Client Request for Services - Video

Description: In this topic, the user will learn how to request service.

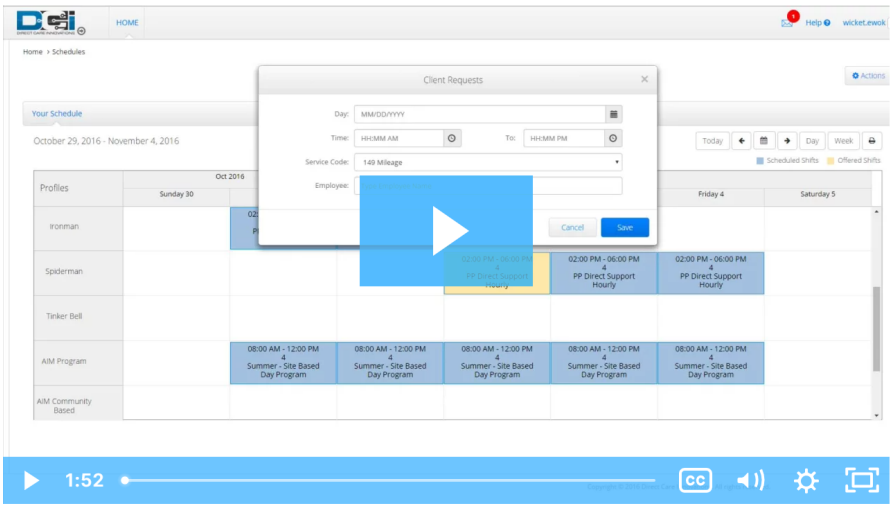
Role Required: Client

Permission Required: N/A

Request Service

1. Log in to DCI
2. Click **Schedules** on the submenu
3. Click **Actions**
4. Select **Add New Client Request** from the drop-down menu
5. Complete the Client Requests form
    a. Day – Select date
    b. Time – Enter the requested start time
    c. To – Enter the requested end time
    d. Service Code – Select from the drop-down options
    e. Employee – Begin typing the requested employee's name and select it from the drop-down
        i. Please note: If the employee is unavailable, the supervisor may schedule an alternative employee.
    f. Click **Save** and **Yes** to confirm
        i. The request will appear on the schedule in orange as a requested shift and has been sent to the supervisor for review
        ii. The client will receive a notification when this review is complete if the organization has enabled messaging
        iii. The shift will appear in blue on the schedule if the request is approved
        iv. If rejected, it will no longer appear, and the supervisor will provide details surrounding the rejection.
        v. To send a message to the supervisor using secure messaging, right-click on the requested shift and click Send Message.

Click the video below to launch the video player in a new tab.



Related articles

- Authorizations - Overview
- Reimbursement - Client Creates Reimbursement Entry - FI Mode Only
- Attestation (*EVV) Workflow for Clients and Guardians
- Client - FOB Attestation (*EVV)
- How do I add a signature and/or picture to my client profile via the mobile app?