PROVIDER
ELECTRONIC SERVICE PORTAL (ESP)

OVERVIEW OF WHAT YOU CAN DO ON THE PORTAL

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

IN THIS COURSE:

- **By the end of this course, you will know where to:**

  - Update your account information

  - Learn what you can do on the ESP

  - Read notifications about the ESP

  - Link to resources

YOUR ESP ACCOUNT

- *Your name will be shown on the upper right*
- *Your recipient's name will be displayed under "Recipients"*
- *We will go over what each section (the red numbers) allows you to do*

YOUR ESP ACCOUNT (1)
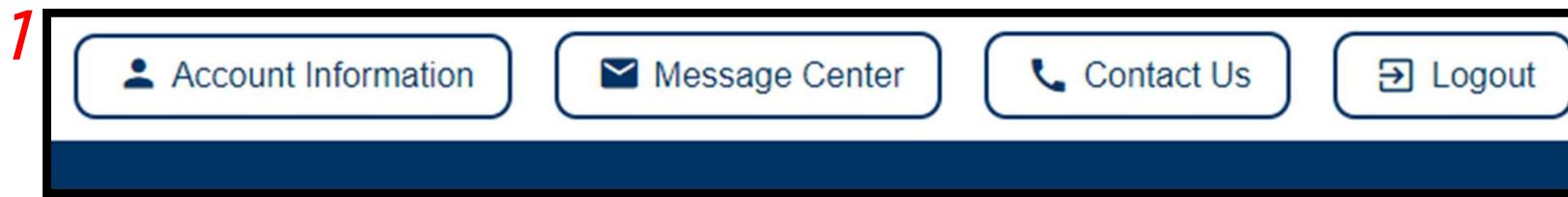
- *Account Information: You will be able to see the current information on file with IHSS and make changes to your account and your preferences*

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

- *On a mobile phone, look for the account icon*

ACCOUNT INFORMATION

IHSS
In-Home Supportive Services
ELECTRONIC SERVICES PORTAL

Account Information | Mes

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
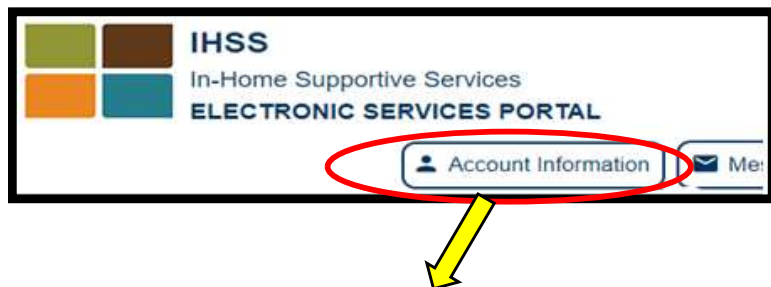
- You can update your:

  - Password for the ESP

  - Reset your security question for the ESP

  - Update your preferences
    - How many timesheet to view at a time
    - ESP preferred language
    - Notification preference

  - Update contact information
    - Residence and mailing address
    - Phone number

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

- *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 and 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
  - Click "OK" on the notification message confirming the password has been changed

ACCOUNT INFORMATION: RESET SECURITY QUESTIONS

- *Security Questions:*
  - *When updating your three security questions, remember to choose one that is hard for others to guess, but easy for you to remember*
  - *Click on the drop-down box to choose from the list of questions*

- *Security Answers:*
  - *Not case sensitive*
  - *Cannot have special characters*
  - *Combination of letters (A-Z or a-z), numbers (0-9), and single spaces between characters*

- *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*

Save Updates   Cancel Updates

ACCOUNT INFORMATION: MY PREFERENCES

- *Under the "My Preferences", you can:*
  - *Choose how many Timesheets you would like to see when on the Timesheet Entry Screen*
  - *Choose your preferred ESP language (English, Spanish, Armenian, or Chinese)*
  - *Choose your notification preferences for the payroll process and message center from CDSS-IHSS*

- *Click on the empty circle next to your preference that you wish to change, and then click "Save"*

ACCOUNT INFORMATION: CONTACT INFORMATION

- *You can change the following information on the ESP:*
  - Residence address
  - Mailing address
  - Phone numbers

- *To change your contact information through the ESP, you will 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

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]

ACCOUNT INFORMATION: CONTACT INFORMATION

- *You will see your current information registered with IHSS on this screen*

- *If you would like to update any of the information, click the "Edit" button*

- *To set a primary contact number, click the "Edit" button*
  - *To delete any number on file, click "Delete"*

YOUR ESP ACCOUNT (2)
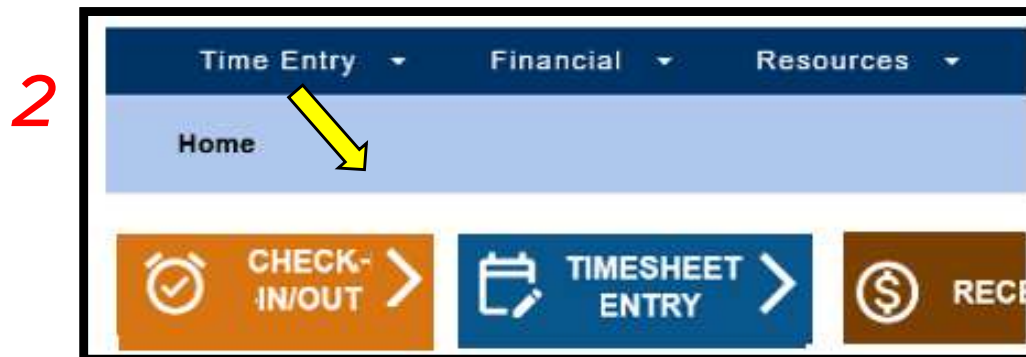
- **Time Entry:**
  - Access to "Timesheets" to enter work hours for payment
    - You can also access your timesheet by clicking on the blue "Timesheet Entry" button
  - Access to "Travel Claim" to enter travel time between two recipients
  - Access to the "Sick Leave Claim" to request sick leave payment

- **Financial:**
  - Review previous and pending payments and sick leave claims
  - Certify live-in status if you live with your recipient
  - Add, change, or review your direct deposit
  - Access W2s for the current and the previous 3 years
  - Request Employment and Wage verifications

- **Resources:**
  - What's New: Information regarding ESP
  - Training: Information on ESP settings and how to use the portal

WAYS TO ACCESS TIMESHEETS

- *3 ways to get to your timesheets:*

  1. *Click on "Time Entry"(1) for the dropdown menu and under "Timesheets" choose "Enter Time"*

  2. *Click on the blue "Timesheet Entry" (2), button*

  3. *Under "Recipients" (3), find the name of the recipient you wish to enter time for*
   - *Then, click on the blue arrow to the right of their name*
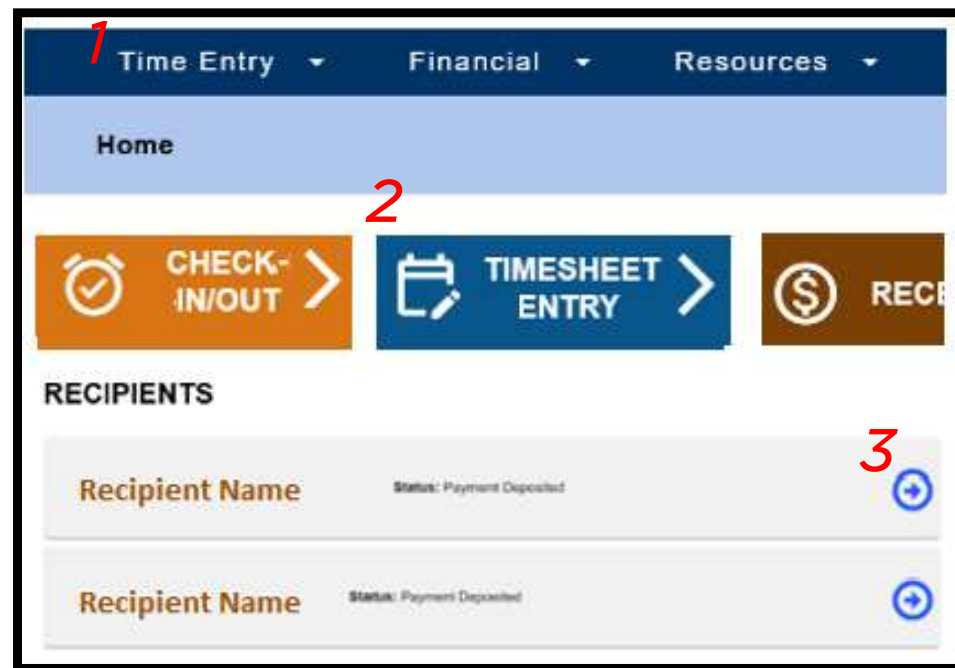
YOUR ESP ACCOUNT (3)

- *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*
  - *Providers can check-in and check-out on the ESP by clicking on "Check-in/out" button*
  - *Providers can also download the IHSS EVV Mobile App on their phone*
  - *Or, they call in from the Telephone Timesheet System using the recipient's landline telephone*

- *The "Timesheet Entry" button is one way to receive payment by accessing your timesheet to enter time worked*

- *"Recent Payment" button is one way to review previous and pending payments*

- *The "What's New" button is for IHSS to send messages about updates to the ESP*

YOUR ESP ACCOUNT (4)

4

LINKS AND REMINDERS

IHSS Provider Resources ⬈

IHSS Recipient Resources ⬈
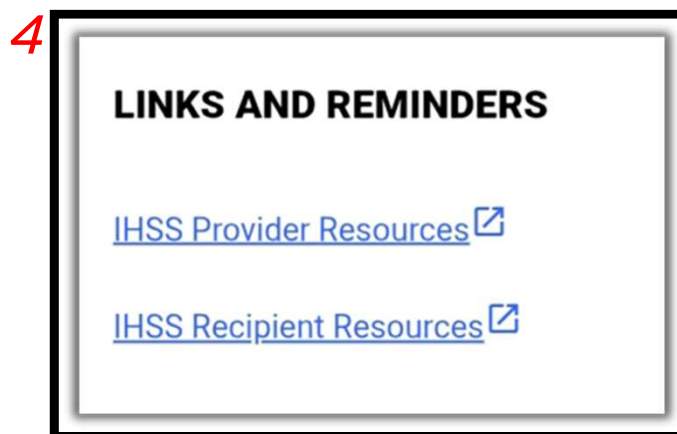
- *IHSS Provider Resources:*
  - *CDSS website listing helpful information and resources for providers*

- *IHSS Recipient Resources:*
  - *CDSS website with tips, fact sheets, and other helpful information and resources for care recipients*

CONGRATULATIONS!

- You now know where to find the things you can do through the Electronic Services Portal

- View the "Financial Setup and Review" ESP training for detailed information on how to:
  - Certify Live-in status
  - View payment history
  - Set up and change direct deposit
  - View tax documents
  - Request employment verification

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

(866) 376-7066, Option 1

www.pascc.org