

Electronic Visit Verification – Recipient Factsheet

Electronic Services Portal (ESP)

How to Register in ESP:

- Access the ESP website at: [Electronic Services Portal](#).
- Select “Register Here,” and follow the steps.
- Enter your name, date of birth, 7-digit case number, and the last 4-digits of your Social Security Number.
- Create your user name and password and enter your email address.

USERNAME: _____ **PASSWORD:** _____

NOTE: YOU SHOULD NEVER SHARE YOUR USERNAME AND PASSWORD OR THE ANSWERS TO YOUR SECURITY QUESTIONS WITH ANYONE.

- Select 3 security questions and enter your answers. The answers to these questions should be something that you can remember. Once you have finished the registration steps, you will receive an email with a secure link to complete registration. The link in the email is valid for a short time. You must click the link in the email to be able to use the ESP. If the link expires you will have to register again.
- Once you are registered, you will be able to submit and approve timesheets very easily.

To view videos on Electronic Services Portal (ESP), please visit the following website:

[Department of Social Services - Electronic Services](#)

How to Approve Timesheets in ESP:

- You will receive email notification that your provider has submitted an electronic timesheet.
- Log in to [Electronic Services Portal](#) using your username and password.
- You will see a message in red under a provider's name that says, “**1 Timesheet to Review.**” To review the timesheet, click on the provider's name.
- The system will take you to the timesheet that needs to be reviewed. If there are multiple timesheets that need approval, you will need to select the pay period you wish to review first.
- You should review the information entered on the timesheet, including the Hours Worked for each workweek.
- Once reviewed, click the **Approve Timesheet** button.
- Read the Declaration statement and click the checkbox saying that you agree to the Declaration terms.
- Once you are sure the timesheet is true and correct, you may select the **Electronically Sign the Timesheet & Submit for Payment** button.

NOTE: If you need help call the IHSS Service Desk at (866) 376-7066. Agents are available at the help desk Monday – Friday from 8am to 5pm.



Electronic Visit Verification – Recipient Factsheet **Telephone Timesheet System (TTS)**

How to Register in TTS:

- Dial **(833) DIAL-EVV** or **(833) 342-5388** for TTS.
- Press **3** for Registration.
- Enter your 6-digit registration code (which was mailed to you), your 7-digit case number, and your date of birth.
- Create your 4-digit passcode by entering it on your keypad.

PASSCODE: _____

YOU SHOULD NEVER SHARE YOUR PASSCODE WITH ANYONE.

NOTE: If you do not have your Registration Code, you can contact your county IHSS office or the IHSS Service Desk at (866) 376-7066 for assistance. Agents are available at the help desk Monday – Friday from 8am to 5pm.

How to Approve Timesheets in TTS:

- The TTS will call you when you have a timesheet to review. If you have caller ID, it will show (833) 342-5388. If you miss the call, or you don't want to wait to receive a call, you can call the TTS at (833) DIAL-EVV or (833) 342-5388 at any time.
- Log in with your 7-digit case number and 4-digit passcode.
- Once you log in, press **1** to review pending timesheets from the Activity Menu.
- The TTS will tell you which provider and pay period you are reviewing.
- You can choose to review daily hours, weekly hours or total hours.
- You should review the information entered on the timesheet, including the Hours Worked for each workweek.
- After your timesheet review is complete you can approve your provider's timesheet by pressing **1**.
- The TTS will read the Declaration Statement to you. If you are sure the information entered on the timesheet is true and correct, you will need to enter your 4-digit passcode followed by the **#** key to complete the approval of the timesheet.
- Once the timesheet is approved you can request that a paper copy be mailed to you.

To view videos on Telephone Timesheet System (TTS), please visit the following website:

[Department of Social Services - Electronic Services](#)

