



## Electronic Services Portal Registration Frequently Asked Questions

**Q: I am a first-time user. How can I register for the IHSS Website?**

**A:** Go to the IHSS Electronic Services Portal homepage at [www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov) and select the "Register Here" link. On the Welcome page choose "I am a Recipient" if you are a recipient or choose "I am a Provider" if you are a provider, then select the "Begin Registration Process" link and follow the 5 easy steps to complete your registration process.

**Q: What information should be provided for registration?**

**A:** The following personal information is needed for registration:

- ✓ First Name
- ✓ Last Name
- ✓ Date of Birth
- ✓ 9-digit Provider Number (if you are a provider) or
- ✓ 7-digit Case Number (if you are a recipient)
- ✓ Active Email Address
- ✓ Last four digits of your Social Security number

**\*Please note that your personal information is not stored in this website, it is just used for the initial verification against what is stored in the payroll system.**

**Q: Who can assist me with the registration process?**

**A:** If you need help, please call the IHSS Service Desk at (866) 376-7066. Agents are available at the help desk Monday- Friday from 8am to 5pm The step by step registration process webcast videos are available at <http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Electronic-Services>.

**Q: Who needs to register first, provider or recipient?**

**A:** The order doesn't matter; however, both of you need to be registered to be able to use the ESP.

**Q: Now that my county has rolled out the Electronic Visit Verification Process (EVV), I (provider) want to submit my timesheets online; however, my recipient doesn't have any electronic devices (smartphone, computer, tablet or laptop) to review or approve the timesheets. What options are available to me?**

**A:** You can submit your timesheets online using ESP and your recipient can review and approve your timesheets through the Telephone Timesheet System (TTS)-if your recipient doesn't have an electronic device. The recipient must enroll in TTS first before they can approve an electronic timesheet. To sign-up



in TTS, your recipient should refer to the letter that was mailed to them prior to the start of your county's EVV roll-out date. The letter contains your recipient's unique Registration Code, in order for them to set-up their four-digit passcode and begin using the TTS. If your recipient has misplaced their letter containing their Registration Code they can contact their local county IHSS office and request assistance with - setting up their four-digit passcode.

**Q: If my recipient is not signed up to use the Electronic Services Portal after the start of the Electronic Visit Verification Process, can I (provider) still sign up and use the online system?**

**A:** Yes, you can enroll in the Electronic Services Portal. As a provider, you will be able to enroll in the electronic timesheet option, submit timesheets online, check timesheet status/history, submit a sick leave request form and check payment status. Once your county implements EVV, your recipient will be able to review and approve your electronic timesheets by either using the Electronic Services Portal or the Telephone Timesheet System.

**Q: If my provider is not signed up to use the Electronic Services Portal (ESP), once my county rolls out the Electronic Visit Verification Process can I (recipient) still sign up and use the online system?**

**A:** Yes, as a recipient, you can register to use the Electronic Services Portal. However, you cannot approve timesheets in the Electronic Services Portal until your provider registers to start submitting an electronic timesheet via the ESP or the TTS.

**Q: Do I (recipient) need to register for the Electronic Services Portal to be able to use the Telephone Timesheet System (TTS) after my county rolls out the Electronic Visit Verification process?**

**A:** No, you do not need to register for ESP if you choose to use the TTS. In order to use the TTS, as a recipient, you must sign-up to use the TTS before you can review and approve an electronic timesheet. To sign-up to use the TTS, you should refer to the letter that was mailed to you prior to the start of your county's EVV roll-out date. The letter contains your unique 6-digit Registration Code, in order to set-up your four-digit passcode to begin using the TTS. If you have misplaced your letter containing your Registration Code, you can contact your local county IHSS office and request assistance with - setting up your four-digit passcode.

**Q: Once the Electronic Visit Verification Process has been rolled out for my county as a provider or recipient, can I use both paper timesheets and electronic timesheets at the same time?**

**A:** No, you will be required to submit or approve timesheets electronically either by using the Electronic Services Portal or by using the Telephone Timesheet



System. Providers and recipients can use either electronic option to submit and approve timesheets, and are not required to use the same option.

**Q: What's the password criteria for the Electronic Services Portal?**

**A:** The password is case sensitive and must be at least 8 characters (max character length is 32) in length and contain a combination of letters and at least 2 numbers.

**Q: How often do the passwords expire?**

**A:** Passwords are required to be reset every 180 days. You will see the countdown that begins 14 days prior to the expiration of the password on the Login screen.

**Q: How can I report e-mail/address changes?**

**A:** You must contact your local county IHSS office to update or change your email address or mailing address.

**Q: Are the security questions case sensitive?**

**A:** No, they are not.

**Q: The system is not recognizing my username and password; I cannot finish the registration process.**

**A:** Try the registration process again as the link can be timed out and please remember to write down your username and password and keep in the safe place.

**Q: I am getting the following messages: Matching IHSS consumer not found. User is not eligible to register with the IHSS website at this time. What do I need to do in that case?**

**A:** Please make sure that your first and last names are not misspelled, if you have two last names enter the full name, don't forget to include the hyphen between the last names if there is any. All your personal information needs to match with the information you provided to your county worker. You can verify the information you entered with your IHSS paystubs and if you find out that something is incorrect, you must contact your county to ensure that the information is updated in your county records.

**Q: I didn't receive an email to complete the registration process. What should I do in that case?**

**A:** To complete registration step 4 you need to receive an email, select the link and complete registration step 4. Check your inbox, junk and spam folders for the IHSS email.

**Q: I've entered the wrong email address for the registration. How can I change my email?**

**A:** You can call Help Desk at **(866) 376-7066** and they can cancel your pending registration, so you can re-register.



**Q: Are there any other languages to assist other than those 3 languages (Spanish, Chinese, Armenian)?**

**A:** No.

**Q: Can I (provider/recipient) talk with Help Desk with the help of my translator?**

**A:** Yes, you can.