

# Enter a Punch - Mobile App

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**Description:** In this topic, the user will learn how to enter a punch on the DCI mobile app. The DCI mobile app allows employees to clock in and out in real time. The mobile app is EVV compliant so many organizations prefer that their employees use it instead of the web portal. The mobile app has an Offline Mode, meaning that the employee can still clock in and clock out in areas where there are no cellular or wireless networks available. The mobile app can be used on any smart device, phone, or tablet that meets the operating system requirements. The DCI mobile app is free and available in both the Apple App Store and Google Play Store.

**Role Required:** Employee (base user)

**Permission Required:** N/A

## Clock In on the Mobile App

1. Log in to the DCI EVV app
2. Click the blue **Clock In** button on the dashboard
  - a. If the Continue to Clock Out button is displayed, this means the user did not clock out of their last shift and must complete the clock out process before clocking in again.
  - b. The Clock In button will not display if the user has an open shift
3. Complete the **Clock In** page
  - a. Client - If there is only one client the field will auto-populate. If the user provides service to more than one client, click on the field and then select the client from the list.
  - b. Service Code - If there is only one service code the field will auto-populate. If there is more than one service code, click on the field and then select the service code from the list.
  - c. Cost Center - The cost center will auto-populate
4. Click **Continue**
5. A summary box appears with the client and service code. If the information is incorrect, click **<Back** to edit. Optionally, based on organizational settings, the Auth Remaining Balance, which is the total authorization remaining balance in units or dollars, may be displayed. \*Please note: For dollars-based service codes, the remaining balances are **estimates** as they can be impacted by several factors such as overtime, changes in employee pay rates, or having multiple employees with different pay rates working for the same client.
6. Based on organizational settings, a second summary box may appear which displays Available Authorized Time. These balances display in hours and minutes. This summary box may display one or more of the following fields:
  1. Total Available Time
  2. Available This Month
  3. Available This Week
  4. Available Today
7. Click **Confirm Clock In** to complete the clock in process
8. The user is now clocked in and can log out or close the mobile app until the end of the shift

## Clock Out on the Mobile App

1. Log in to the DCI EVV app
2. Click the blue **Continue to Clockout** button
3. Click **Confirm**
4. Choose the client attestation method as determined by the organization. If not collecting client attestation, skip to step number five.
  - a. There are five different attestation options: Client PIN or Password, E-Signature, Picture, Voice, and Portal Signoff. Options are dependent on the organization. The following is a brief overview of each method. Please visit the Help Center for more details on each method if needed.
  - b. Client PIN or Password
    - i. Click **Client PIN or Password**
    - ii. Hand the device to the client or authorized representative who enters their PIN or Password and then hands the device back to the user
      1. \*Please note: If the client or authorized representative enters their PIN or Password incorrectly too many times (as determined by the organization), the PIN or Password option becomes unavailable for this clock out and another verification method must be selected. The PIN or password option will be available again for the next shift.
    - iii. Click **Submit**
    - iv. Click **Confirm** to validate PIN or password
  - c. E-Signature
    - i. Click **E-Signature**
    - ii. Hand the device to the client or authorized representative to draw their signature on the screen
      1. If the client approves their signature click **Save**
      2. If the client would like to try again click **Clear**. This process can be repeated if necessary.
    - iii. Click **Confirm** to validate signature
    - iv. Click **Confirm Clock Out**
  - d. Picture
    - i. Click **Picture**
    - ii. Device camera will open
    - iii. Click the **Camera** icon to take the picture
      1. Click **Check** icon to accept picture
      2. Click **Refresh** icon to retake picture
      3. Click **X** icon to delete picture
    - iv. Click **Confirm** to validate picture
  - e. Voice

- i. Click **Voice**
  - ii. Optionally, if device requires, allow app to record audio by selecting **While using the app**
  - iii. Voice verification window will open
  - iv. Click the **Red Play** button at the bottom of the page to start voice recording
    1. A computer voice will recite a phrase for the client to repeat
    2. Hand the device to the client to record the verification message in their voice
  - v. Click the **Red Stop** button at the bottom of the page again to stop voice recording
  - vi. Click **Save**
  - vii. Click **Confirm** to validate voice recording
- f. Portal Signoff - If the client is not present, willing or able to complete one of the real-time signoff options, then portal signoff may be an option. The signoff process is not complete until the client or client employer representative logs in and approves the punch in the web portal.
  - i. Click **Portal Signoff**
  - ii. Click **Confirm**
5. Add Notes and/or Attachments (optional based on organization requirements)
  - a. Add notes functionality works using device keyboard. If talk-to-text is enabled as an option on the mobile device, microphone feature may be used to enter notes by speaking.
  - b. Add attachment allows a picture to be taken and added to the note
6. Click **Confirm Clock Out**
7. Shift details will be displayed. Click **Home** to return to the dashboard.

## **Client Transportation**

- Client Transportation may only be used in conjunction with an hourly service account
- It is used to track billable and non-billable service called mileage, which may be payable or non-payable.

## **Clock In and Use Client Transportation**

1. Log in to the DCI EVV app
2. Click **Clock In**
  - a. If the **Continue to Clock Out** button is displayed instead of Clock In, this means the user did not clock out of their last shift and needs to complete the clock out process before clocking in again.
3. Complete the Clock In screen
  - a. Client - If only one client the field will auto populate. If more than one client, click the field to select the appropriate client then click OK to confirm.
  - b. Service Code - If only one service code the field will auto populate. If more than one service code, click the field to select the appropriate service code then click OK to confirm.
  - c. Cost Center - Cost center will auto populate
4. Click **Continue**
5. Click **Start Client Transportation**
6. Optionally, based on device, click **Confirm** to acknowledge that tracking client transportation may impact battery life.
7. If prompted, click **Allow Only While Using the App**.
8. Click **Continue**
9. Click **Confirm** to allow device to generate location. Google Map location will display.
10. Click **Confirm** to validate the map location. The mileage is now being recorded as driving begins.
  - a. When making multiple stops, end client transportation at each destination and start it again when driving to the next location. This is important to ensure accurate mileage.
11. Click **End** when arrived at destination
12. Click **Confirm** to confirm the ending location
13. Click **Confirm** to allow device to generate location. Google Map location will display.
14. Click **Confirm** to validate the map location. The client transportation process is now complete.

## **Related articles**

- [Messaging Module - Navigation - Mobile App](#)
- [Message - Send a Message](#)
- [Authorization Remaining Balances as Time in the Mobile App](#)
- [Mobile App - Logging into the Mobile App](#)
- [Enter a Punch - Web Portal](#)