

服务提供者电子服务门户

PROVIDER 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*上做什么？

WHAT CAN YOU DO ON ESP?

- 签到/签出

Check-In/Out

- 提交工时表

Submit Timesheet

- 住家服务认证

Live-in Certification

- 工资历史记录

Payroll History

- 就业资格认证

Employment Verification

- 税务

Tax Documents

- 病假申请

Sick Leave Request

- 直接存款

Direct Deposit

- 更新您的联系信息

Update Your Contact Information

- 资源链接

Link to Resources

- 阅读有关*ESP*的通知

Read Notifications About the ESP

在本课程中：

IN THIS COURSE:

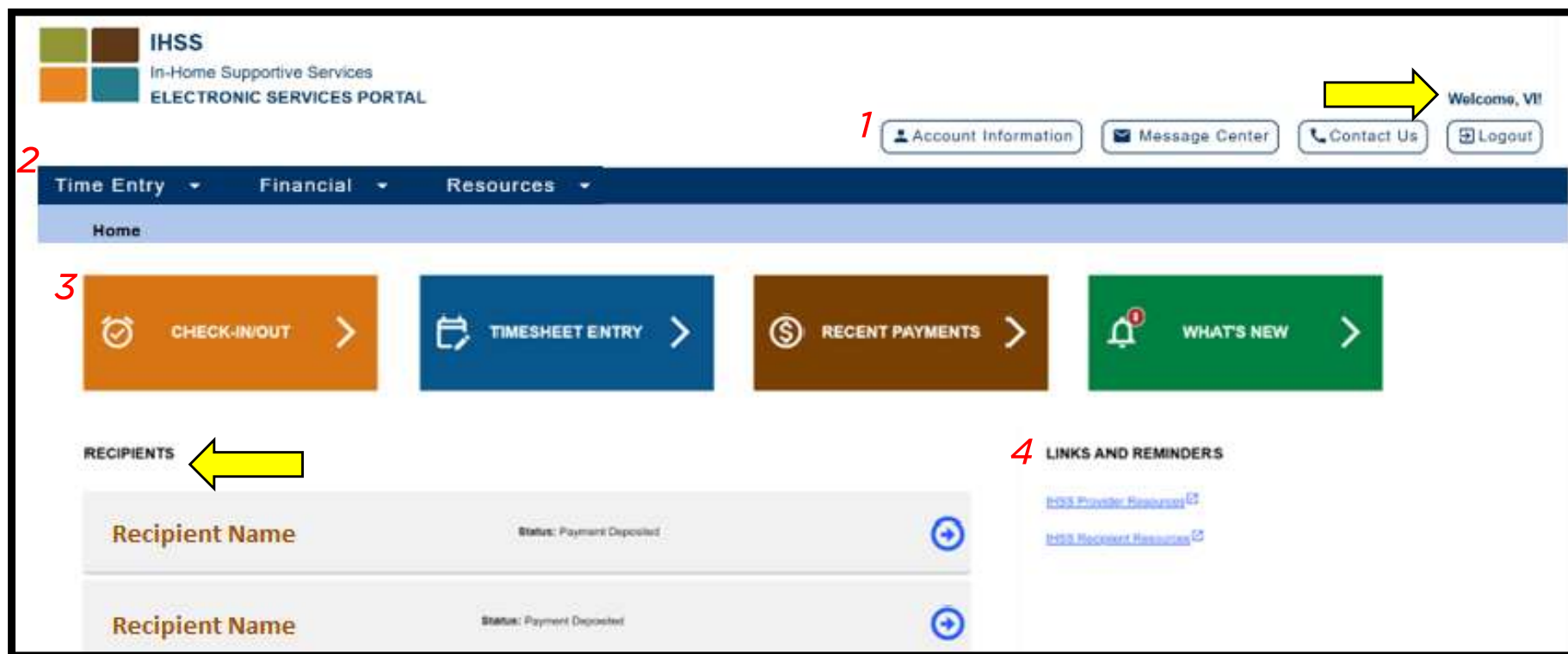
- 在本课程结束时，您将了解如何：*By the end of this course, you will know how to:*

- 更新您的帐户信息
Update your account information
- 了解您可以在**ESP**上做什么
Learn what you can do on the ESP
- 阅读有关**ESP**的通知
Read notifications about the ESP
- 资源链接
Link to resources

The screenshot shows the IHSS Electronic Services Portal (ESP) interface. The header includes the IHSS logo and the text "IN-HOME SUPPORTIVE SERVICES ELECTRONIC SERVICES PORTAL". There is a language selection dropdown menu labeled "請選擇語言". The main content area is divided into two columns: "登錄您的帳戶" (Login your account) and "注册" (Registration). The login section has 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) options. There are checkboxes for "記住我" (Remember me) and "顯示密碼" (Show password). A "登錄" (Login) button is at the bottom. A link "忘記用戶名或密碼?" (Forgot username or password?) is also present. The registration section has a "注册" (Registration) heading and 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), "注册電子轉賬" (Register for electronic payment), and "請病假" (Request sick leave). A "在這裡注册" (Register here) button is at the bottom. A link "注册常見問題解答 (PDF)" (Registration FAQ (PDF)) is also present. At the bottom, there is a note: "如果您在登入或注册電子服務入口網站時需要更多協助，請在週一至週五（重大節假日除外）上午 8 點至下午 5 點之間致電 IHSS（居家援助服務）服務台，電話為 1-866-376-7066。" (If you need more assistance logging in or registering on the electronic services portal, please call IHSS (Home Care Support Services) Service Center, 1-866-376-7066, from 8 AM to 5 PM, Monday through Friday (excluding major holidays)).

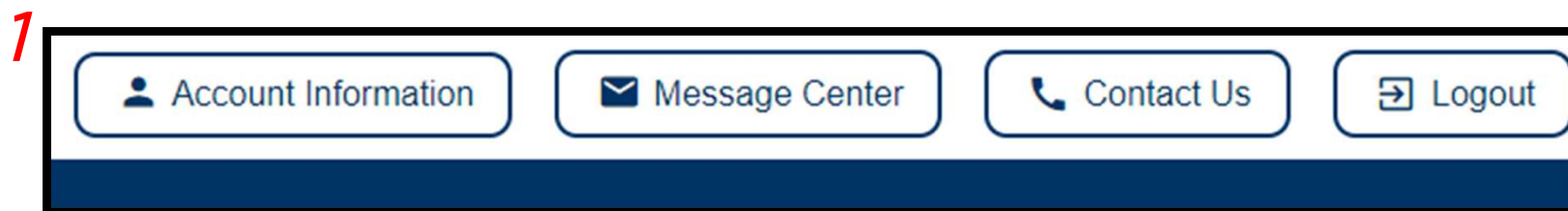
您的ESP账户

YOUR ESP ACCOUNT



- 您的姓名将显示在右上角 *Your name will be shown on the upper right*
- 收件人姓名将显示在“收件人” (Recipients) 下
Your recipient's name will be displayed under "Recipients"
- 我们将介绍每个部分（红色数字）允许您执行的操作
We will go over what each section (the red numbers) allows you to do

您的ESP账户 (1) YOUR ESP ACCOUNT



- 账户信息：您将能够查看IHSS档案中的当前信息，并更改您的账户和偏好设置

Account Information: You will find your name, provider ID number, and information you can update

- 在电脑上，该按钮位于窗口的右上方

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

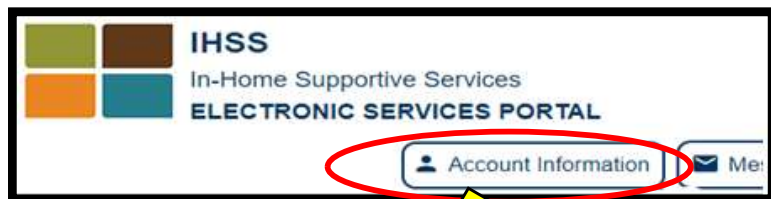
- 在手机上，查找帐户图标

On a mobile phone, look for the account icon



帐户信息

ACCOUNT INFORMATION



■ 可用来更新您的以下信息

You can update your:

- *ESP*的密码
- 重设*ESP*安全问题
Reset your security question for the ESP
- 更新偏好设置 *Update your preferences*
 - 每次显示几张考勤表
How many timesheets to view at a time
 - *ESP*系统语言偏好 *ESP preferred language*
 - 通知偏好 *Notification preference*
- 更新联系信息 *Update contact information*
 - 居住地址和邮寄地址
Residence and mailing address
 - 电话号码 *Phone number*

Account Information

Full Name: PA IHSS

Provider Number: 000123456

Registration Date: 01/31/2020

Email Address: email@email.com

[Change My Password](#)

[Reset My Security Questions](#)

[My Preferences](#)

[Contact Information](#)

账户信息：修改密码

ACCOUNT INFORMATION: CHANGE PASSWORD

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 PasswordCancel Password Change

Your password has been successfully changed.

OK

- 如果更新密码，您不能重复使用任何之前的5个密码 *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)
 - 密码长度必须介于8到32个字符之间 *Password length must be between 8 and 32 characters*
- 密码区分大小写 *Password is case sensitive.*

账户信息：修改密码

ACCOUNT INFORMATION: CHANGE PASSWORD

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**

Your password has been successfully changed.

OK

- 输入两次新密码
Enter your new password twice
 - 您可以通过点击“显示密码” (*Show Password*) 复选框来查看密码，以避免错误
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” (*Change Password*) 按钮
Once ready to change your password, click the “Change Password” button
 - 在确认密码已更改的通知消息上单击“确定” (*OK*)
Click “OK” on the notification message confirming the password has been changed

帐户信息：重置安全问题

ACCOUNT INFORMATION: RESET SECURITY QUESTIONS

- 安全问题: *Security Question:*
 - 更新三个安全问题时，请记住选择一个别人难以猜到但您容易记住的问题
When updating your three security questions, remember to choose one that is hard for others to guess, but easy for you to remember
 - 单击下拉框选择问题列表
Click on the drop-down box to choose a list of questions
- 安全答案 *Security Answer:*
 - 不区分大小写 *Is not case sensitive*
 - 不能有特殊字符 *Cannot have special characters*
 - 字母（A-Z 或 a-z）、数字（0-9）和字符之间的单个空格的组合 *Combination of letters (A-Z or a-z), numbers (0-9), and single spaces between characters*
- 检查您的问题 and 答案，然后点击“保存更新” (*Save Updates*) 以完成更新您的安全问题和答案 *Review your questions and answers, and click “Save Updates” to complete updating your security questions and answers*

Update Security Questions

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.

Security Question 1*

Security Answer 1*

Security Question 2*

Security Answer 2*

Security Question 3*

Security Answer 3*

帐户信息：我的偏好

ACCOUNT INFORMATION: MY PREFERENCES

My Preferences

Timesheet Entry Preferences
Choose how many Timesheets you would like to see, when on the Timesheet Entry Screen:
Select your timesheet preference

☐ All
☒ Past 3 months

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)	Text
Email@email.com	(408) 000-12345 ✓ Verify

- 在“我的偏好” (My Preferences) 中您可以 *Under the “My Preferences”, you can:*
 - 选择在考勤表录入界面显示的考勤表数量 *Choose how many Timesheets you would like to see when on the Timesheet Entry Screen*
 - 选择ESP系统语言（英语/西班牙语/亚美尼亚语/中文）
Choosing your prefeed ESP language (English, Spanish, Armenian, or Chinese)
 - 设置工资流程和CDSS-IHSS消息中心的通知偏好 *Notification preferences for the payroll process and message center from CDSS-IHSS*
- 点击您要修改的选项旁边的空心圆，然后点击“保存” (Save)
Click on the empty circle next to your preference that you wish to change, and then click “Save”

帐户信息：联系信息

ACCOUNT INFORMATION: CONTACT INFORMATION

- 您可以在**ESP**上修改以下信息
You can change the following information on the ESP:
 - 居住地址 *Residence address.*
 - 邮寄地址 *Mailing address.*
 - 电话号码 *Phone numbers.*
- 要通过**ESP**更改您的联系信息，您首先需要使用验证码验证您的身份
To change your contact information through the ESP, you will first need to verify your identity with a verification code
- 选择通过电子邮箱/接收短信/接电话接收验证码，然后点击“发送验证码” (Send Verification Code) 按钮
Choose to receive the code by email, text, or telephone call, then click the “Send Verification Code” button.

Action Requires Verification Code

To enroll in or change your direct deposit, 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 q***@yah***

☒ Text me at ***-***-5056

☐ Call me at ***-***-5056

Send Verification Code **Cancel Request**

帐户信息：联系信息

ACCOUNT INFORMATION: CONTACT INFORMATION

Contact Information

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

Residence Address

123 Care Giver, State CA 00000-0000
Status: Current **Edit**

Mailing Address

123 Care Giver, State CA 00000-0000
Status: Current **Edit**

Phone Numbers

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

Phone Number	Primary	Edit	Delete
Home: No number on file	Primary: No	Edit	Delete
Cell: (000)123-4567	Primary: Yes	Edit	Delete
Other: No number on file	Primary: No	Edit	Delete

- 本页面显示您在IHSS登记的当前信息 *You will see your current information registered with IHSS on this screen*
- 如果您想更新任何信息，点击“编辑” (*Edit*) 按钮
If you would like to update any of the information, click the “Edit” button
- 点击“编辑” (*Edit*) 按钮，设置主要联系电话 *To set a primary contact number, click the “Edit” button*
 - 点击“删除” (*Delete*) 可移除已存号码
To delete any number on file, click “Delete”

您的ESP账户

YOUR ESP ACCOUNT (2)



■ 考勤录入 *Time Entry*:

- 进入“考勤表” (*Timesheets*) 填报工作时长，以获取报酬

Access to “Timesheets” to enter work hours for payment

- ▣ 您也可以点击蓝色“考勤表录入” (*Timesheet Entry*) 按钮进入您的考勤表

You can also access your timesheet by clicking on the blue “Timesheet Entry” button

- 进入“交通报销” (*Travel Claim*) 填写两位受照顾者之间的交通时间

Access to “Travel Claim” to enter travel time between two recipients

- 进入“病假报销” (*Sick Leave Claim*) 申请病假工资

Access to the “Sick Leave Claim” to request sick leave payment

您的ESP账户

YOUR ESP ACCOUNT (2)



■ 财务 *Financial:*

- 查看历史/待发工资，以及病假工资
Review previous and pending payments and sick leave claims
- 确认您的受照顾者住家提供者状态
Certify live-in status if you reside with your recipient
- 添加、修改或查看直接存款信息 *Add, change, or review your direct deposit.*
- 访问当前和前3年的 W-2 *Access to the current and the previous 3 years' W-2*
- 请求就业和收入证明 *Request Employment and Wage verifications.*

■ 资源 *Resources:*

- 最新资讯: **ESP**相关信息 *What's New: Information regarding ESP*
- 培训: **ESP**设置及门户使用方法信息 *Training: Information on ESP settings and how to use the portal*

考勤表查看方式

WAYS TO ACCESS TIMESHEET

■ 3 种方式查看您的考勤表:

3 ways to get to your timesheets:

1. 点击“考勤录入” (1 Time Entry)
下拉菜单，选择“录入考勤”

*Click on “Time Entry”(1) for the dropdown menu
and under “Timesheets”, choose “Enter Time”*

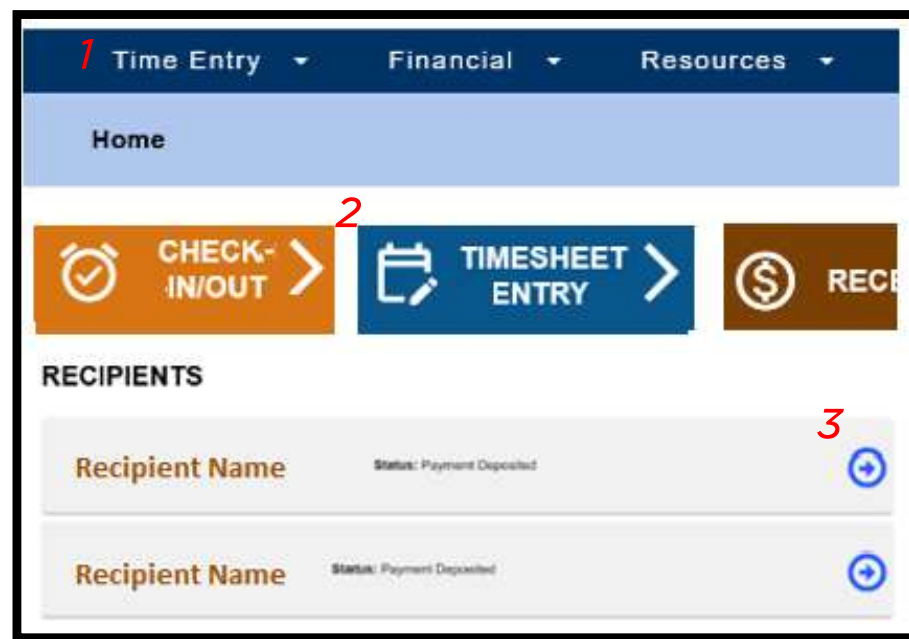
2. 点击蓝色“考勤表录入”
(Timesheet Entry 2) 按钮

Click on the blue “Timesheet Entry” (2), button

3. 在“受照顾者” (Recipients 3) 列表中，找到您要录入考勤时间的受照顾者姓名。

*Under “Recipients” (3), locate the name of the
recipient you wish to enter time for*

- 然后点击其姓名右边的蓝色箭头
*Then, click on the blue arrow to the right of
their name*



您的ESP账户

YOUR ESP ACCOUNT (3)



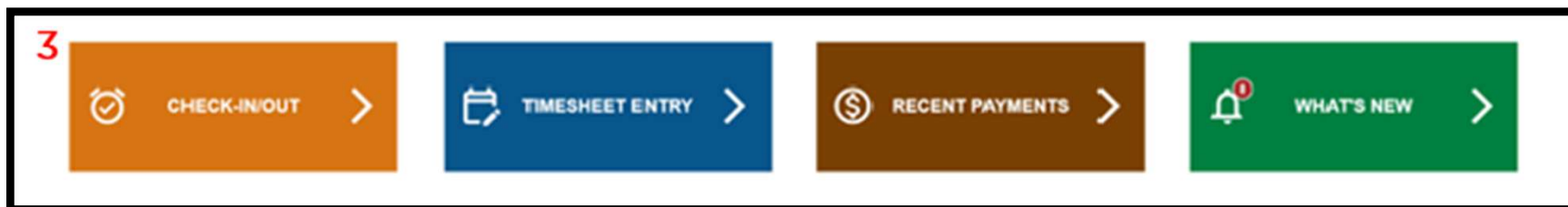
- 电子查岗系统（*EVV*）要求不与受照顾者同住的提供者，在工作时打卡签到/签退

The Electronic Visit Verification (EVV) is required for providers who do not live with their recipients to check-in and check-out when they work

- 提供者可通过点击ESP系统中的“签到/签退” (*Check-in/out*) 按钮签到和签退 *The provider can access check-in and check-out on the ESP by clicking on “Check-in/out” button*
- 提供者也可下载*IHSS EVV*手机应用进行操作 *Providers can also download the IHSS EVV Mobile App on their phone*
- 或使用受照顾者座机，通过电话考勤系统进行 *Or, call in from the Telephone Timesheet System using the recipient’s landline telephone*

您的ESP账户

YOUR ESP ACCOUNT (3)



- “考勤录入” (*Timesheet Entry*) 按钮：用于进入您的考勤表，填写工作时间，以获取报酬

“Timesheet Entry” button is one way to access your timesheet to enter time work for payment

- “近期发薪” (*Recent Payment*) 按钮：查看已发放和待发放的薪资

“Recent Payment” button is one way to review previous and pending payments

- “最新消息” (*What's New*) 按钮：用于查看IHSS发送的ESP系统更新通知

The “What's New” button is for IHSS to send messages about updates to the ESP

您的*ESP*账户

YOUR *ESP* ACCOUNT (4)

4

LINKS AND REMINDERS

[IHSS Fact Sheets](#)

[IHSS Educational Videos](#)

- ***IHSS*情况说明书：** *IHSS Fact Sheets:*
 - 可打印的简短*PDF*文件，帮助理解消费者和提供者在*IHSS*计划中的权利和责任 *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简短视频 *Short videos on IHSS program, IHSS services, and rights and responsibilities of consumers and providers*

恭喜

CONGRATULATIONS



- 现在您知道在哪里可以找到可以通过电子服务门户做的事情 *You now know where to find the things you can do through the Electronic Services Portal*
- 观看“财务设置与审核” **ESP**培训，获取以下操作的详细指导： *View the “Financial Setup and Review” ESP training for detailed information on how to:*
 - 确认住家提供者身份 *Certify Live-in status*
 - 查看工资历史记录 *View payment history*
 - 设置和更改直接存款 *Set up and change direct deposit*
 - 查看税务文件 *View tax documents*
 - 请求就业证明 *Request employment verification*

如果您对**ETS**或时间表有任何疑问或问题，请致电**ETS**帮助台：

(866) 376-7066, 选项 1

If you have questions or issues with the ETS or timesheets, call the ETS Helpdesk: (866) 376-7066, Option 1



PUBLIC AUTHORITY
SANTA CLARA COUNTY

Public Authority Services

 by Sourcewise 

www.pascc.org

