

# RECIPIENT ELECTRONIC SERVICE PORTAL (ESP)

更新帐户信息  
*UPDATING ACCOUNT INFORMATION*

# 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:

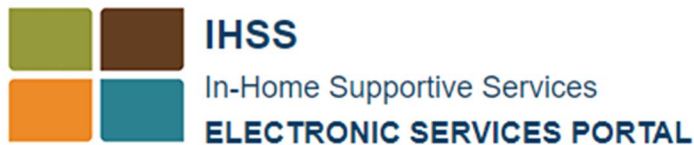
- 更新您的聯絡資訊  
Update your contact information
- 變更您的ESP帳戶密碼  
Change your password
- 更新您的ESP帳戶偏好設定  
Update your preferences
- 變更您的ESP帳戶安全問題  
Change your security questions



The screenshot shows the IHSS Electronic Services Portal login page. At the top, there is a header with the IHSS logo, the text "IN-HOME SUPPORTIVE SERVICES ELECTRONIC SERVICES PORTAL", and a language selection dropdown. Below the header, a yellow banner contains a notice in Chinese: "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 "大小寫" (Case sensitive) labels. There are checkboxes for "記住我" (Remember me) and "顯示密碼" (Show password). A link "忘記用戶名或密碼?" (Forgot username or password?) is below the password field. 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 is a list of benefits: "查看您的工時單和工資狀態" (View your time sheet and wage status), "輸入並提交工時單" (Enter and submit time sheet), "不再郵寄紙質工時單" (No longer mail paper time sheets), "請求額外的工時單" (Request additional time sheets), "註冊電子轉帳" (Register for electronic payment), and "請病假" (Request sick leave). There is a "在這裡註冊" (Register here) button and a link "註冊常見問題解答 (PDF)" (Register FAQ (PDF)). At the bottom of the page, a footer states: "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!



Account Information



Message Center



Contact Us



Logout

## ■ 帐户信息： Account Information:

- 查看您的姓名和个案编号 View your name and case number
- 更改电话号码、联系方式、语言偏好以及重置密码和更改安全问题 Change phone number, contact mode preferences, language preference, and reset password and change security questions

在电脑上，点击窗口右上方的帐户信息按钮

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

在移动设备上，点击帐户图标

On Mobile, look for the account icon



# 您的ESP帐户

## YOUR ESP ACCOUNT

- 在您的帐户信息下，您将看到IHSS存档的信息： Under your account information you will see the information on file with IHSS:
  - 全名 Full name
  - IHSS个案编号 IHSS case number
  - 注册日期 Registration date
  - 电子邮件地址 Email address
- 如果这些基本信息有任何错误，请联系IHSS寻求帮助 If any of this basic information is incorrect, contact IHSS for help
- 使用底部的蓝色链接，您可以进行允许的更新 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](#)

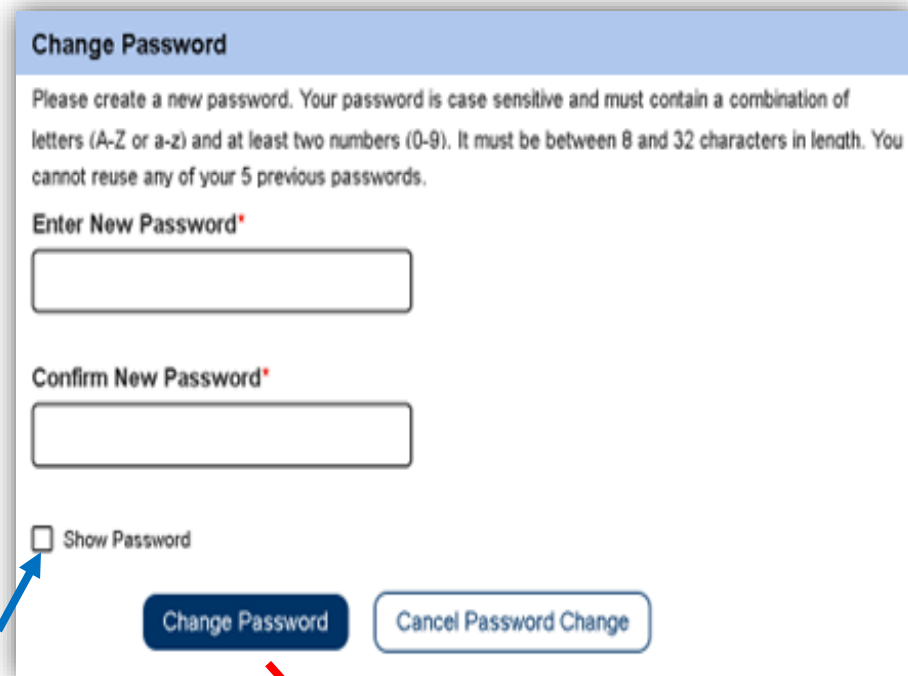
[My Preferences](#)

[Contact Information](#)

# 更改我的密码

CHANGE MY PASSWORD

- 如果更新您的密码，您不能重复使用之前的5个密码中的任何一个  
If updating your password, you cannot reuse any of your 5 previous passwords
- 密码必须包含：Password must contain:
  - 字母组合（A-Z或a-z）  
Combination of letters (A-Z or a-z)
  - 至少两个数字（0-9）  
At least two numbers (0-9)
  - 密码长度必须在8-32个字符之间  
Password length must be between 8-32 characters
- 密码区分大小写 Password is case sensitive
- 输入两次新密码 Enter your new password twice
  - 点击“显示密码”复选框，查看密码，避免出错  
You can view your password to avoid errors by clicking the checkmark box for “Show Password”
- 准备好更改密码后，点击“更改密码”按钮  
Once ready to change your password, click the “Change Password” button
  - 点击通知消息中的“确定”，确认密码已更改  
Click “OK” on the notification message confirming the password has been changed



**Change Password**

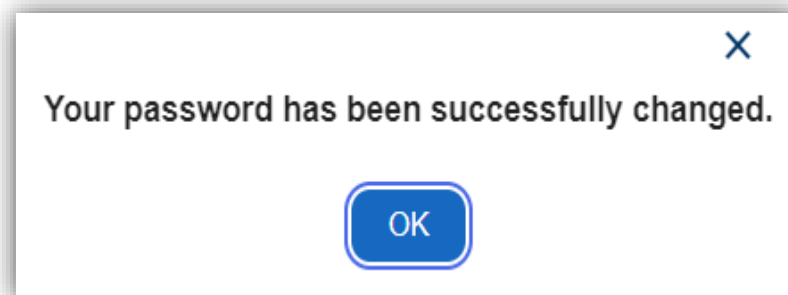
Please create a new password. Your password is case sensitive and must contain a combination of letters (A-Z or a-z) and at least two numbers (0-9). It must be between 8 and 32 characters in length. You cannot reuse any of your 5 previous passwords.

Enter New Password\*

Confirm New Password\*

☐ Show Password

Change Password Cancel Password Change



# 重置安全问题

## RESET SECURITY QUESTIONS

The screenshot shows a web interface for updating security questions. At the top, there are tabs for '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 and answers, each with a dropdown menu for the question and a text input for the answer. A red circle highlights the dropdown menu for 'Security Question 1', 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?'. At the bottom of the form, there are 'Save Updates' and 'Cancel' buttons.

- 点击下拉箭头查看可供选择的各种问题 Click on the drop-down arrow to see the variety of questions to choose from
- 选择一个容易记住但其他人难以猜出的问题 Choose one that is easy to remember, but hard for others to guess
- 答案不区分大小写，且不能包含特殊字符 Answers are not case sensitive and cannot include special characters
  - 您可以使用字母、数字和字符之间的单个空格 You can use letters, numbers, and single spaces between characters
- 选择并输入所有答案后，点击“保存更新” Once you have selected and entered all the answers, click “Save Updates”

# 我的偏好

## MY PREFERENCES

- ESP的首选语言可以在加州四种最常用的语言之间进行切换  
The ESP preferred language can be changed between California's 4 most spoken languages
  - 这将更改ESP网站的语言  
This will change the language of the ESP website
    - 要接收不同语言的电子邮件，请联系IHSS  
To receive emails in a different language, contact IHSS
  - 下次登录ESP时，您将看到语言已更改  
You will see the language change the next time you login to the ESP
- ESP的通知偏好可以设置为电子邮件、短信或两者兼有  
Notification preference for ESP can be set to email, text, or both
  - 要请求通过短信接收通知，请点击手机号码旁边的“验证”  
To request notifications via text message, click “Verify” next to your mobile telephone number
    - 可能需要支付短信数据费  
Text message data rates may apply
- 選取問題並輸入答案後，按一下「儲存更新」按鈕  
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

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**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.

|                                                        |                                                       |
|--------------------------------------------------------|-------------------------------------------------------|
| <b>Email (Current Preference)</b><br>JaneDoe@email.com | <b>Text</b><br>(000)111-2222 <a href="#">✓ Verify</a> |
|--------------------------------------------------------|-------------------------------------------------------|

SaveCancel

# 联系信息

## CONTACT INFORMATION

### ■ 目前，只有您的電話號碼可以透過 ESP 進行變更 Currently, only your telephone number can be updated through the ESP

- 地址变更必须以书面形式提交给IHSS  
Address changes must be made in writing and submitted to IHSS
  - 您可以使用SOC 840表格  
You can use the form SOC 840
  - 所有使用SOC 840作出的地址变更或电话变更申请必须附上政府签发的身份证复印件  
All requests for address change, or telephone change made with the SOC 840, must also include a photocopy of a government issued ID
- 您也可以透過書面方式，或聯絡電子服務入口網站服務台 (866) 376-7066，變更您的電子郵件地址  
Your email addresses can also be changed in writing or by contacting the Electronic Services Helpdesk at (866) 376-7066

### ■ 若要透過ESP 變更電話號碼，您首先需要使用驗證碼驗證身份。 To change your telephone number through the ESP, you will first need to verify your identity with a verification code.

- 选择通过电子邮件、短信或电话接收验证码，然后点击“发送验证码”按钮  
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 \*\*\*-\*\*\*-####

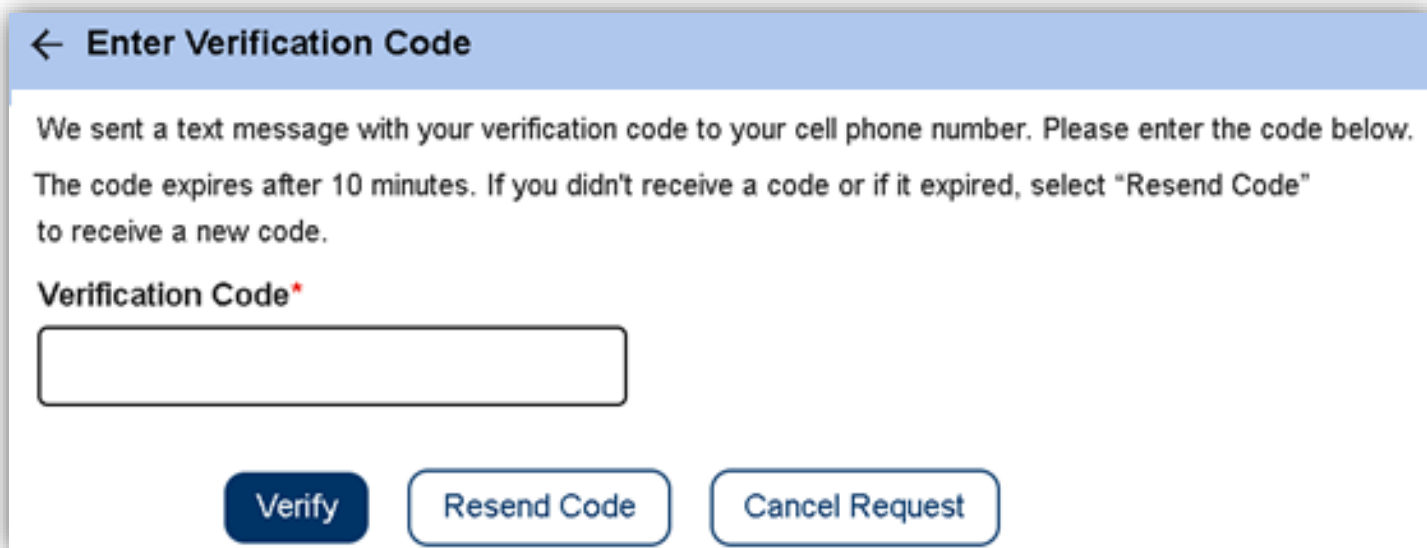
☐ Call me at \*\*\*-\*\*\*-####

Send Verification CodeCancel Request

# 联系信息

## CONTACT INFORMATION

- 接下来，系统将提示您输入收到的验证码  
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

- 如果您在 10 分鐘內未收到驗證碼，請按一下「重新傳送驗證碼」按鈕，要求傳送新的驗證碼  
If you have not received the code within 10 minutes, you will need to request a new code by clicking the "Resend Code" button
- 收到驗證碼後，在方塊中輸入驗證碼，然後按一下「驗證」按鈕  
After receiving it, enter the code and click the "Verify" button

# 联系信息 CONTACT INFORMATION

- 您可以选择编辑IHSS存档的现有电话号码或添加新号码  
You have the option to edit the telephone number on file with IHSS or add a new one
- 您可以选择哪个电话号码作为您的主要联系号码（最好使用可以联系到您的联系号码）  
You can choose which phone number is your primary contact number (best to reach you)
- 若要删除您帐户中不再需要的电话，请点击一下右侧的「删除」按钮  
To delete a telephone that you no longer want on your account, click the “Delete” button on the right
- 如果您需要更改电话号码，请点击“编辑”按钮  
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  |  Edit |  Delete |
| Cell: (000) 111-1111  | Primary: Yes |  Edit |  Delete |
| Other: (000) 000-0000 | Primary: No  |  Edit |  Delete |

# 联系信息: 编辑

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 <sup>1</sup>

<sup>2</sup> ☐ Make this my primary phone number

<sup>3</sup> **Save** **Cancel**

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

- 若要編輯現有電話號碼，請按一下文字方塊，刪除舊號碼並輸入正確號碼。<sup>1</sup>  
To edit an existing telephone number, click in the text box, delete the old number and type in the correct one.
- 您可以選取核取方塊，將此號碼設定為主要號碼。<sup>2</sup>  
You can choose to make this your primary phone number by marking the checkbox.
- 然后点击“保存”<sup>3</sup>  
Then click on “Save”.

# 联系信息:编辑

CONTACT INFORMATION: EDIT

- 再次檢查所有內容是否正確，然後按一下「提交」按鈕 Double check your phone number is correct and click on "Submit"
- 然后您会看到一条消息，确认您的电话号码已提交处理 You will then see a message confirming that your phone number has been submitted for processing
- 处理完成后，您将收到一封来自IHSS的电子邮件，通知您更改已成功提交 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

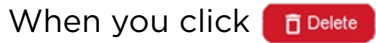


×

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

# 联系信息:删除电话号码

CONTACT INFORMATION: DELETE PHONE NUMBER

- 点击“删除”  后，您将看到一条确认您是否要删除电话号码的消息。点击“提交”按钮  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
- 系统将向您发送一封电子邮件，确认电话号码已删除  
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

Submit

Cancel

×

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

OK

# 恭喜您！

CONGRATULATIONS!

- 您現在知道如何更改您的電話聯系方式、更新您的ESP帳戶偏好、更改您的密碼以及更新您的安全問題

You now know how to change your telephone contact information, update your ESP account preferences, change your password, and update your security questions

- 查看其他ESP培訓，了解如何 View the other ESP trainings for detailed information on how to:
  - 通過ESP聘用提供者 Hire a provider through the ESP
  - 查看工時單以處理付款 Review timesheets for payment processing

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





# Public Authority Services

 by Sourcewise 

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

