OR PTC DCI Frequently Asked Questions

1. **I'm locked out. Who can help?**
   a. You can contact the DCI customer service line 24/7 at: 1-855-565-0155 or during normal business hours your Local Office.
2. **I need to reset my password but I'm not getting email notifications. Who can help?**
   a. Contact your Local Office to verify that the email address we have on file is correct.
3. **Why does my entry status say Unvalidated?**
   a. An unvalidated entry is an entry that needs to be checked by the system to make sure the business rules are followed.
4. **Why does my entry status say Unverified?**
   a. An unverified entry is an entry that happens when a Local Office user edits an entry on behalf of a Provider. It is important to verify the unverified entries, or they will not be paid.
5. **Why can't I clock in?**
   a. You may not be able to clock in if you forgot to clock out from a previous shift. There may also be other reasons that you can't clock in such as if you do not have a current authorization. If you cannot clock in, contact your Local Office.
6. **How do I change my preferred language?**
   a. Using the OR PTC DCI web portal, your preferred language screen can be changed by selecting the language dropdown located in the upper right-hand corner of the screen.
   b. For mobile app users, once logged into OR PTC DCI mobile app, select menu and then language to set your preferred language.
7. **Why do I have to change my password?**
   a. Passwords must be changed every 60 days for security purposes.
8. **How do I know how many hours I can work?**
   a. OR PTC DCI mobile app and web portal store your remaining hours, so you can see how many hours you have left during a given week. The hours in the system are all based on the hours you were authorized to provide service. If you have questions, please contact your Case Manager.

9. **What is a canned statement?**

a. Canned statements are tasks that are performed during a visit. At clock out, you must select at least one canned statement, but can select multiple depending on what you did at your visit.

10. **How do I send a message?**
    a. Select the envelope icon, then Actions, then New Message in the web portal. For the mobile app, click on the envelope icon and then the blue new message icon in the lower right-hand corner.

11. **How do I check my messages?**
    a. Select the envelope icon and then click on the message that you would like to check.

12. **How can I make sure I receive text notifications?**
    a. In the OR PTC DCI web portal, click on settings and then verify mobile. Enter your mobile phone number and click Update Mobile Number.

13. **What is a business rule?**
    a. A business rule is a policy that tells the system whether you may or may not do something in OR PTC DCI.