

How to Check-Out on the IHSS EVV Mobile App:

1. Log in using your ESP username and password.
2. On the Welcome! Screen, click **Check-Out** to end your workday.

3. On the Check-Out Screen, **select the recipient** you are checking out for. **Input Hours Worked** for the recipient (optional). **Select the Location:** Home or Community, where you are ending your workday. Then select **Check-Out**.

Check-Out

Select a Recipient to check-out:

Recipient A 000000

Input Hours Worked:

Hours Minutes

HH MM

Location:

Home

Community

Check-Out

4. Select **'Yes'** to confirm check-out for the recipient shown.

5. Congratulations! You have successfully Checked-Out.

Check-Out

Are you sure you want to check-out for the below recipient?

Recipient ID: 0000000

Program: IHSS

Hours Worked: h m

Location: Home

No Yes

Success!

You have successfully checked out for the following Recipient:

Recipient C

Recipient ID: 0000000

Program: IHSS

Hours worked: 04h 10m

Location: Home

Back to Home

Check-Out Another Recipient

On the Check-Out Confirmation Screen, if you are ending your workday for multiple recipients at the same time, click **Check-Out Another Recipient** and repeat steps 3-4. Otherwise, go **Back to Home**.

For assistance, call the IHSS Service Desk at (866) 376-7066 Monday - Friday from 8 A.M. to 5 P.M.

For additional information on time entry for providers, visit: www.cdss.ca.gov/inforesources/ESPhelp or <https://dpss.lacounty.gov/en/senior-and-disabled/ihss/timesheets-verification.html>

PA 6275 – IHSS EVV Mobile App (Non-Live-In Providers) (07/23)



Electronic Visit Verification (EVV) Mobile Application

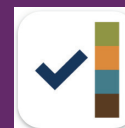
As of July 1, 2023, all IHSS providers who **do not live with the recipient(s)** they work for, are required to check in and out at the beginning and end of each workday from the location where services are provided. Providers will be able to check in and out using the new IHSS EVV Mobile Application (IHSS EVV Mobile App), Electronic Services Portal (ESP), or Telephonic Timesheet System (TTS).

Download the “IHSS EVV Mobile App” on the App Store for Apple devices or the Google Play Store for Android devices. Scan the QR Code below on your mobile device to install.

[IHSS EVV Mobile App](#)

[Apple App Store](#)

[Google Play Store](#)

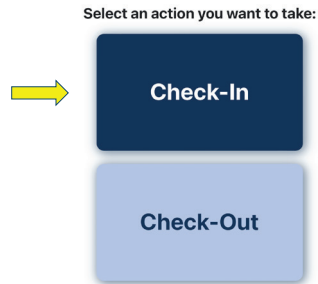
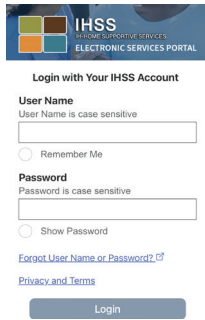


How to Check-In on the IHSS EVV Mobile App:

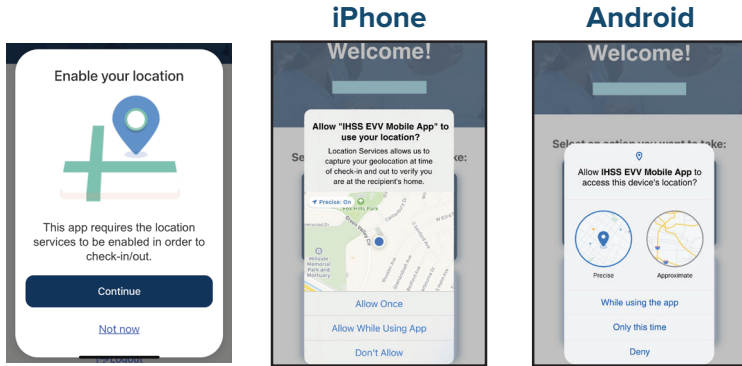
When you first open the mobile app, it will display the app tutorial. When the tutorial is complete, select 'Login' in the upper right-hand corner of the screen, which will take you directly to the IHSS EVV ESP Login screen.

1. Log in using your ESP username and password.

2. On the Welcome! Screen, click **Check-In**.



3. 'Continue' to enable your location then 'Allow' to record your location when you check-in.



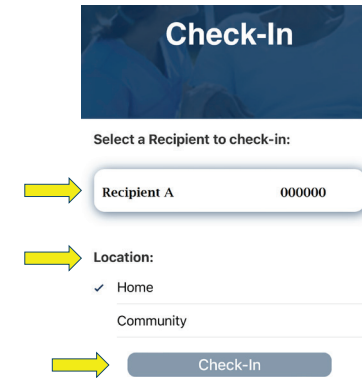
Allow Once/Only this time: The IHSS EVV Mobile App will capture your geolocation only once. You will be prompted to 'Allow' again if you re-access the app.

Allow While Using App/While using this app: The IHSS EVV Mobile App will capture your geolocation only when you use the app to check in or out.

Don't Allow/Deny: The IHSS EVV Mobile App will not be able to capture your geolocation and you will not be able to continue with the Check-In/Check-Out process.

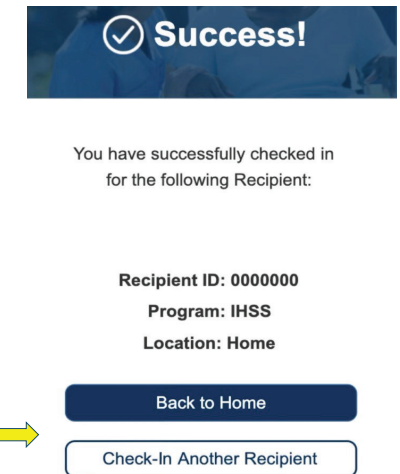
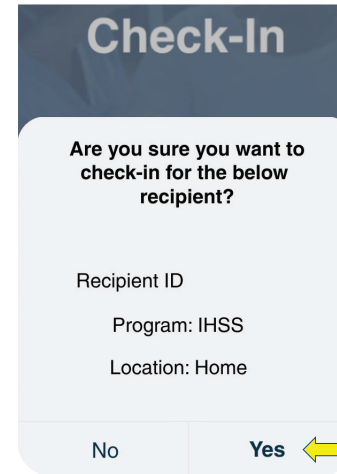
Note: If you disabled sharing your location with the app, open 'Settings', scroll to select 'IHSS EVV Mobile App', then 'Location', and finally 'While Using the App'.

4. On the Check-In Screen, select the recipient you are checking in for. Select the Location: Home or Community, where you are starting your workday. Then select **Check-In**.



5. Select 'Yes' to confirm check-in for the recipient shown.

6. Congratulations! You have successfully Checked-In.



On the Check-In Confirmation Screen, if you are starting your workday for multiple recipients at the same time, select **Check-In Another Recipient** and repeat steps 4-5. Otherwise, go **Back to Home**.