

RECIPIENT ELECTRONIC SERVICE PORTAL (ESP)

UPDATING ACCOUNT INFORMATION

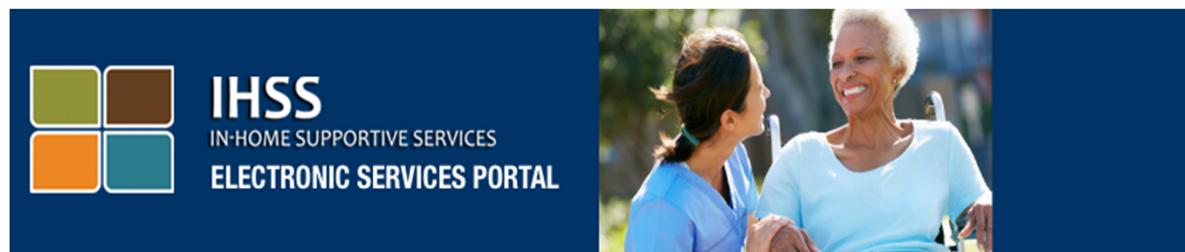
WHAT CAN YOU DO ON ESP?

- Review, approve, or reject timesheet for provider
- View your provider's Timesheet History
- Update your contact information
- Link to resources
- Read notification about the ESP
- Add a provider to your case

IN THIS COURSE

By the end of this course, you will know how to find where to:

- Update your contact information
- Change your password
- Update your preferences
- Change your security questions



Login to Your Account

User Name

User Name is case sensitive

Remember Me

Password

Password is case sensitive

Show Password

[Forgot User Name or Password?](#)

Registration

Register for the IHSS Website to:

- View your timesheet and payment statuses
- Enter and submit timesheets
- No longer mail paper timesheets
- Request additional timesheets
- Enroll in direct deposit
- Claim sick leave

[Register Here](#)

[Registration FAQs \(PDF\)](#)



YOUR ESP ACCOUNT



Welcome, NAME!



■ Account Information:

- View your name and case number
- Change phone number, contact mode preferences, language preference, and reset password and change security questions

On computer, click the Account Information button on the upper right side of the window

On Mobile, look for the account icon    

YOUR ESP ACCOUNT

- Under your account information you will see the information on file with IHSS:
 - Full name
 - IHSS case number
 - Registration date
 - Email address
- If any of this basic information is incorrect, contact IHSS for help
- With the blue links at the bottom, you can make the allowed updates

Account Information

Full Name: Jane Doe

Case Number: 1234567

Registration Date: 06/07/1995

Email Address: JaneDoe@email.com

[Change My Password](#)

[Reset My Security Questions](#)

[My Preferences](#)

[Contact Information](#)

CHANGE MY PASSWORD

- If updating your password, you cannot reuse any of your 5 previous passwords
- Password must contain:
 - Combination of letters (A-Z or a-z)
 - At least two numbers (0-9)
 - Password length must be between 8-32 characters
- Password is case sensitive
- Enter your new password twice
 - you can view your password to avoid errors by clicking the checkmark box for “Show Password”
- Once ready to change your password, click the “Change Password” button
 - You will get a notification message confirming the password has been changed

The screenshot shows a web form titled "Change Password". Below the title is a blue header bar. The main text reads: "Please create a new password. Your password is case sensitive and must contain a combination of letters (A-Z or a-z) and at least two numbers (0-9). It must be between 8 and 32 characters in length. You cannot reuse any of your 5 previous passwords." There are two input fields: "Enter New Password*" and "Confirm New Password*", both with red asterisks. Below the fields is a checkbox labeled "Show Password". At the bottom are two buttons: "Change Password" (dark blue) and "Cancel Password Change" (light blue). A yellow arrow points from the "Show Password" checkbox to the text in the list above. A red arrow points from the "Change Password" button to a notification box below. The notification box has a close button (X) in the top right and contains the text "Your password has been successfully changed." with an "OK" button at the bottom.

RESET SECURITY QUESTIONS

The screenshot shows a web interface for updating security questions. At the top, there are navigation tabs: 'Timesheet Activity', 'Hire Provider', and 'Resources'. Below them is a header 'Update Security Questions'. A note states: 'It is important that the questions and answers that you choose are hard for others to guess, but easy for you to remember. Your responses are not case sensitive and cannot have special characters. You are only allowed to enter letters (A-Z or a-z), numbers (0-9), and single spaces between characters.' The form contains three sets of questions, each with a dropdown menu for the question and a text input for the answer. A red circle highlights the first dropdown menu, and a red arrow points to a pop-up menu showing a list of questions: 'What was your childhood nickname?', 'What was the color of your first car?', 'What was the name of your first pet?', 'What are the last 5 digits of your driver's license number?', 'What is the middle name of your oldest child?', and 'What is the name of the street you grew up on?'. A 'Save Updates' button is located at the bottom left of the form.

- Click on the drop-down arrow to see the variety of questions to choose from
- Choose one that is easy to remember, but hard for others to guess
- Answers are not case sensitive and cannot include special characters
 - You can use letters, numbers, and single spaces between characters
- Once you have selected and entered all the answers, click “Save Updates”

MY PREFERENCES

- The ESP preferred language can be changed between California's 4 most spoken languages
 - This will change the language of the ESP website
 - To receive emails in a different language, contact IHSS
 - You will see the language change the next time you login to the ESP
- Notification preference for ESP can be set to email, text, or both
 - To request notifications via text message, click "Verify" next to your mobile telephone number
 - Text message data rates may apply
- After select your preferences, click on the "Save" button

My Preferences

IHSS Electronic Services Portal Preferred Language

Choose your preferred language for the IHSS ESP. Your selection will take affect the next time you login and will not change the language for the emails you receive. Please contact your county if you would like to receive emails in a different language.

Select your preferred language

- English
- Español
- Հայերեն
- 中文

Notification Preference

You can set up your Notification Preference to Email, Text or Both.

You can opt-in to receive IHSS Program Notifications related to Payroll Processing and Message Center from CDSS-IHSS via text. Message and data rates may apply. Message frequency varies. Text HELP for help and STOP to opt-out. For more information please view our [SMS Terms of Service \(PDF\)](#) and [Privacy Policy](#)

Notification Delivery Methods:

If you want to opt-in text messages, please verify your cell phone number by clicking on the "Verify" link below before making preference changes.

Email (Current Preference)
JaneDoe@email.com

Text
(000)111-2222 [✓ Verify](#)

Save

Cancel

CONTACT INFORMATION

- Currently, only your telephone number can be updated through the ESP
 - Address changes must be made in writing and submitted to IHSS
 - You can use the form SOC 840
 - All requests for address change, or telephone change made with the SOC 840, must also include a photocopy of a government issued ID
 - Email addresses can be changed in writing or by contacting the Electronic Services Helpdesk at (866) 376-7066
- To change your telephone number through the ESP, you first need to verify your identity with a verification code
 - Choose to receive the code by email, text, or telephone call, then click the “Send Verification Code” button

Action Requires Verification Code

In order to update your contact information, we must first send you a one-time verification code.

If you select “Email me,” the verification code will be sent to your email address.

If you select “Text me,” the verification code will be sent to your cell phone number

You may be charged a text messaging fee from your mobile service provider. For more information please view our [SMS Terms Of Service](#) and [Privacy Policy](#).

If you select “Call me,” the verification code will be verbally provided to you in an automated telephone call to your primary telephone number.

The verification code will expire 10 minutes after being sent, so be sure you have access to your email or phone.

Select your verification option

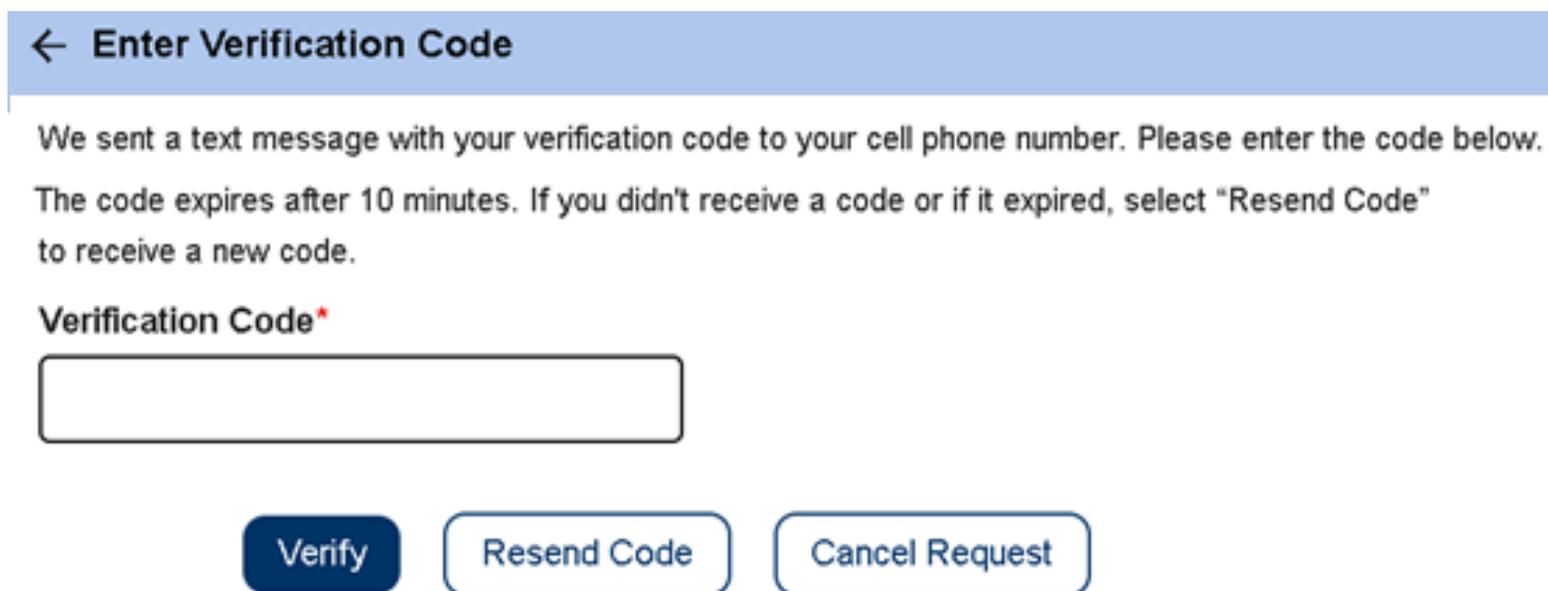
- Email me at t***@gma***
- Text me at ***-***-####
- Call me at ***-***-####

Send Verification Code

Cancel Request

CONTACT INFORMATION

- Next, you will be prompted to enter the verification code you received



← Enter Verification Code

We sent a text message with your verification code to your cell phone number. Please enter the code below.
The code expires after 10 minutes. If you didn't receive a code or if it expired, select "Resend Code" to receive a new code.

Verification Code*

Verify Resend Code Cancel Request

- If you have not received the code within 10 minutes, you will need to request a new code by clicking the "Resend Code" button
- After receiving it, enter the code and click the "Verify" button

CONTACT INFORMATION

- You have the option to edit the telephone number on file with IHSS or add a new one
- You can choose which phone number is your primary contact number (best to reach you)
- To delete a phone number, click the “Delete” button
- If you need to change a phone number, click the “Edit” button

← Contact Information

[This is your most current information. You have the option to edit or add information if needed.]

Phone Numbers

You can edit or delete existing phone numbers or add a new phone number.

Home: (123) 345-5678	Primary: No		
Cell: (000) 111-1111	Primary: Yes		
Other: (000) 000-0000	Primary: No		

CONTACT INFORMATION: EDIT

← Contact Information

This is your most current information. You have the option to edit or add information if needed.

Edit Phone Numbers

You can edit or delete existing phone numbers or add a new phone number.
Select Save to confirm your changes or Cancel to discard your changes.

Home*

(123) 345-6789 ¹

² Make this my primary phone number

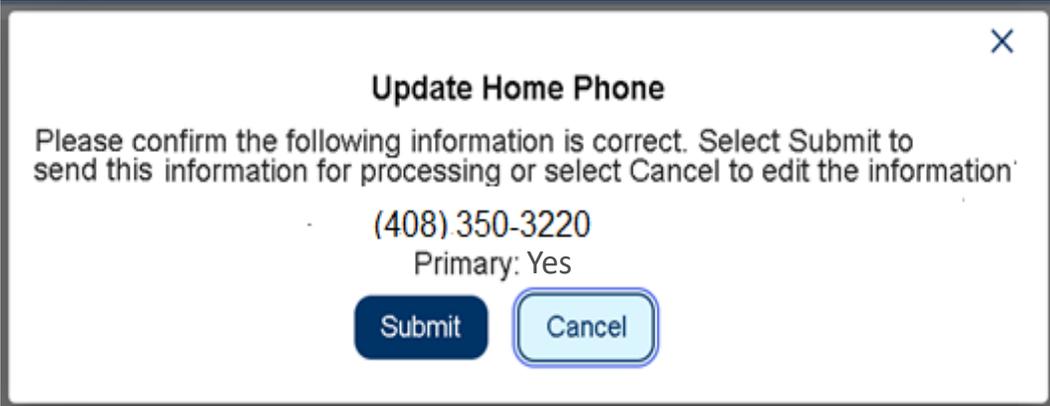
³

Cell: (000) 111-1111 **Primary:** Yes
Other: (000) 000-0000 **Primary:** No

- When you edit a phone number, click on the textbox with the old number, delete it, and type in the new number ¹
- You can choose to make this your primary phone number by marking the checkbox ²
- Then click on “Save” ³

CONTACT INFORMATION: EDIT

- Double check your phone number is correct and click on “Submit”
- You will then see a message confirming that your phone number has been submitted for processing
- Once it is processed, you will receive an email from IHSS letting you know that the change has been made

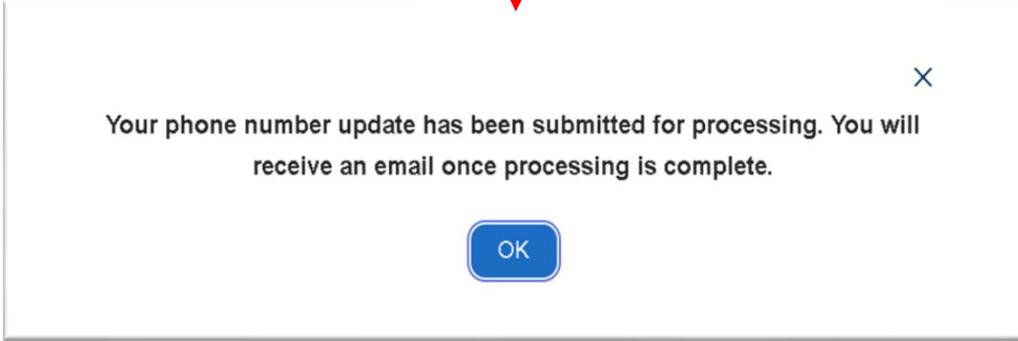


Update Home Phone

Please confirm the following information is correct. Select Submit to send this information for processing or select Cancel to edit the information

(408) 350-3220
Primary: Yes

Submit Cancel

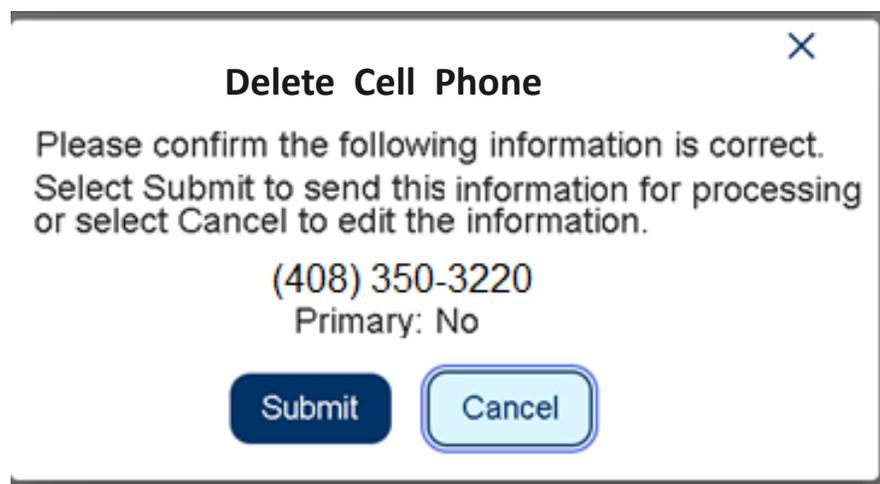


Your phone number update has been submitted for processing. You will receive an email once processing is complete.

OK

CONTACT INFORMATION: DELETE PHONE NUMBER

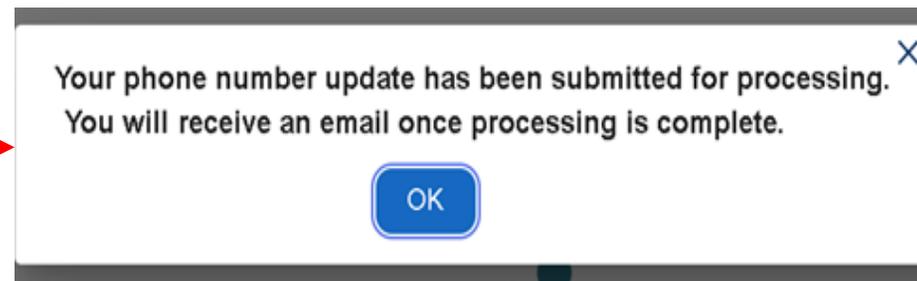
- When you click , you will then see a message to confirm that you want the phone number to be deleted. Click on the “Submit” button
- An email will be sent to you to confirm when the phone number has been deleted



Delete Cell Phone ✕

Please confirm the following information is correct.
Select Submit to send this information for processing
or select Cancel to edit the information.

(408) 350-3220
Primary: No



Your phone number update has been submitted for processing.
You will receive an email once processing is complete.

CONGRATULATIONS!

- You now know how to change your telephone contact information, update your ESP account preferences, change your password, and update your security questions
- View the other ESP trainings for detailed information on how to:
 - Hire a provider through the ESP
 - Review timesheets for payment processing

If you have questions or issues with the ESP or timesheets, call the ESP Helpdesk:

(866) 376-7066, Option 1





Public Authority Services

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