

## Electronic Visit Verification (EVV) Changes Effective July 1, 2023 – Non-Live-In Provider Factsheet Electronic Services Portal (ESP)

### How to Register in ESP:

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

USERNAME: \_\_\_\_\_ PASSWORD: \_\_\_\_\_

**If you are already registered in ESP, there is no need to re-register**

For an overview of the EVV Location Check-in/Check-out for ESP and EVV Mobile App for Non-Live-In Providers, please visit the following website:

<https://www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhel>

### How to Check-in with ESP for Non-Live-In Providers:

1. Log in to the **ESP** using your username and password.
2. Select on the **Check-in/out** button on the main landing page
3. Select on the **Check-in** button
4. Select on the **Enable** button to enable your location
5. Select on the **Allow** button on the small white pop-up screen
6. Select the **recipient** you want to check-in for
  - a. Select the **Location**: Home or community
  - b. Select on the **Check-in** button

**Note:** If a recipient is enrolled in both IHSS and WPCS, the option to select a **Program Type**: IHSS or WPCS will display. Select the **Program Type**: IHSS or WPCS to continue.

7. On the check-in confirmation screen, you will select **Yes** to confirm the check-in.
8. On the 2<sup>nd</sup> check-in confirmation screen, you will have the option to return to the Main Landing page or check-in for another recipient.

### How to Check-out with ESP for Non-Live-In Providers:

1. Log in to the **ESP** using your username and password.
2. Select on the **Check-in/out** button on the main landing page
3. Select on the **Check-out** button
4. Select the **recipient** you want to check-out for
  - a. Select the **Location**: **Home** or **Community**
  - b. Select on the **Check-out** button.

**Note:** If a recipient is enrolled in both IHSS and WPCS, the option to select a **Program Type**: IHSS or WPCS will display. Select the **Program Type**: IHSS or WPCS to continue.

5. Input the **hours** and **minutes** worked that day (Optional, can be entered at a later time)
6. Select on the **Check-out** button
7. On the check-out confirmation screen, you will select **Yes** to confirm the check-out.
8. On the 2<sup>nd</sup> check-out confirmation screen, you will have the option to return to the Main Landing page or check-out for another recipient.

For an overview of the EVV Location Check-in/Check-out using the ESP for Non-Live-In Providers, please visit: <https://www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhel>

