

# RECIPIENT ELECTRONIC SERVICE PORTAL (ESP)

门户网站功能概览  
*OVERVIEW OF WHAT YOU CAN DO ON THE PORTAL*

# 您可以在ESP上进行哪些操作？

WHAT CAN YOU DO ON ESP?

- 查看、批准或拒绝提供者的工时单

Review, approve, or reject the timesheet for provider

- 查看提供者的工时单历史记录

View your provider's Timesheet History

- 更新您的联系信息

Update your contact information

- 链接到资源

Link to resources

- 閱讀有關ESP的通知

Read notification about the ESP

- 將提供者加入您的個案

Add a provider to your case

# 在本課程中

IN THIS COURSE:

本課程結束時，您將知道如何

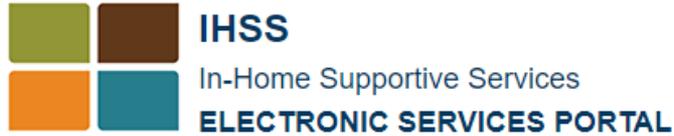
By the end of this course, you will know how to:

- 更新登記於IHSS的電話號碼  
Update your telephone number
- 連結到有用資源 Link to resources
- 閱讀有關ESP和IHSS的通知 Read notifications about the ESP
- 檢視您的提供者的工時表歷史記錄  
View provider's Timesheet History
- 將提供者加入您的個案  
Add a provider to your case

The screenshot shows the IHSS Electronic Services Portal. At the top, there is a header with the IHSS logo and the text "IN-HOME SUPPORTIVE SERVICES ELECTRONIC SERVICES PORTAL". A language selection dropdown menu is visible in the top right corner. Below the header, a yellow banner contains a notice: "請注意，由於維護原因，系統將於 2025 年 3 月 22 日星期六上午 9:00 至上午 11:59 暫停服務。". The main content area is divided into two columns. The left column is titled "登錄您的帳戶" (Log in to your account) and contains fields for "用戶名" (Username) and "密碼" (Password), both with "用戶名區分大小寫" (Username case sensitive) and "密碼區分大小寫" (Password case sensitive) labels. There are checkboxes for "記住我" (Remember me) and "顯示密碼" (Show password). A link for "忘記用戶名或密碼?" (Forgot username or password?) is also present. A "登錄" (Log in) button is at the bottom of this column. The right column is titled "註冊" (Register) and contains the text "註冊IHSS網站以便:" (Register on the IHSS website to be able to:). Below this, there is a list of benefits: "查看您的工時單和工資狀態" (View your timesheet and wage status), "輸入並提交工時單" (Enter and submit timesheet), "不再郵寄紙質工時單" (No longer mail paper timesheets), "請求額外的工時單" (Request additional timesheets), "註冊電子轉賬" (Register for electronic payments), and "請病假" (Request sick leave). A "在這裡註冊" (Register here) button is located below the list. At the bottom of the right column, there is a link for "註冊常見問題解答 (PDF)" (Register FAQ (PDF)). At the very bottom of the page, there is a footer: "如果您需要其他幫助，請聯繫幫助台撥打1-866-376-7066".

# 您的ESP帐户

YOUR ESP ACCOUNT



Welcome, NAME!

- 1 [Account Information](#) [Message Center](#) [Contact Us](#) [Logout](#)

- 2 [Timesheet Activity](#) [Hire Provider](#) [Resources](#)  
[Home](#)

- 3 [TIMESHEET REVIEW](#) [WHAT'S NEW](#)

**PROVIDERS**  
Jane Doe  
No Timesheets to Review

- 4 **LINKS AND REMINDERS**  
[IHSS Fact Sheets](#)  
[IHSS Educational Videos](#)

- 您的名字将显示在右上角 Your name will be shown on the upper right
- 将列出所有连接到您的个案的提供者 All providers connected to your case will be listed
- 我们将介绍每个部分（红色数字）的功能 We will go over what each section (the red numbers) allows you to do



# 您的ESP帐户 (1)

YOUR ESP ACCOUNT (1)

1



- 帐户信息：查看您的名字和个案编号  
Account Information: view your name and case number
- 可以更改： You can change:
  - 电话号码 Telephone number
  - 联系方式偏好 Contact mode preferences
  - 语言偏好 Language preference
  - 密码和安全问题 Password and security questions

在电脑上，点击窗口右上角的按钮

On the computer, the button is on the upper right side of the window

在手机上，点击帐户图标

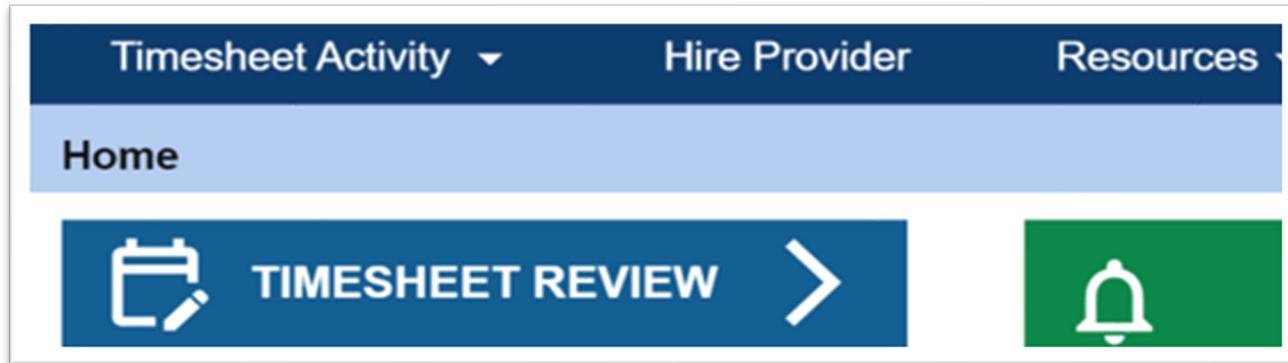
On a mobile phone, look for the account icon



# 您的ESP帐户 (2)

## YOUR ESP ACCOUNT (2)

2

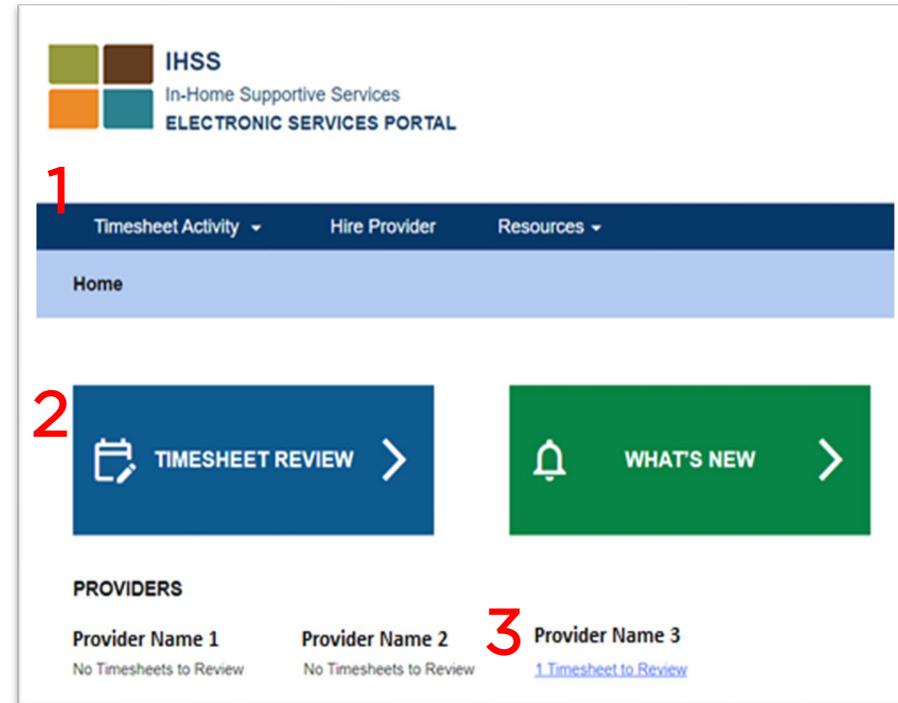


- 工时单活动： Timesheet Activity:
  - 查看并接受或拒绝提交的工时单 Review and accept or reject a submitted timesheet
    - 或者点击蓝色的“工时单查看”按钮  
Or you can click on the blue “TIMESHEET REVIEW” button
  - 查看过去的工时单历史记录 Look at past timesheet history
- 聘用提供者： Hire a Provider:
  - 将提供者连接到您的个案，无需邮寄SOC 426A  
Connect a provider to your case without mailing in the SOC 426A
- 资源： Resources:
  - 最新消息：有关ESP的信息 What's New: Information regarding ESP
  - 培训：有关ESP设置以及如何使用门户的信息  
Training: Information on ESP settings and how to use the portal

# 您的ESP帐户 (3)

## YOUR ESP ACCOUNT (3)

- 查看工时单的3种方法 3 ways to get to timesheets for review
  1. 点击“工时单活动(1)” 打开下拉菜单，选择“查看工时单” Click “Timesheet Activity(1)” for dropdown menu and choose “Review Timesheet”
  2. 或者，点击“工时单查看(2)” 按钮 OR, click the “Timesheet Review(2)” button
    - 下一页，找到提供者并点击箭头 Next page, find the provider and click on the arrow
  3. 或者，如果需要查看工时单，点击提供者名称(3) 下的蓝色链接。  
“# 需要查看的工时单” OR, click the blue link under the provider's name(3) if there is a timesheet to review. “# Timesheet to Review”
    - 提供者可能会提交多个工资周期 Provider might submit for more than one pay period



# 您的ESP帐户 (4)

YOUR ESP ACCOUNT (4)

4

## LINKS AND REMINDERS

[IHSS Fact Sheets](#)

[IHSS Educational Videos](#)

- **IHSS资料页**： IHSS Fact Sheets:
  - 简短的可打印 **PDF**，帮助了解 **IHSS** 计划中消费者和提供者的权利和责任 Short printable PDFs to help understand the rights and responsibilities of consumers and providers in the IHSS program
- **IHSS教育视频**： IHSS Educational Videos:
  - 关于**IHSS**计划、**IHSS**服务以及消费者和提供者的权利和责任的短视频 Short videos on IHSS program, IHSS services, and rights and responsibilities of consumers and providers

# 恭喜您！

CONGRATULATIONS!

您现在知道如何通过电子服务门户进行所需的操作。 You now know where to find the things you can do through the Electronic Services Portal.

查看其他ESP培训，了解如何：

View the other ESP trainings for detailed information on how to:

- 更新您的ESP帐户信息 Update your account information on the ESP
- 通过ESP将提供者添加到您的个案中 Add a Provider to your case through the ESP
- 查看提供者提交给您的工时单 Review timesheets submitted to you by your providers

如果您對 ESP 或工時表有疑問  
或問題，請致電 ESP 服務台

**(866) 376-7066，按選項 1**

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

**(866) 376-7066, Option 1**

加油！

恭喜！

恭喜！

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恭喜！



# Public Authority Services



[www.pascc.org](http://www.pascc.org)

