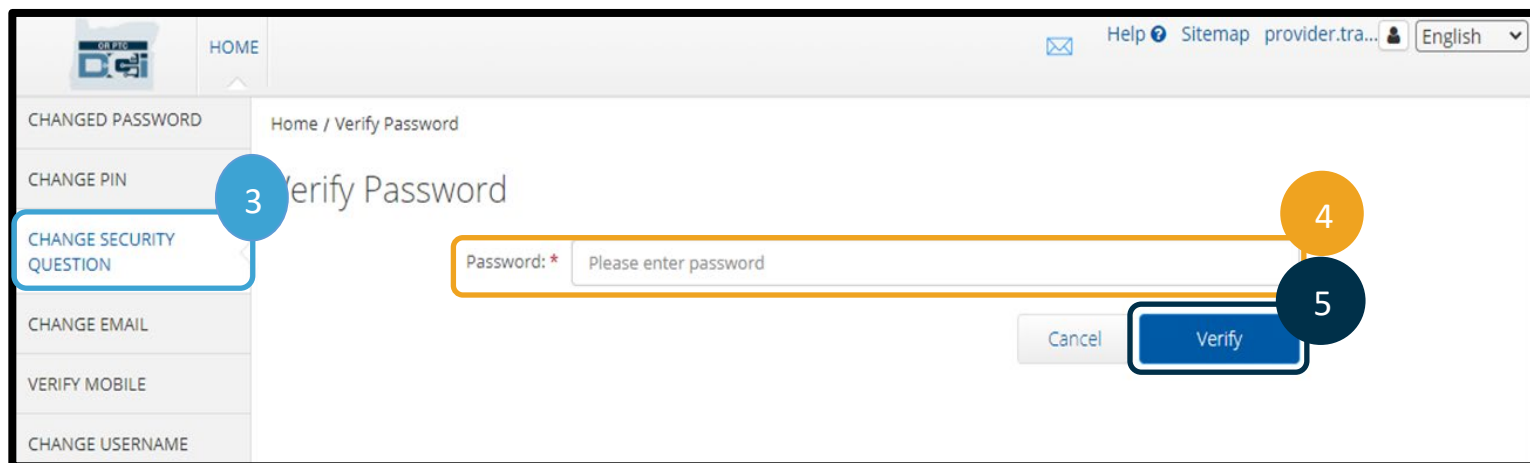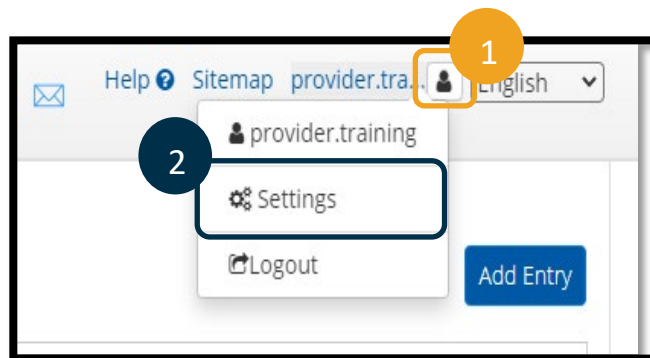
6. Select a security question from the drop-down list.
7. Enter the answer.
8. Select Submit to save the security question.
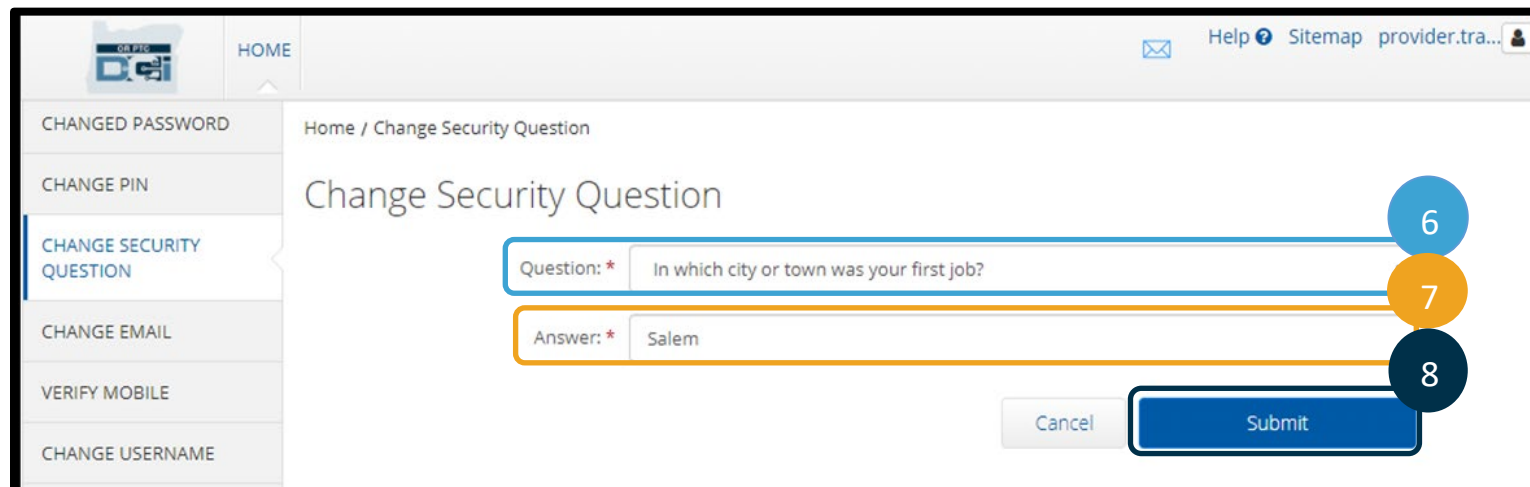
Note: Security Question Requirements:

- 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.
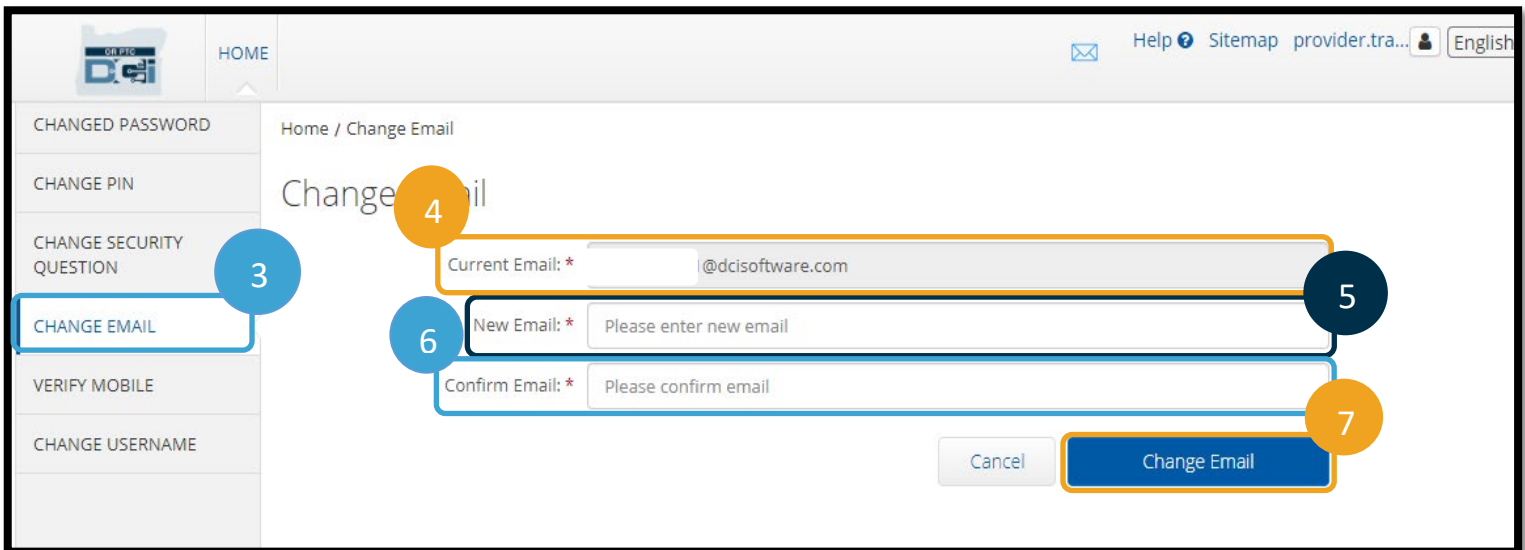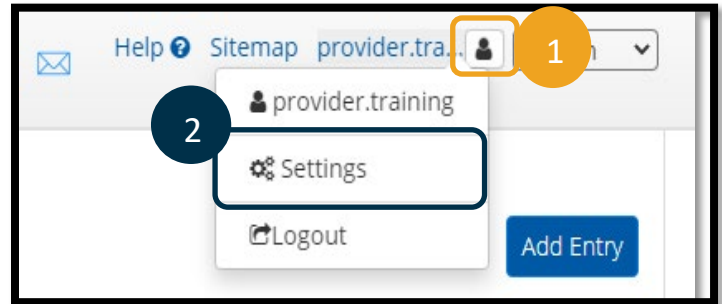
9. You will then see a green banner that reads "Security Question Changed Successfully!" The security question is now updated, and no further action is needed.
10. Select Home or the OR PTC DCI icon to return to the home screen.
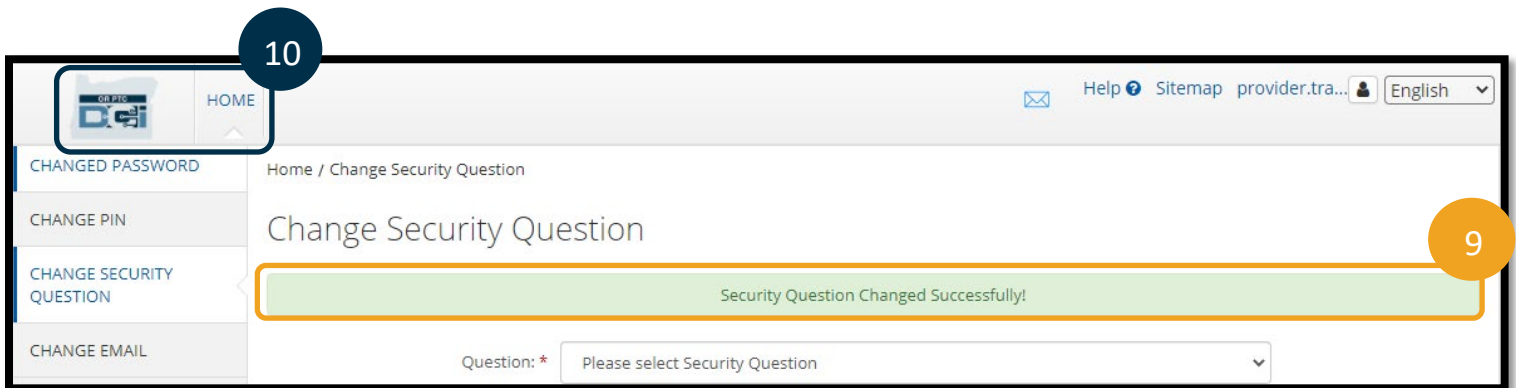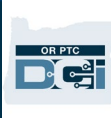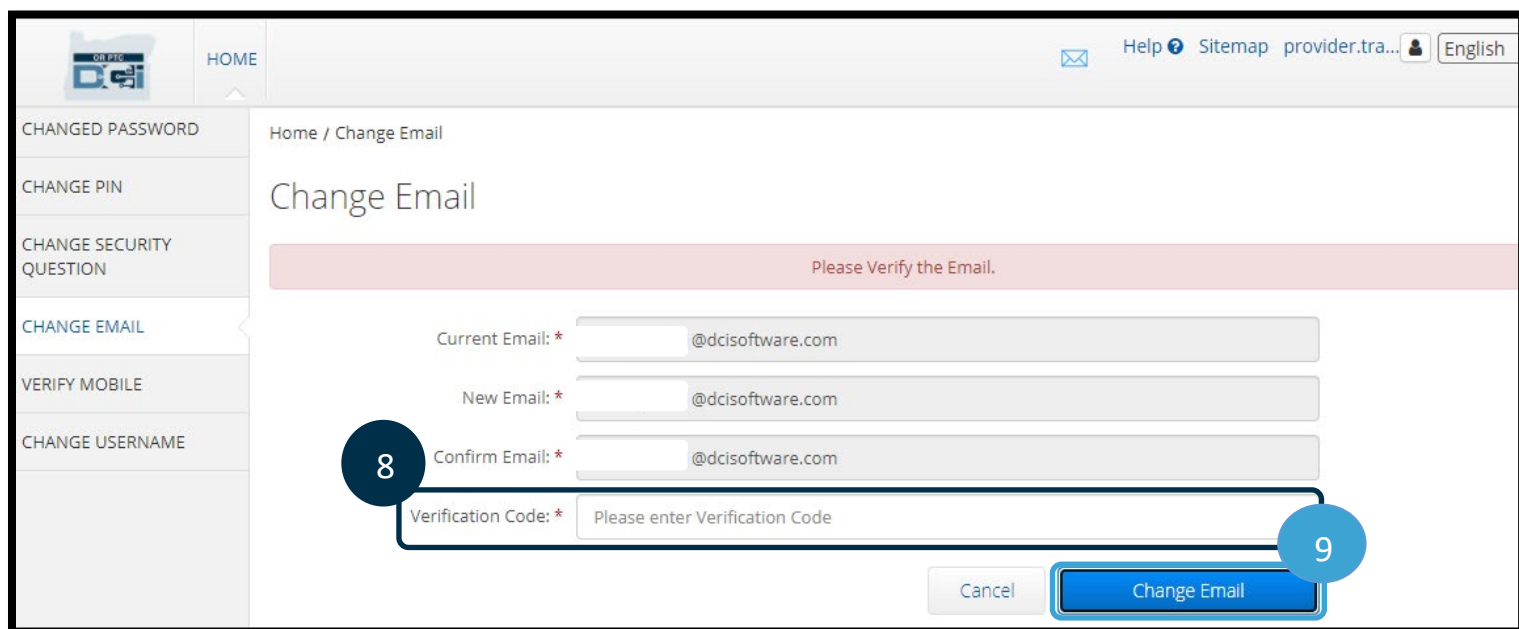
Change Email

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.

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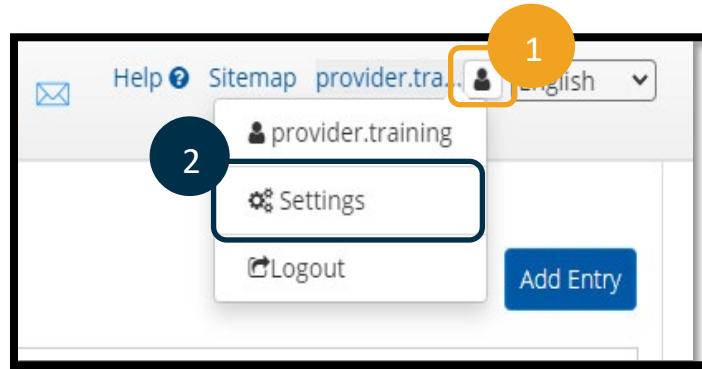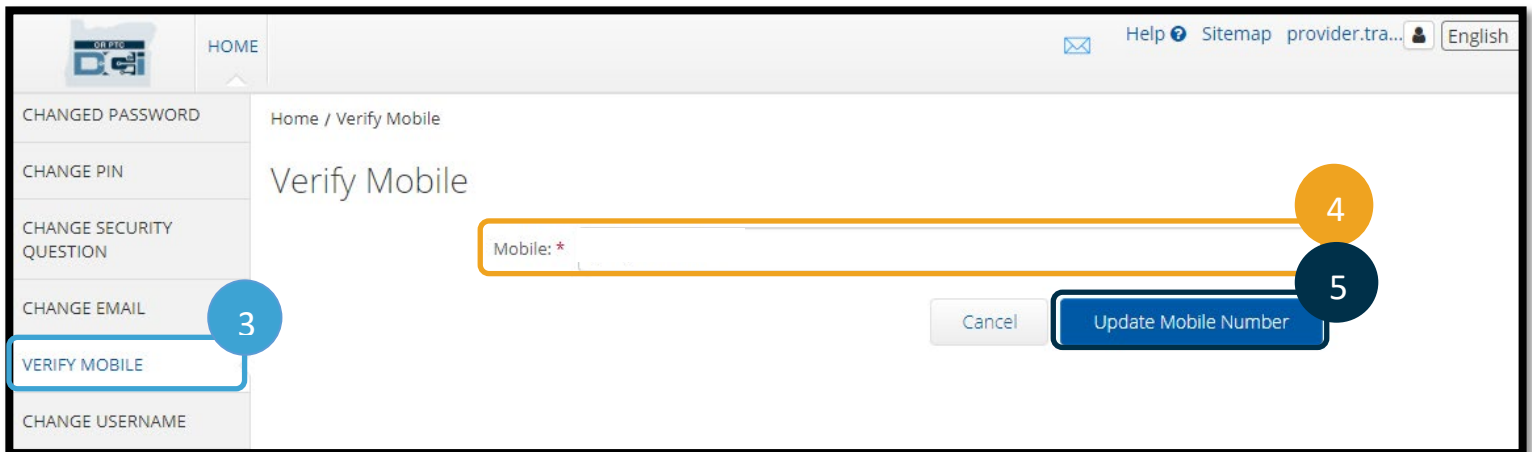12. Select Home or the OR PTC DCI icon to return to the home screen.
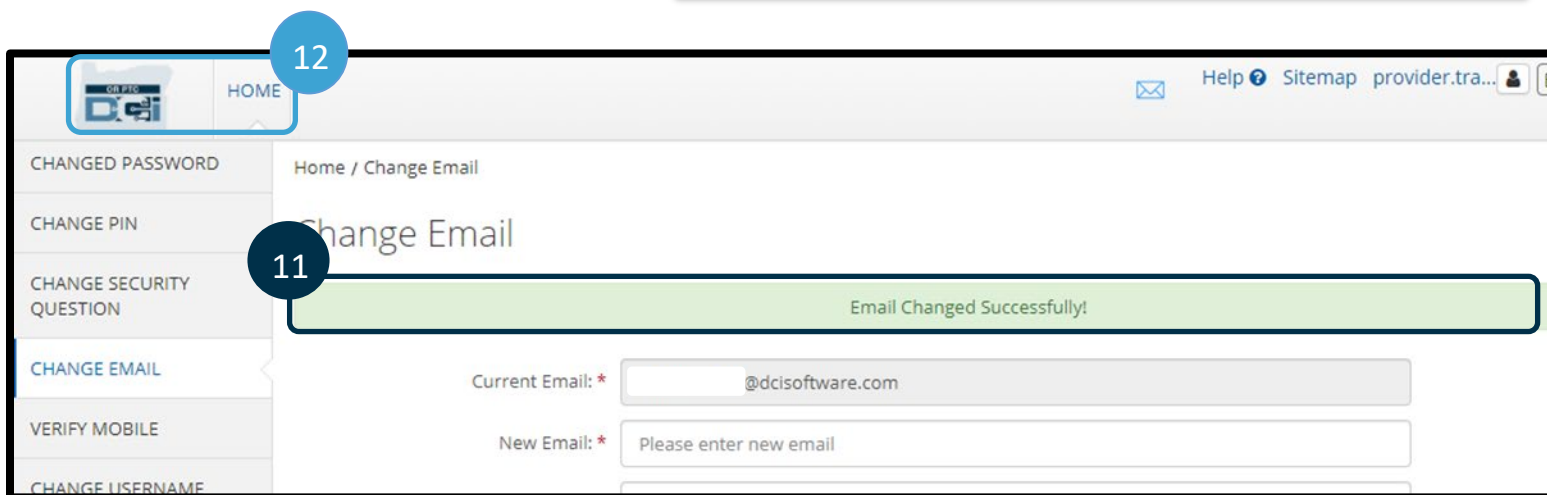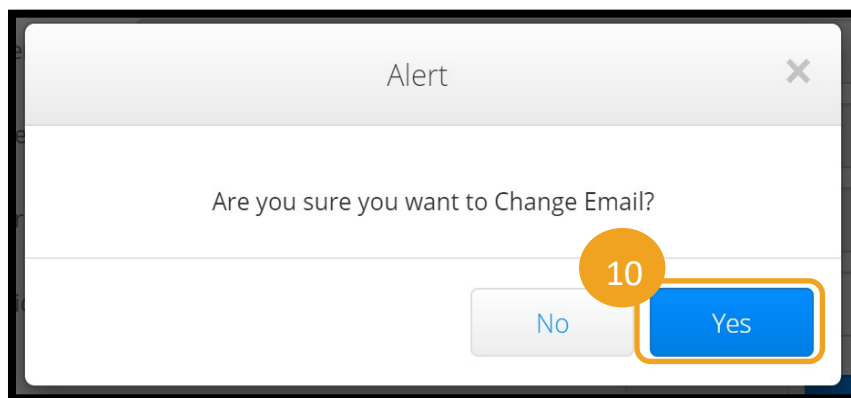
Verify Mobile Phone Number

You must verify your mobile phone number to receive text messages from OR PTC DCI.
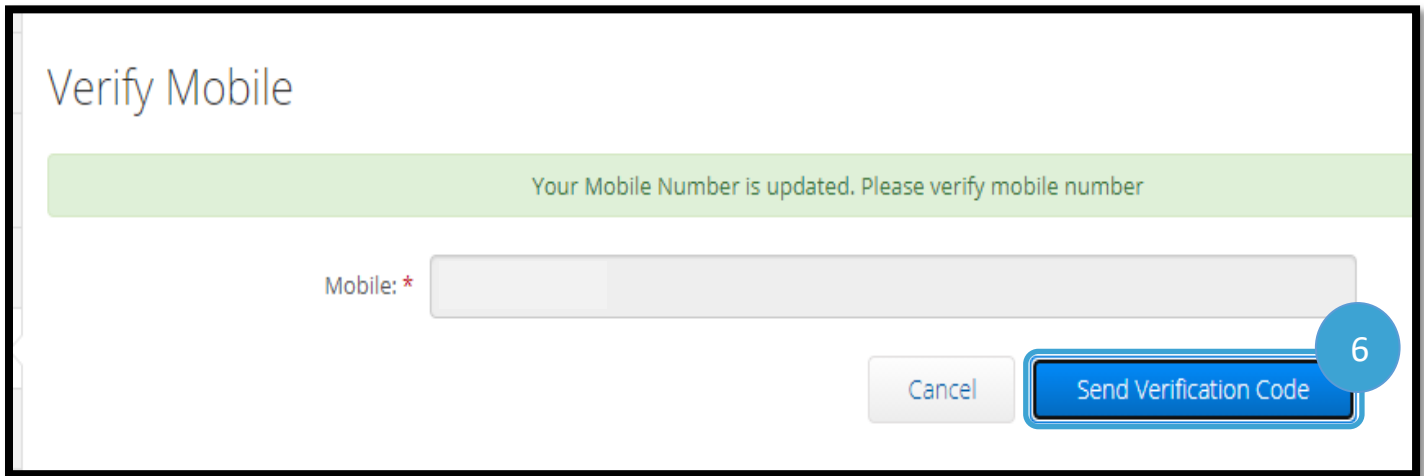
1. Select the person icon next to your username.
2. Select Settings.

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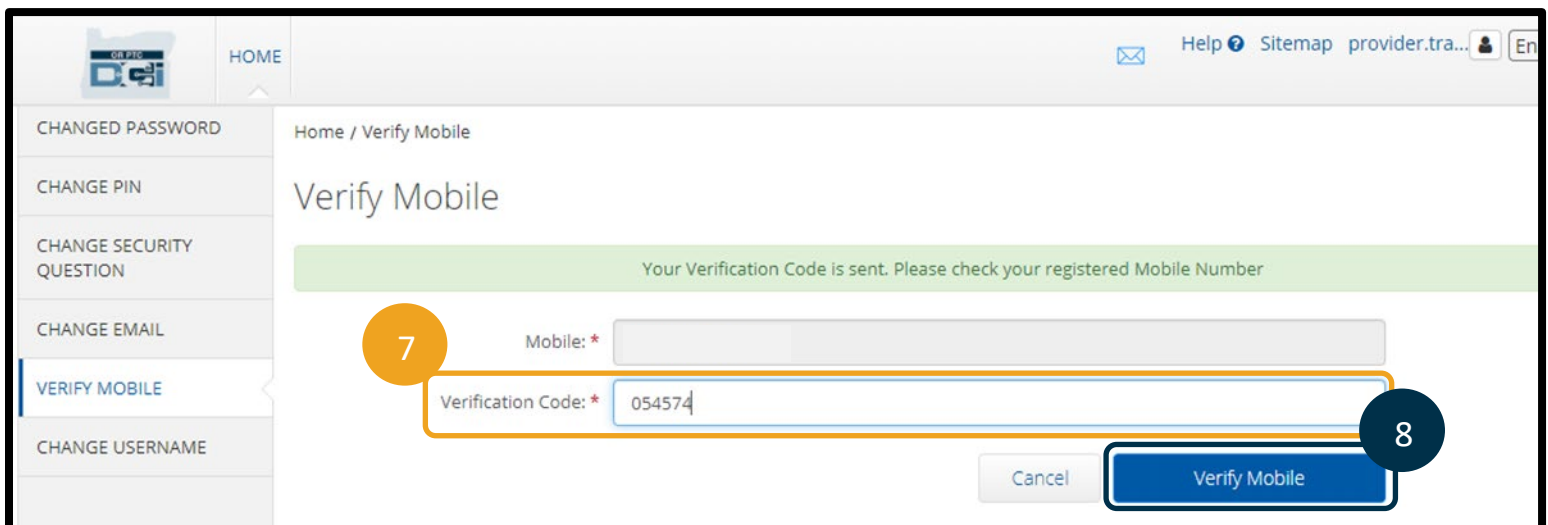5. Select Update Mobile Number.

6. Click 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.

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.
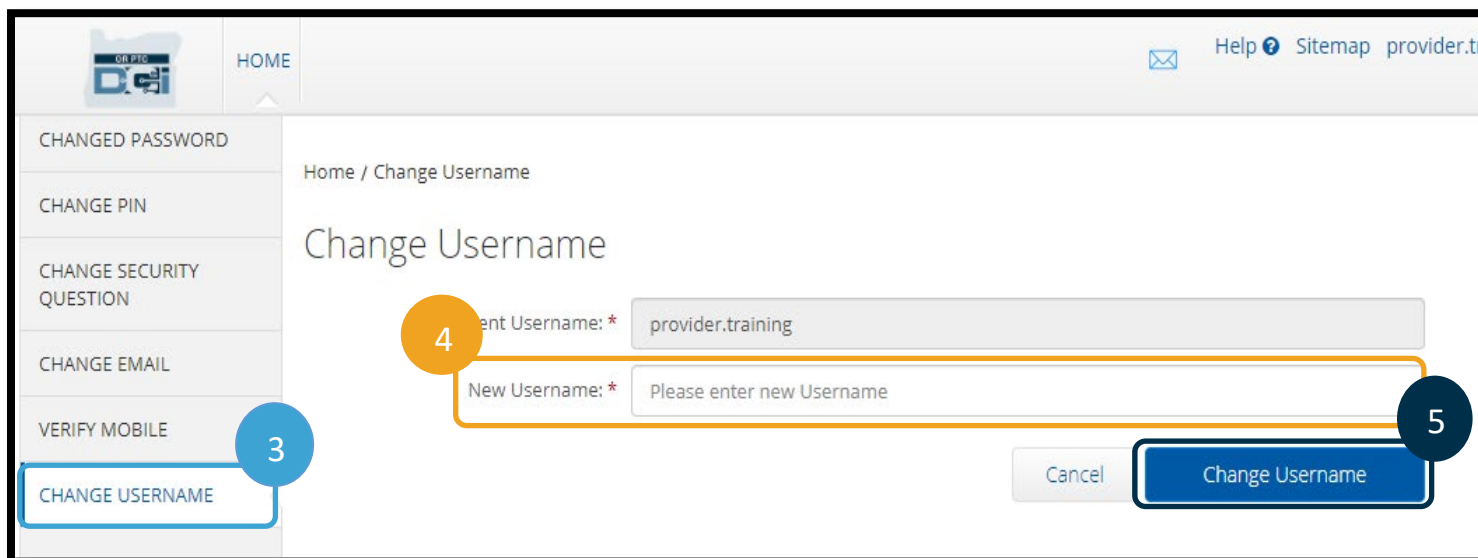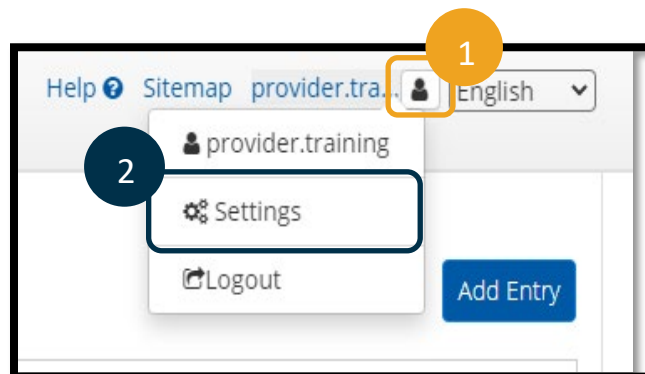10. Select Home or the OR PTC DCI icon to return to the home screen.
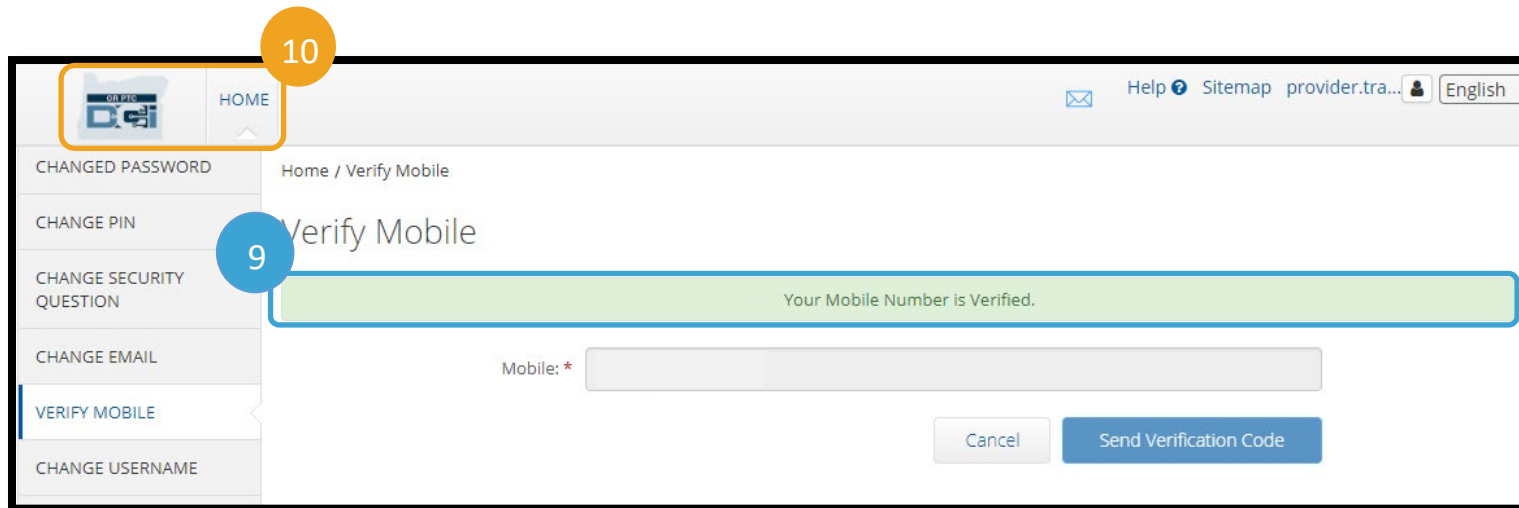
If you wish to stop receiving text messages, text the word "STOP" back to the number you received OR PTC DCI messages from.
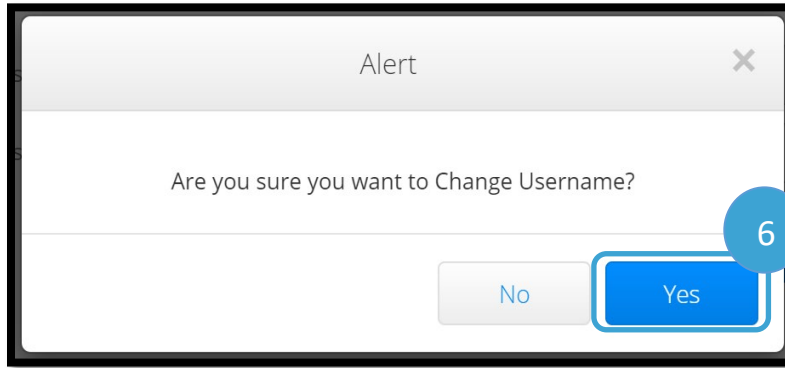
Change Username

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.

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.