



Electronic Visit Verification (EVV)
Electronic Services Portal (ESP) Website
Non-Live-In Provider Time Entry

[Electronic Services Portal](#)



For additional assistance please contact the IHSS Service Desk at (866) 376-7066 Monday through Friday from 8am to 5pm and select the Electronic Services Portal option to speak with the ESP Service Desk agents.

Providers can enter hours and minutes worked daily, and for previous days using the IHSS Electronic Services Portal (ESP). This guide describes time entry for **Non-Live-In IHSS/WPCS Providers** using the **ESP**.

Things to know before you begin the time entry process:

- Non-Live-In Providers are providers who **do not** reside in the same household as the recipient(s) they work for.
- Non-Live-In IHSS/WPCS Providers are required to complete the EVV mandated fields: **Start Time, Start Location, End Time, End Location, and Hours Worked** on their timesheets.
- The check-in and check-out information entered on the ESP and/or the IHSS EVV Mobile App will auto-populate on your electronic timesheet. (See the *IHSS ESP/IHSS EVV Mobile App guide* for more information about check-in and check-out).
- Providers will be asked if they live with their recipient the first time you enter time for that specific pay period.
- You can update and correct your electronic timesheet before submitting your timesheet for review.
- Providers will electronically submit their timesheets the same way they do today, through the ESP and/or the TTS.
- Providers are still paid for hours worked not time between check-in and check-out.

Let's Get Started!

Logging in to the ESP

To begin time entry, make sure that you have your **username** and **password** that you created during the registration process for the ESP. Enter your username and password at the login screen and click "Login" to begin your time entry.

Login to Your Account

User Name
User Name is case sensitive

Remember Me

Password
Password is case sensitive

Show Password

[Forgot User Name or Password?](#)

[Preparing for Power Outages - Provider](#)

[Preparing for Power Outages - Recipient](#)

If you need additional assistance, contact the Electronic Timesheet Help Desk at 1-866-376-7066 (select option 4)

[Privacy Policy](#) | [CDSS](#) | [Notice on Collection](#)

Registration

Register for the IHSS Website to:

- View your timesheet and payment statuses
- Enter and submit timesheets
- No longer mail paper timesheets
- Request additional timesheets
- Enroll in direct deposit
- Claim sick leave

[Registration FAQs \(PDF\)](#)

NOTE: If you enter your password incorrectly 5 times in a row, you will be locked out of your account. Please contact the IHSS Service Desk at (866) 376-7066 for assistance. If you are unable to remember your username or password while logging in, select the **Forgot User Name or Password** link to receive a password reset link. Do not share your username or password.

Accessing your Timesheet

On the Main Landing Page, there are three different ways you can access your timesheets:

1. Select the **Time Entry** menu in the navigation bar, then in the drop-down list, select the **Timesheets** link and click on **Enter Time**, or
2. Click on the **Timesheet Entry Link**, or
3. Click on the blue arrow to the right of the recipient's name that you would like to enter your hours worked.

The screenshot displays the IHSS Electronic Services Portal interface. At the top, the navigation bar includes 'Time Entry', 'Financial', and 'Resources'. The 'Time Entry' dropdown menu is open, showing 'Enter Time' (highlighted with a yellow arrow and '1'), 'Request Supplemental Timesheet', 'Travel Claim', 'Sick Leave Claim', and 'Career Pathways'. Below the navigation bar, there are three main action buttons: 'CHECK-IN/OUT' (orange), 'TIMESHEET ENTRY' (blue, highlighted with a yellow arrow and '2'), and 'RECENT PAYMENTS' (brown). A green 'WHAT'S NEW' button is also visible. The 'RECIPIENTS' section shows a list of recipients, with 'TestLenius TestKaranam' (Status: Waiting for Payment) highlighted by a red box and a yellow arrow with '3' pointing to a blue arrow icon. The 'LINKS AND REMINDERS' section contains links for 'IHSS Provider Resources' and 'IHSS Recipient Resources'. The footer includes 'Privacy Policy', 'CDSS', and 'Notice on Collection'.

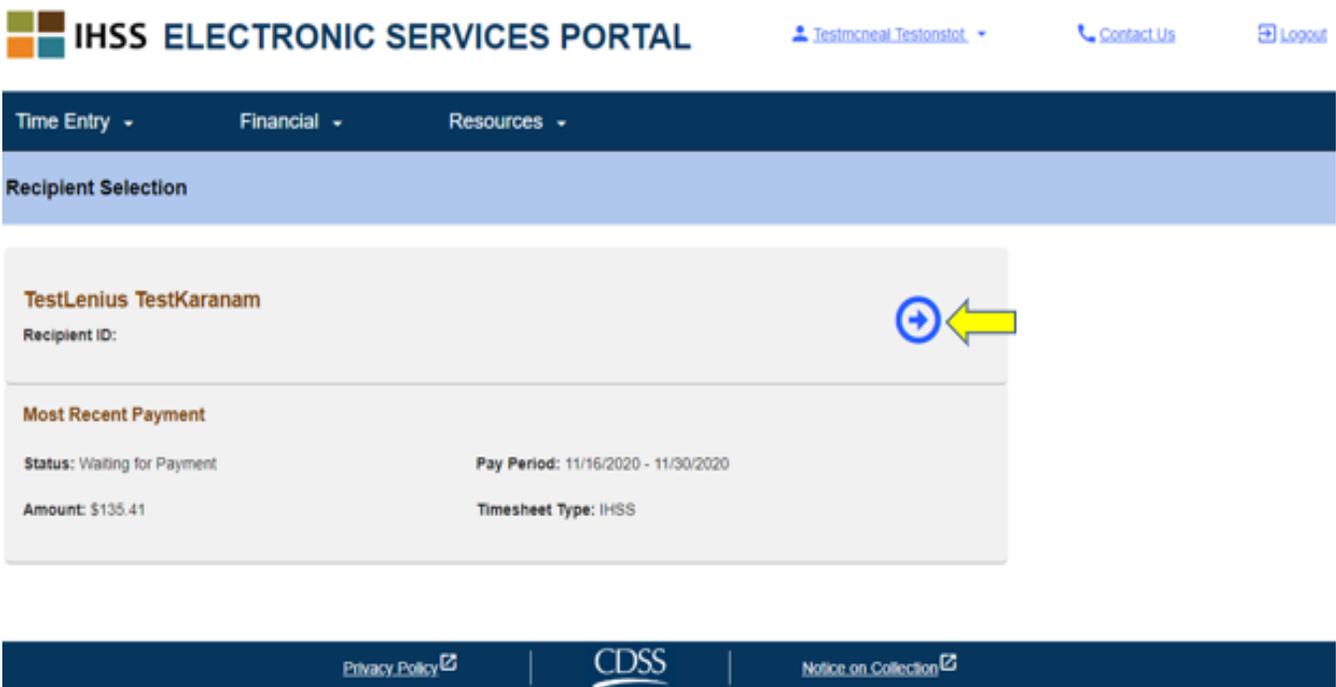
NOTE: Selecting the **Time Entry** drop-down option (option 1) or **Timesheet Entry** link (option 2) will take you to **Recipient Selection** screen and you will be able to see all the recipients that you work for.

NOTE: If you select option 3, by clicking on the link with the recipient's name, you will be taken **directly** to the **Timesheet Entry** screen, where you can begin entering time for the selected recipient.

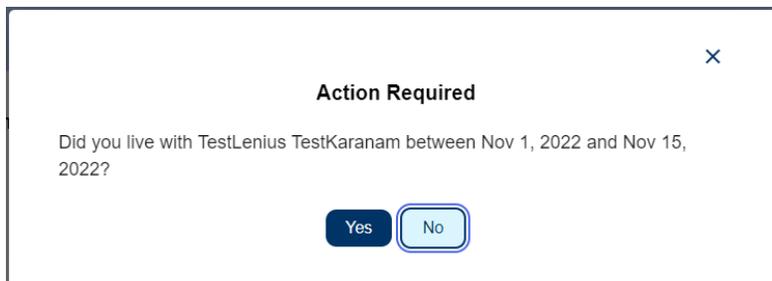
Recipient Selection Screen

Once you are on the **Recipient Selection** screen you will see a list of all the recipients that you work for. In this example, we have one recipient. On this screen, you can also see information on your Most Recent Payment. For example, the amount on your paycheck, the Status of your payment, and the Pay Period for which you received your payment.

To continue to access your timesheets for this recipient, click on the **blue** arrow on the right side. If you have multiple recipients, select the blue arrow next to the recipient for whom you want to enter your hours worked.



NOTE: If you have not submitted an IHSS and WPCS Program Live-In Self Certification Form for Federal and State Wage Exclusion ([SOC 2298](#)), you will be asked if you live with your recipient the first time you access a timesheet for a particular pay period. The pop-up message will appear:



If you **do not** reside with your recipient, select the “**No**” button and then you will be taken to the **Timesheet Entry** screen for the recipient.

For more information on Live-In Provider Self-Certification, please visit the CDSS website by clicking on [Live-In Provider Self-Certification](#) or by entering the following address into your internet browser:

<https://www.cdss.ca.gov/inforesources/ihss/live-in-provider-self-certification>

Timesheet Entry Screen

After using any of the previously demonstrated ways to access the timesheets, you will be taken to the **Timesheet Entry Screen**. On the left side of the screen, you will be able to select a timesheet from the drop-down box.

← Timesheet Entry

TestLenius TestKaranam

Pay Period - Payment Type

Nov 1, 2022 - Nov 15, 2022 | IHSS

Timesheet Number: 4000442115
Status: Time Entry in Progress
Status Date: 10/29/2022

Available Hours for November: 17(H) 59(M)

Workweek 1

Workweek 2

Workweek 3

Timesheet Total: 00(H) 00(M)

Submit Timesheet

Privacy Policy | CDSS | Notice on Collection

- Please note: There may be multiple timesheets if you work for both WPCS and IHSS or if you have not submitted timesheets for prior pay periods. Select the timesheet for the pay period you wish to enter time.

On this screen you will be able to see the Timesheet Number, the Status, as well as the Status Date. This screen also shows the available hours for the month.

Below the Available Hours, you can see the workweeks that are a part of this pay period, and just below the workweeks, is a Timesheet Total. There, you will see a total for all the time you have entered and saved for this pay period.

The screenshot shows the 'Timesheet Entry' page for user 'TestLenius TestKaranam'. At the top, there is a blue header with a left arrow and the text '← Timesheet Entry'. Below this, the user's name is displayed. A section for 'Pay Period - Payment Type' includes a dropdown menu showing 'Nov 1, 2022 - Nov 15, 2022 | IHSS'. A red box highlights the following information: 'Timesheet Number: 4000442115', 'Status: Time Entry in Progress', and 'Status Date: 10/29/2022'. Below this, it shows 'Available Hours for November: 17(H) 59(M)'. A list of three workweeks is shown, each with a dropdown arrow: 'Workweek 1', 'Workweek 2', and 'Workweek 3'. A 'Timesheet Total: 00(H) 00(M)' is displayed below the workweeks. At the bottom right, there is a 'Submit Timesheet' button. The footer contains links for 'Privacy Policy', the 'CDSS' logo, and 'Notice on Collection'.

Now, it is time to enter the hours worked for this recipient. To do this, select the drop-down arrow for the workweek you would like to enter hours for. This will expand the workweek in the **Time Entry Screen**.

← Timesheet Entry

TestLenius TestKaranam

Pay Period - Payment Type

Nov 1, 2022 - Nov 15, 2022 | IHSS

Timesheet Number: 4000442115

Status: Time Entry in Progress

Status Date: 10/29/2022

Available Hours for November: 17(H) 59(M)

Workweek 1	▼
Workweek 2	▼
Workweek 3	▼

Timesheet Total: 00(H) 00(M)

Submit Timesheet

Entering Time for Provider Timesheets:

After expanding a workweek segment, it will display each day individually. You will complete the following information for **each workday** of the workweek: **Hours, Minutes, Start Time, Start Location, End Time, and End Location.** You can enter the Hours Worked daily or at the end of the pay period to enter all your time.

Below is a sample of an EVV Timesheet for Non-Live-In Providers:

Workweek 1						
Sunday 30 Oct						
Hours Worked: 00(H) 00(M)						
Monday 31 Oct						
Hours Worked: 00(H) 00(M)						
Tuesday 1 Nov						
Hours	Minutes	Start Time	Start Location	End Time	End Location	
02	00	10:40 AM	Home	12:40 PM	Home	X
Wednesday 2 Nov						
Hours	Minutes	Start Time	Start Location	End Time	End Location	
01	00	01:00 PM	Community	02:00 PM	Community	X
Thursday 3 Nov						
Hours	Minutes	Start Time	Start Location	End Time	End Location	
3	00	06:00 AM	Home	09:00 AM	Community	X
Friday 4 Nov						
Hours	Minutes	Start Time	Start Location	End Time	End Location	
01	00	04:00 PM	Community	05:00 PM	Home	X
Saturday 5 Nov						
Hours	Minutes	Start Time	Start Location	End Time	End Location	
00	00	--:--		--:--		X
Previously Claimed Hours: 00(H) 00(M)						
Workweek Total: 00(H) 00(M)						
Save						
Workweek 2						

The definitions for each field are as follow:

Hours Worked: The hours and minutes that were worked that day.

Start Time: The time you begin providing services on that day.

Start Location: The location where the first service is provided on that day; (your check-in location).

End Time: The time the last service is completed for that day.

End Location: The location of where the last service is completed for that day; (your check-out location).

The location options available are – **Home** or **Community**

- Home: Services were provided in the recipient's home
- Community: Services were provided outside of the recipient's home

When entering time for a specific day, all fields require an entry for that day. You will receive prompts informing you if you made an error while filling out your timesheet such as:

- Hours entry cannot be greater than 24
- Minutes entry cannot be greater than 59
- Hours worked cannot be greater than time at location.

After you have entered all hours worked for the workweek, click on the "**Save**" button to save your time entry for that week (Workweek 1). Once you saved your timesheet entry, your Workweek Total will be updated with the total hours entered for that workweek. In the example below, a total of 7 hours worked were recorded for Workweek 1; Therefore, the Workweek Total will display 7 hours.

Workweek 1 ^

Sunday 30 Oct

Hours Worked: 00(H) 00(M)

Monday 31 Oct

Hours Worked: 00(H) 00(M)

Tuesday 1 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="02"/>	<input type="text" value="00"/>	<input type="text" value="10:40 AM"/> ⌚	<input type="text" value="Home"/> ▾	<input type="text" value="12:40 PM"/> ⌚	<input type="text" value="Home"/> ▾	✕

Wednesday 2 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="01"/>	<input type="text" value="00"/>	<input type="text" value="01:00 PM"/> ⌚	<input type="text" value="Community"/> ▾	<input type="text" value="02:00 PM"/> ⌚	<input type="text" value="Community"/> ▾	✕

Thursday 3 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="3"/>	<input type="text" value="00"/>	<input type="text" value="06:00 AM"/> ⌚	<input type="text" value="Home"/> ▾	<input type="text" value="09:00 AM"/> ⌚	<input type="text" value="Community"/> ▾	✕

Friday 4 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="01"/>	<input type="text" value="00"/>	<input type="text" value="04:00 PM"/> ⌚	<input type="text" value="Community"/> ▾	<input type="text" value="05:00 PM"/> ⌚	<input type="text" value="Home"/> ▾	✕

Saturday 5 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="00"/>	<input type="text" value="00"/>	<input type="text" value="--:--"/> ⌚	<input type="text" value=""/> ▾	<input type="text" value="--:--"/> ⌚	<input type="text" value=""/> ▾	✕

Previously Claimed Hours: 00(H) 00(M)

Workweek Total: 07(H) 00(M)



Workweek 2 ∨

To enter time for the remaining workweeks for this timesheet, select the drop-down arrow to expand each workweek and follow the same steps above. Once you have entered all your hours worked for the timesheet, you are ready to submit your timesheet for approval. Proceed to **Submitting Provider Timesheet for Approval** section for more information.

Submitting Provider Timesheet for Approval

If you've verified the time entered is correct and you are ready to submit your time, then click on the **Submit Timesheet** button.

If you submit a timesheet before the end of a pay period, a pop-up message will display:

This timesheet is being submitted before the end of a pay period. This timesheet will be processed on the first business day of the upcoming pay period.

Workweek 1 ^

Sunday 30 Oct

Hours Worked: 00(H) 00(M)

Monday 31 Oct

Hours Worked: 00(H) 00(M)

Tuesday 1 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="02"/>	<input type="text" value="00"/>	<input type="text" value="10:40 AM"/> ⌚	<input type="text" value="Home"/> ▾	<input type="text" value="12:40 PM"/> ⌚	<input type="text" value="Home"/> ▾	✕

Wednesday 2 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="01"/>	<input type="text" value="00"/>	<input type="text" value="01:00 PM"/> ⌚	<input type="text" value="Community"/> ▾	<input type="text" value="02:00 PM"/> ⌚	<input type="text" value="Community"/> ▾	✕

Thursday 3 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="3"/>	<input type="text" value="00"/>	<input type="text" value="06:00 AM"/> ⌚	<input type="text" value="Home"/> ▾	<input type="text" value="09:00 AM"/> ⌚	<input type="text" value="Community"/> ▾	✕

Friday 4 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="01"/>	<input type="text" value="00"/>	<input type="text" value="04:00 PM"/> ⌚	<input type="text" value="Community"/> ▾	<input type="text" value="05:00 PM"/> ⌚	<input type="text" value="Home"/> ▾	✕

Saturday 5 Nov

Hours	Minutes	Start Time	Start Location	End Time	End Location	
<input type="text" value="00"/>	<input type="text" value="00"/>	<input type="text" value="--:--"/> ⌚	<input type="text" value=""/> ▾	<input type="text" value="--:--"/> ⌚	<input type="text" value=""/> ▾	✕

Previously Claimed Hours: 00(H) 00(M)

Workweek Total: 07(H) 00(M)

Workweek 2 ▾

Workweek 3 ▾

Timesheet Total: 07(H) 00(M)

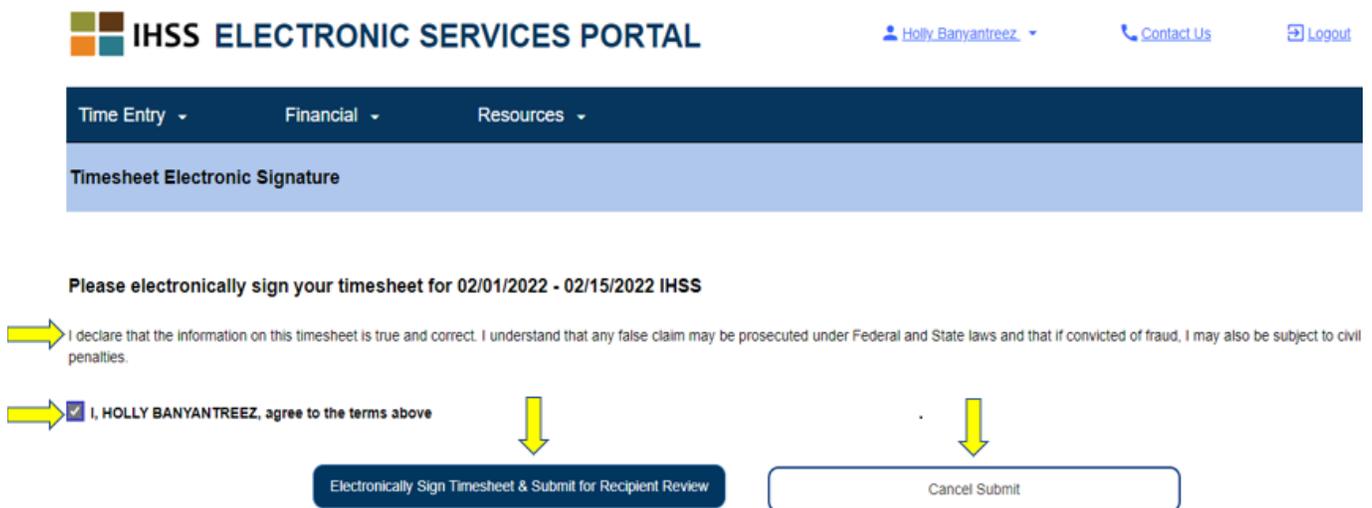


After successfully submitting your timesheet, you will be taken to the **Electronic Signature** screen. On this screen you will read the declaration paragraph and then check the **Agree to Terms** box that you agree to the terms.

Please note that you will not be able to submit your timesheet for recipient review without checking the **Agree to Terms** box.

If you changed your mind or made a mistake, there is still time to fix it. You can select the **Cancel Submit** button and make your changes.

However, if everything is true and correct, you may select the **Electronically Sign Timesheet & Submit for Recipient Review** button.



After you have submitted your timesheet for recipient review, you will see a pop-up message letting you know that:

The timesheet information has been submitted. An email has been sent to the Recipient requesting electronic review of this timesheet.

Reminder emails will be sent periodically to your recipient to remind them they have a timesheet to approve.

NOTE: If you realize that you made a mistake **after** submitting your timesheet for recipient review, you may still be able to fix it if your recipient has not yet approved the timesheet. You can contact your recipient and have them reject your timesheet(s) for the pay period(s) that you need to update. Once your recipient rejects your timesheet(s), you will receive an email informing you that you may update and resubmit your timesheet(s) online.