In-Home Supportive Services
PUBLIC AUTHORITY
SANTA CLARA COUNTY

Public Authority Services by Sourcewise

# PROVIDER ELECTRONIC SERVICE PORTAL (ESP)

## REGISTERING FOR AN ACCOUNT

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# WHAT CAN YOU DO ON ESP?

- *Check-In/Out*
- *Submit Timesheet*
- *Live-in Certification*
- *Payroll History*
- *Employment Verification*
- *Review Tax Documents*
- *Sick Leave Request*
- *Direct Deposit*
- *Update Your Contact Information*
- *Link to Resources*
- *Read Notifications About the ESP*

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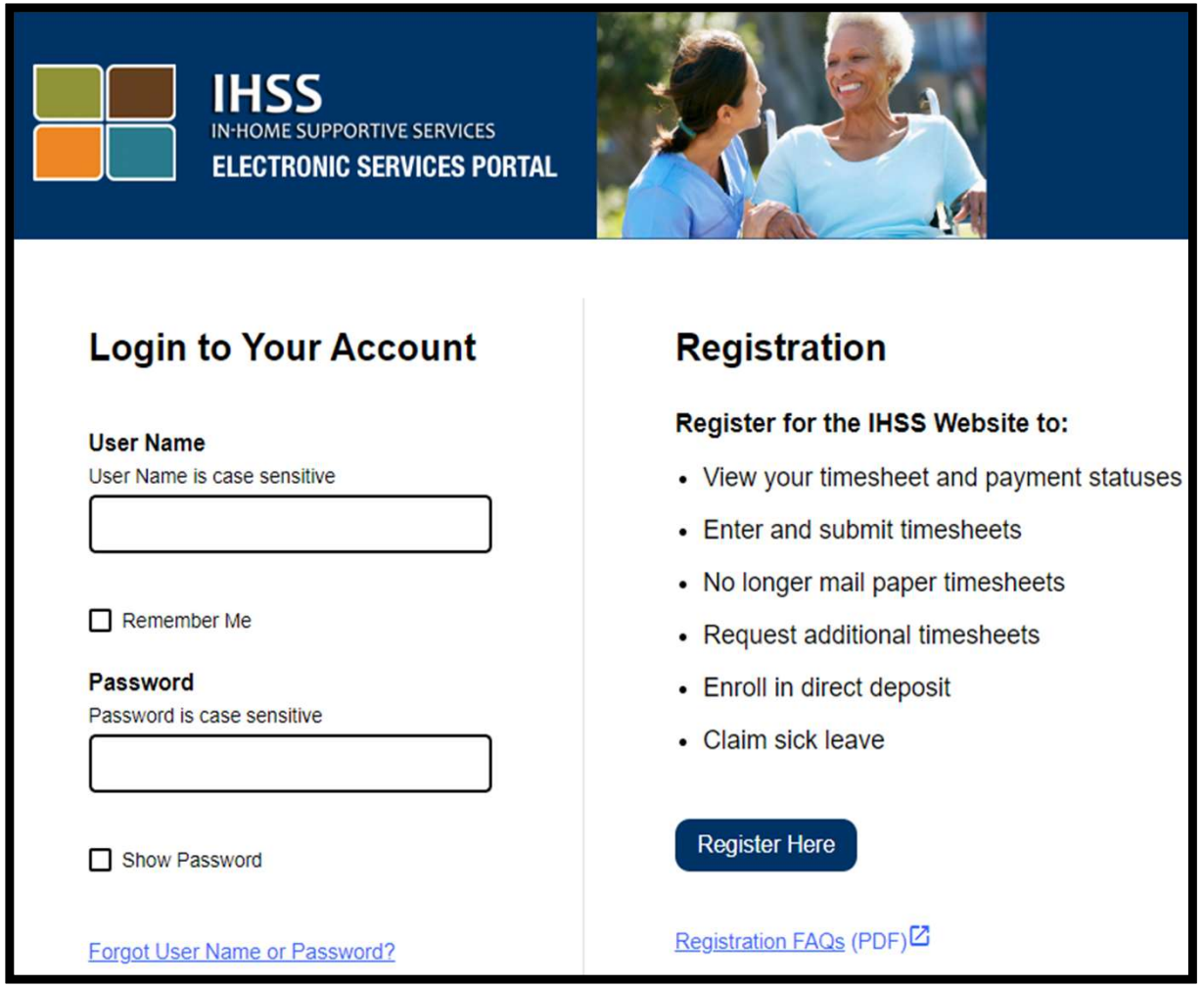
# IN THIS COURSE:

- *By the end of this course, you will know how to:*
  - *Register for an Electronic Service Portal (ESP) account*

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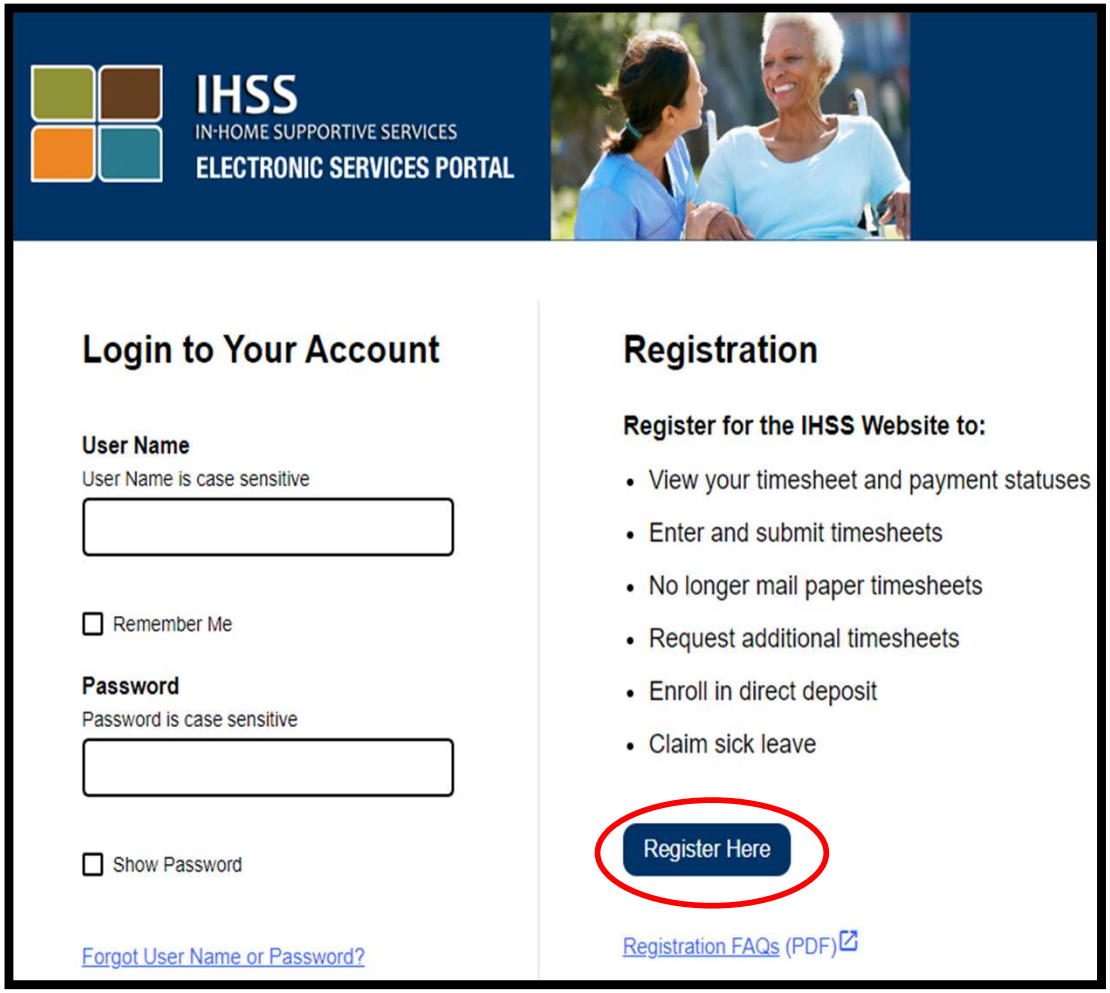
# REGISTRATION




- *To begin registering for your account, you will visit the Electronic Services Portal, or "ESP" website at [etimesheets.ihss.ca.gov](etimesheets.ihss.ca.gov)*
  - *Click on "Register Here"*
- *You will need an email address*
  - *If you do not have an email account, you can create a free one at gmail.com or mail.yahoo.com*

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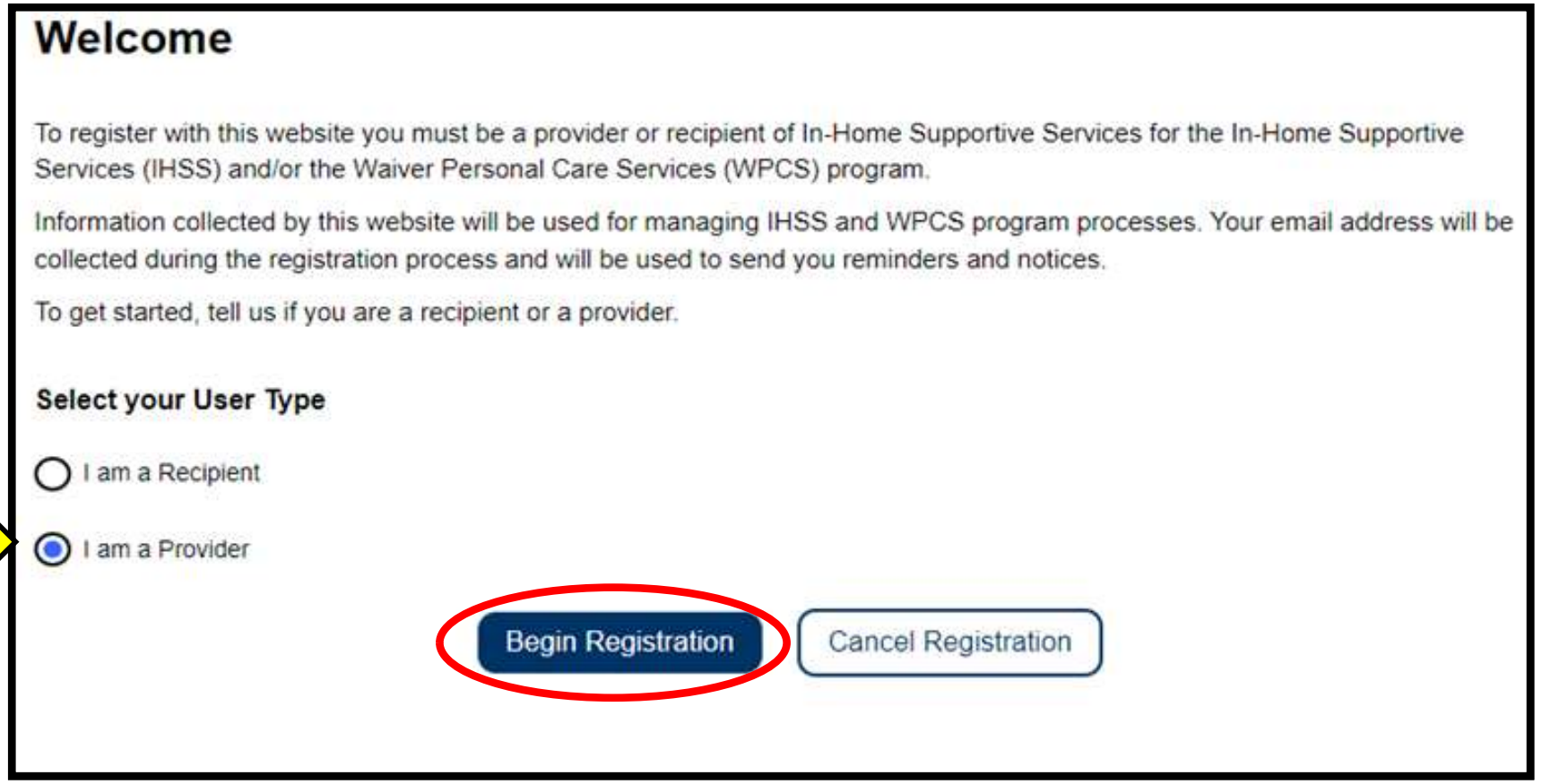
# REGISTRATION




- *Choose "I am a Provider" by clicking on the blank circle*
- *Then click the "Begin Registration" button*

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# 5 STEPS TO REGISTER

1. *Add your User Information*
   - *Your name, birthdate, etc*

2. *Complete your Account Information*
   - *Create username, password, etc*

3. *Choose security questions*
   - *To verify it is you or to reset your password if needed*

4. *Verify your email*
   - *An email will be sent to you that will have instructions on how to verify*

5. *Confirm registration*
   - *Log in to your new account after verifying your email*

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# STEP 1: USER INFORMATION

- *Fill in the boxes*
  - *Your First name*
  - *Your Last name*
  - *Date of birth (mm/dd/yyyy)*
    - *Example: June 7, 1975 will be entered as 06/07/1975*
  - *Your IHSS provider number*
  - *The last 4 digits of your Social Security Number*
  - *Click "Next" button*

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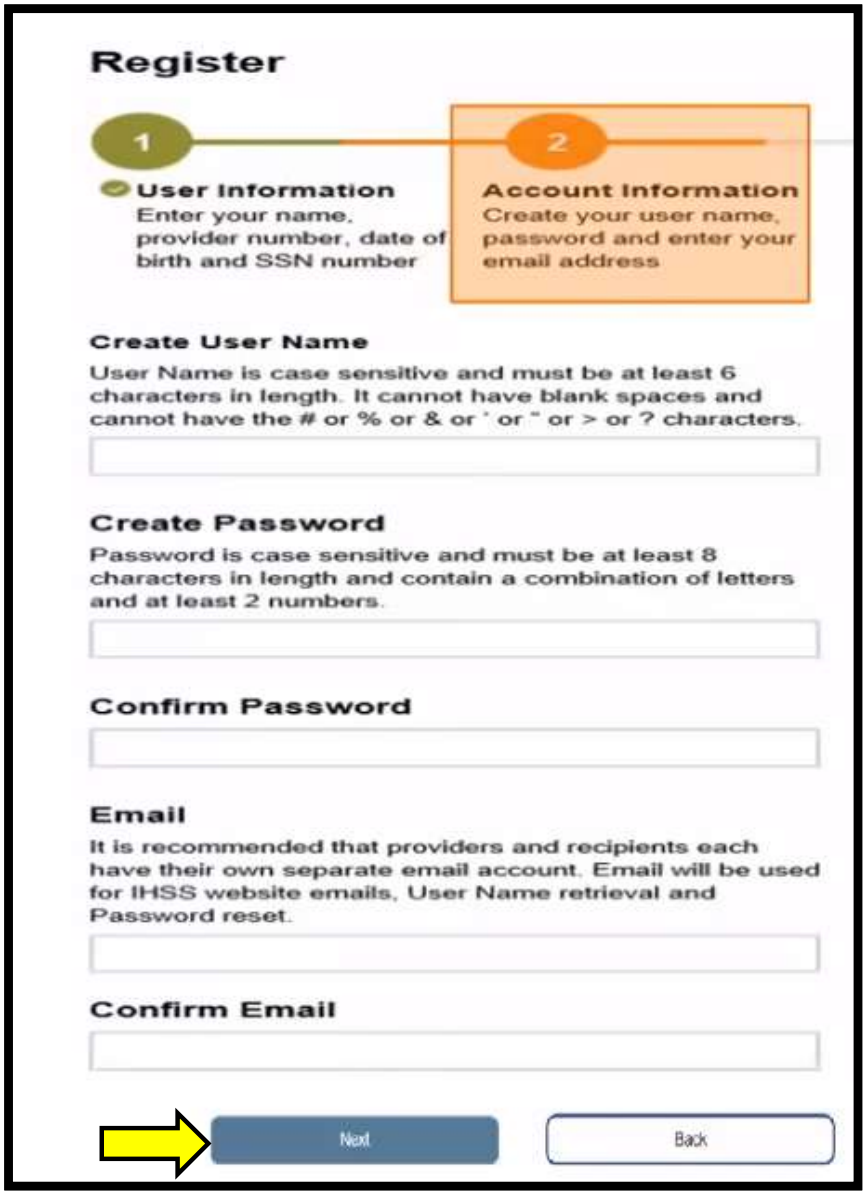
# STEP 2: ACCOUNT INFORMATION




- *Create a Username*
  - *At least 6 characters in length*
  - *No blank spaces and no special characters-only letters and numbers*
- *Create a Password*
  - *Case sensitive*
  - *Must be at least 8 characters in length*
    - *Must contain combination of letters and at least 2 numbers*
- *Re-type your password to confirm it*
- *Enter your email address*
- *Re-type your email address to confirm it*
- *Click on "Next"*

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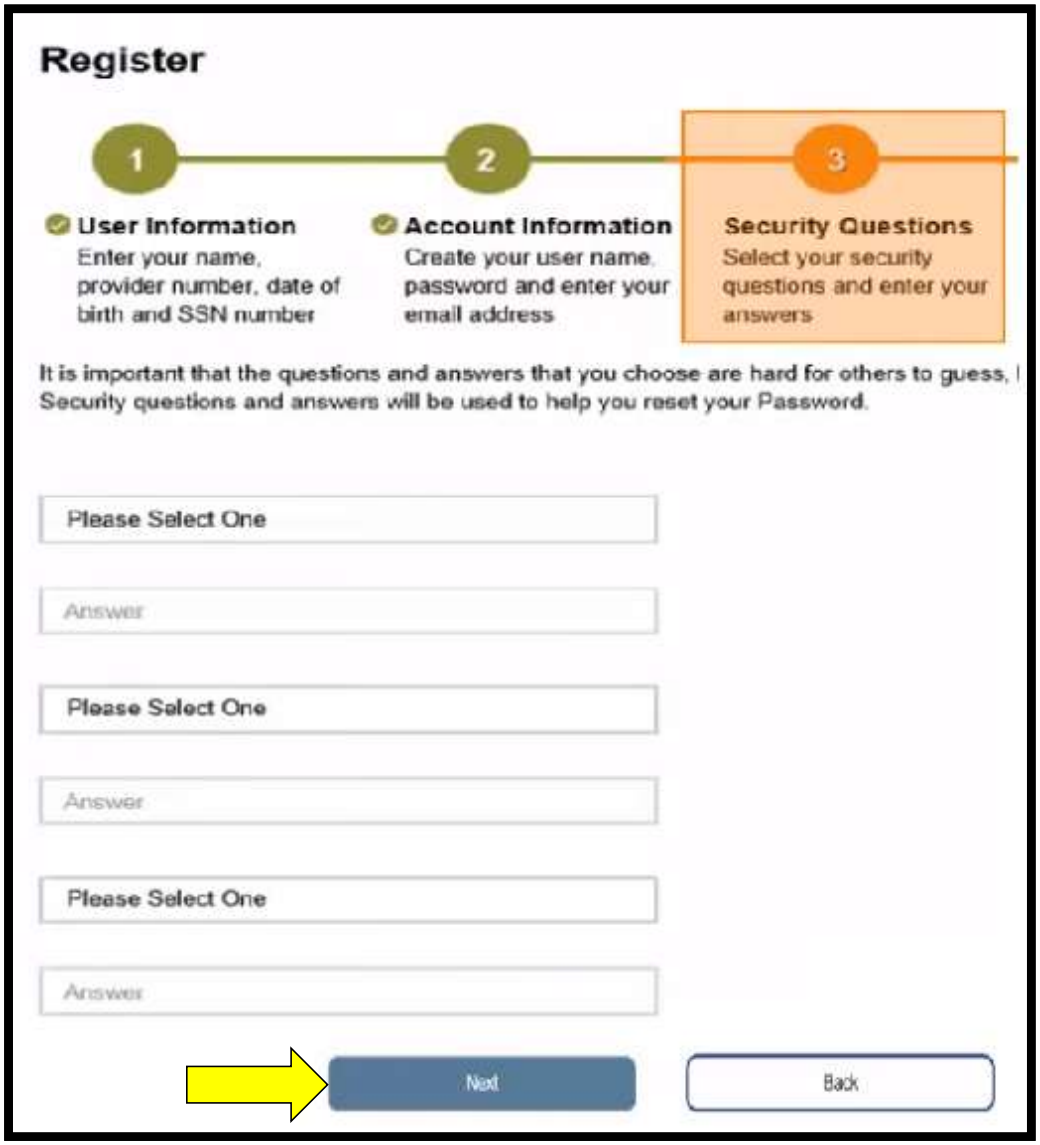
# STEP 3: SECURITY QUESTIONS




- *You must choose 3 security questions from the drop-down boxes*
- *Type in your answer for each security question*
  - *Write down your answers for future use if you forget your username or need to create new password*

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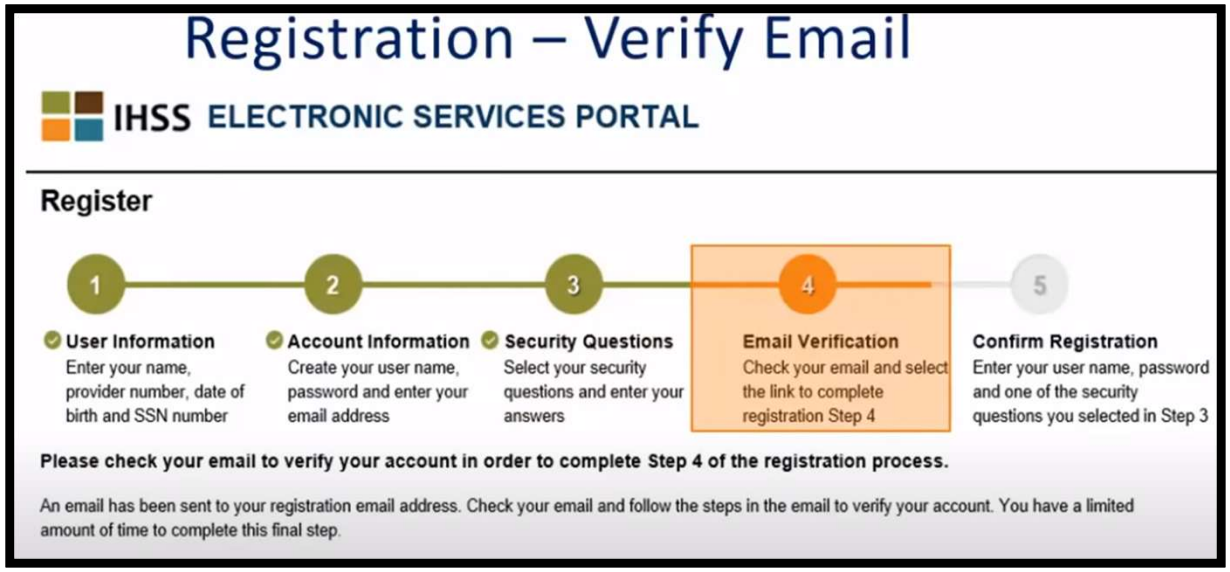
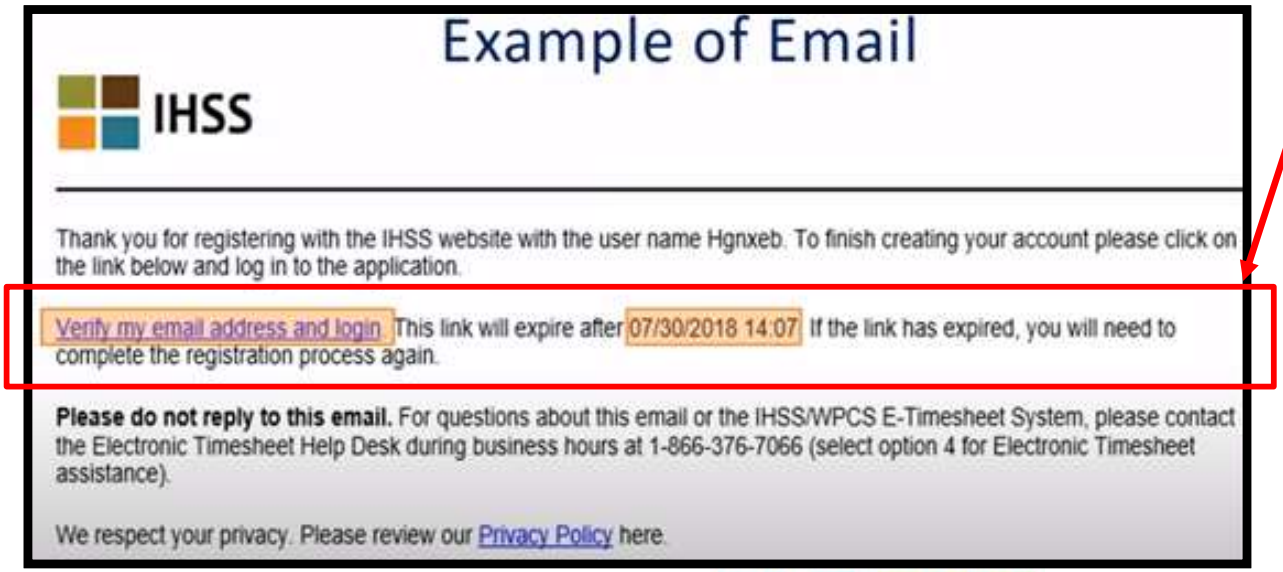
# STEP 4: VERIFY EMAIL




- *Login to your email*
- *Open the verification email you received*
- *Click on "verify my email address and login"*
  - *Verify the link before it expires, as stated in the email*
- *After you click the link, you will be taken to step 5*

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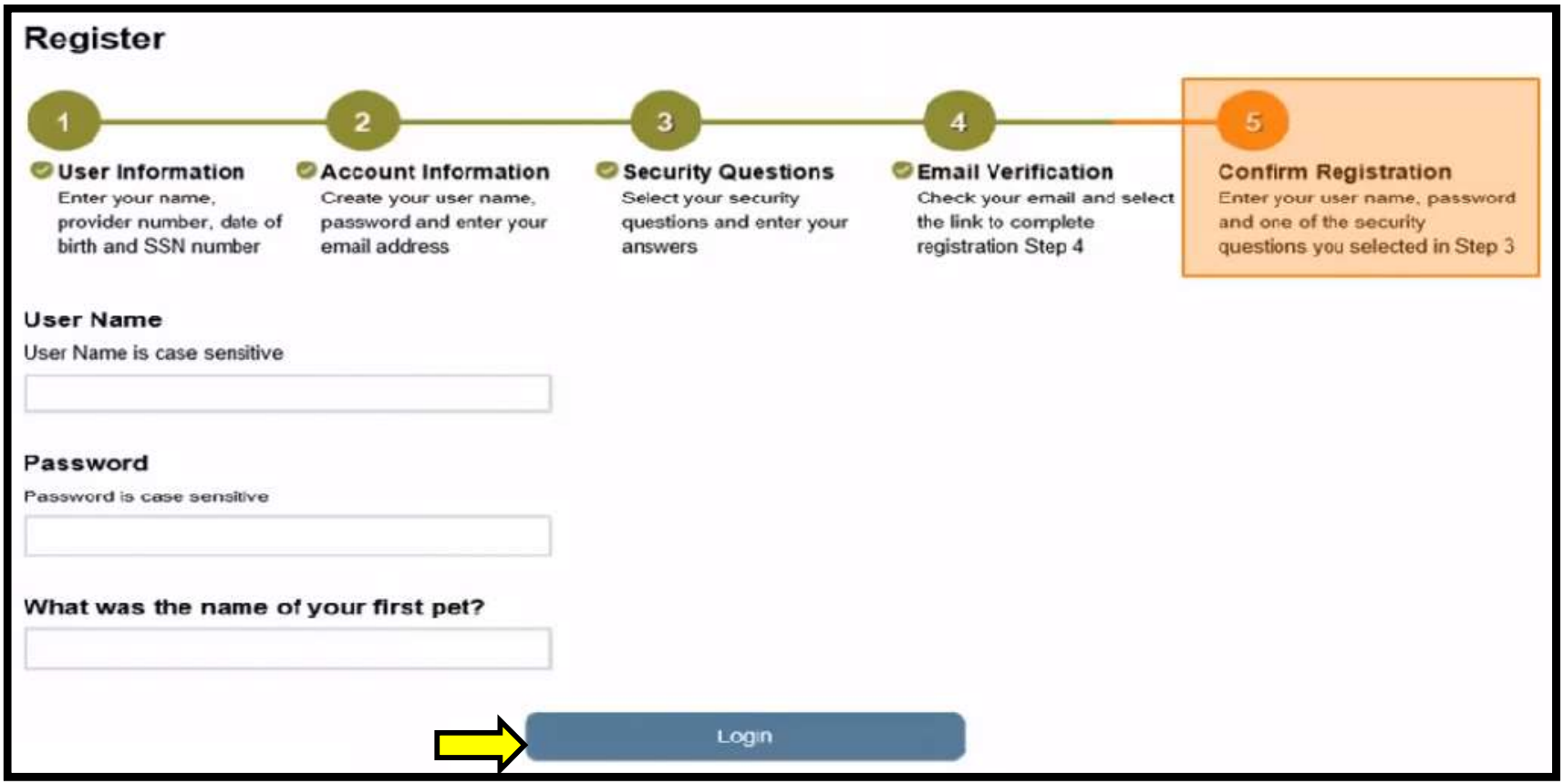
# STEP 5 : CONFIRM REGISTRATION




- *Enter the information you used to create your account, type your answer for the security question, and click on "Login"*

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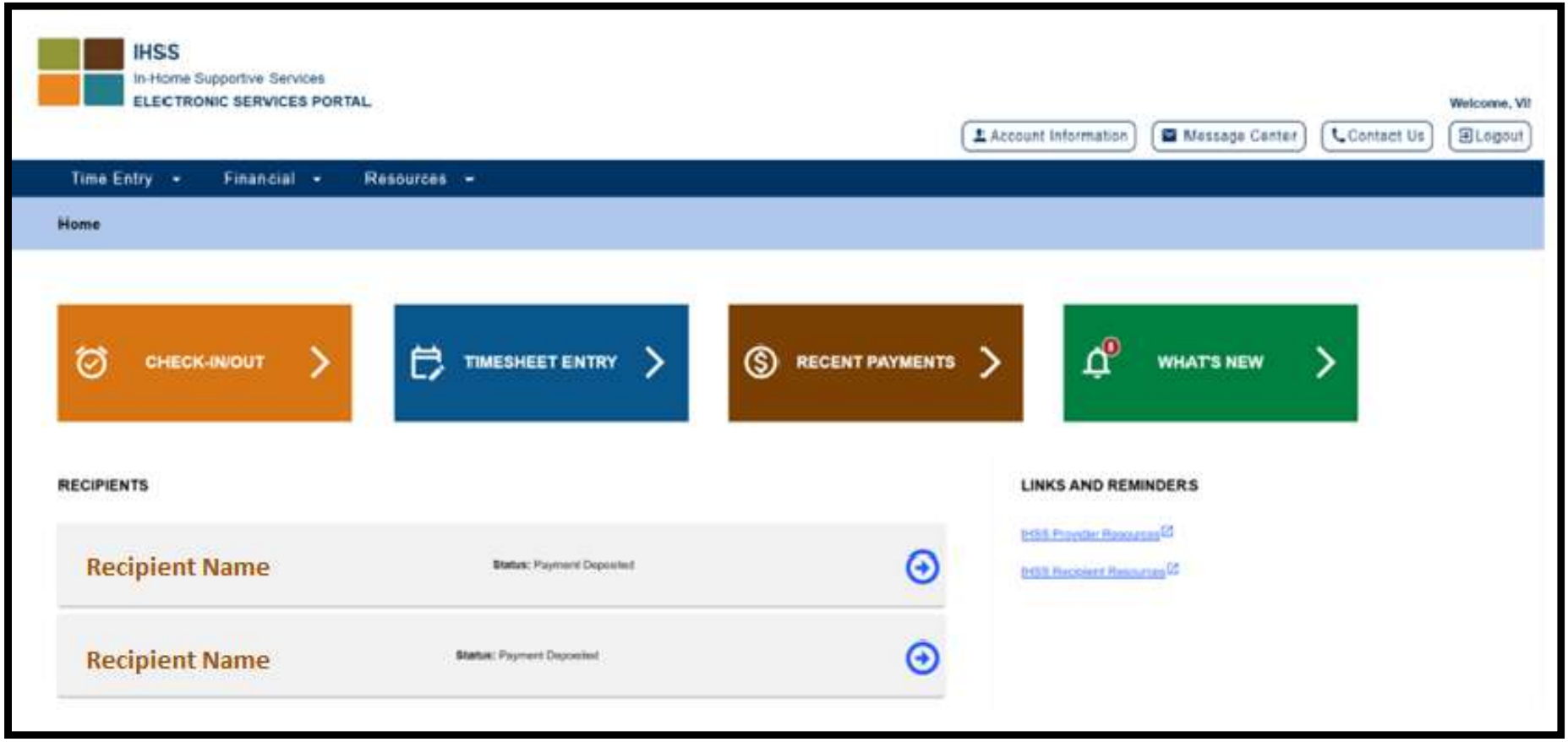
# HOMEPAGE




- *Once you log in to the ESP, you will be directed to the homepage, where you can access a wide range of ESP options.*

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# CONGRATULATIONS!

- *You have created your account on the Electronic Services Portal (ESP). You can now:*
  - *Submit timesheet*
  - *Review payment history, tax documents, and employment verifications*
  - *Change your contact information in the IHSS system*
- *Review the "Overview" module to learn more about what you can do on the ESP*

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

*(866) 376-7066, Option 1*

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