

Electronic Visit Verification – Provider Factsheet Electronic Services Portal (ESP)

How to Register in ESP:

- a. Access the ESP website at: [Electronic Services Portal](#).
- b. Select “Register Here,” and follow the steps.
- c. Enter your name, date of birth, 9-digit provider number, and the last 4-digits of your Social Security Number.
- d. Create your user name and password and enter your email address.

USERNAME: _____ **PASSWORD:** _____

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

- e. 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.
- f. Once you are registered, you will be able to submit timesheets very easily.

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

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

How to Submit Timesheets in ESP:

- a. Log in to the ESP using your user name and password.
- b. Click on the **Timesheet Entry** button. A list of recipients will display.
- c. Click on the blue arrow next to the recipient’s name you want to claim time for. If you work for multiple recipients, you will need to submit separate timesheets for each one you work for.
- d. Select the **Pay Period** from the drop-down menu that you want to claim time for.
- e. Select the arrow next to each workweek to view and enter the time for each day you worked. You will need to enter the Hours Worked, Start Time, End Time and Location for each day you worked. Leave the fields blank on days you didn’t work. Click **Save**.
- f. Click the **Submit Timesheet** button once your timesheet is ready to be approved by your recipient and follow the instructions on the screen. **Make sure your timesheet is complete and correct before you click the Submit Timesheet button. You cannot change your timesheet after you have submitted it for approval.**

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 – Provider Factsheet Telephone Timesheet System (TTS)

How to Register in TTS:

- a. Dial **(833) DIAL-EVV** or **(833) 342-5388** for TTS.
- b. Press **3** for Registration.
- c. Enter your 6-digit registration code (which was mailed to you), your 9-digit provider number, and your date of birth.
- d. 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 Submit Timesheets in TTS:

- a. Call the TTS at (833) DIAL-EVV or (833) 342-5388.
- b. Log in with your 9-digit provider number and 4-digit passcode.
- c. Once you log in, press **1** to enter time for today, or **2** to enter time for a previous day from the Activity Menu.
- d. The TTS will prompt you to enter your time. You will have to enter the Hours Worked, Start Time, End Time and Location for each day you worked. If you work for multiple recipients, you will need to submit separate timesheets for each one you work for.

NOTE: Entering time on TTS can take more time than using the online portal. It is suggested that providers enter time every day. You should not wait until the end of the pay period to enter all of your time.

- e. Once you have entered your time for all the days you worked, the TTS will ask you if you want to submit your timesheet for recipient review and approval. You can review the information you entered before you submit the timesheet for recipient approval.
- f. Follow the prompts to submit for approval.
- g. Once you submit your timesheet, you can request that a paper copy be mailed to you. **Make sure your timesheet is complete and correct before you click the Submit Timesheet button. You cannot change your timesheet after you have submitted it for approval.**

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

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

