

# Submitting a DCI Support Ticket for EVV Aggregation Issues & Resolutions

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**Description:** In this topic, the user will learn how a super user can submit a support ticket to DCI for EVV Aggregation issues and resolutions. As a reminder, the organization must log in to the Aggregator portal and review aggregation results daily. The Aggregator will always be the first point of contact to triage any rejections, as they are the experts on visit failures, reasoning, and verbiage. If the visits require DCI intervention to re-aggregate, please submit a Help Desk support ticket (Zendesk). Follow the steps below to submit a ticket to the DCI EVV Support Team. A support ticket will need to be submitted for each group of visits by EVV aggregation topic (issue and resolution), i.e., live-in caregiver exception codes, late call-in exception codes, reason codes, etc.

\*Please note: Login credentials for Help Center are required to submit a support ticket to the DCI Support Team. If you do not have login credentials, contact your DCI Account Manager for assistance.

**Role Required:** Super User

**Permission Required:** N/A

1. Navigate to the DCI Help Center by clicking **Help** in the upper right-hand corner of the main menu on the DCI Home screen
2. Click **Submit a Request**
  - a. Submit a request for visits requiring DCI intervention to re-aggregate. The Aggregator will always be the first point of contact to triage any rejections, as they are the experts on visit failures, reasoning, and verbiage.
3. The sign in page will open. Enter Help Center **credentials** and select **Sign in**.
  - a. The Help Center credentials are different than DCI Portal credentials
4. **Complete the form** as follows:
  - a. Subject: Provide a short description of the issue. For example: "EVV Aggregation - Late Call-In Exception Codes".
  - b. Description: Provide a detailed description of the issue and requested resolution including:
    - i. Provide the punch entry IDs
      1. Pull a punch entries details report to include entries with issues that need resolution
      2. A support ticket must be submitted for each group of visits by EVV aggregation issue and resolution topic
    - ii. Describe the issue (including steps to replicate)
    - iii. Document that the issue has been corrected in DCI for any future visits
    - iv. Notate how DCI needs to resolve the issue for punch entry IDs provided
  - c. Your Name: Enter the name of the person submitting the ticket
  - d. Requested Completion Date: Optional
  - e. Page URL: Copy and paste the URL from the page at which the issue is located if applicable
    - i. Please do not use this field for taking and storing screenshots that contain confidential information. Use the attachments field for this purpose.
  - f. Attachments: Attach the punch entries details report and any relevant files
    - i. For screenshots, copy into another file, such as a Word document, and add as an attachment.
5. Click **Submit** in the bottom right-hand corner. A member of the DCI Support Team will be in touch soon!
6. To view the status of open tickets, click on **your name** in the upper right-hand corner of the screen, and click **My Activities**.
  - a. By clicking on your name, you can also edit your profile, change your password, or sign out.

## Related articles

- [Attestation \(\\*EVV\) Workflow for Clients and Guardians](#)
- [Electronic Visit Verification \(EVV\) / Client Attestation Quick Reference](#)
- [Client - FOB Attestation \(\\*EVV\)](#)
- [When adding EVV locations received alert, "Google could not locate this address". How do I add it?](#)
- [Submitting a DCI Support Ticket for EVV Aggregation Issues & Resolutions](#)