



Electronic Visit Verification

Electronic Services Portal (ESP) Website

Provider/Recipient Registration

www.etimesheets.ihss.ca.gov



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.

REGISTRATION AS A FIRST TIME USER

If you are using this website for the first time, you will need to register for an account.

You will need the following information to register exactly as shown in your IHSS records:

- Your name
- 9-digit provider number (**if you are a provider**), or 7-digit recipient number (**if you are a recipient**)
- Date of birth
- Last four digits of your social security number
- A valid e-mail address

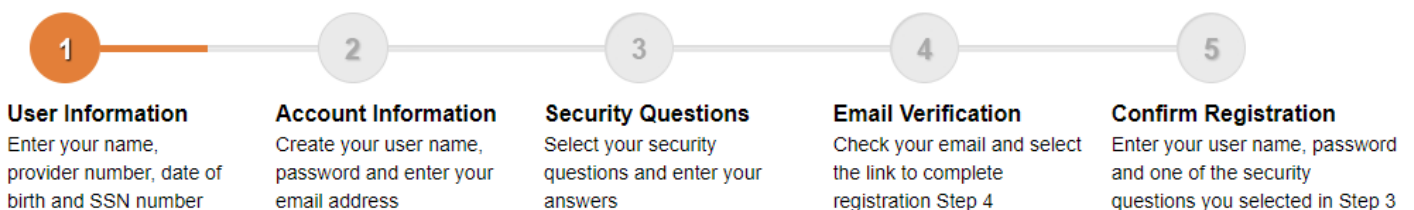
Note: Although it is not recommended, you may use the same email address to register as a provider and your recipient.

To access the Electronic Services Portal Website, please visit www.etimesheets.ihss.ca.gov

There are 5 steps to the Registration process:

These steps are only required to be completed once, after that, all you need to do is login



Register



Note: Each step will be marked with orange to indicate the step you are on, and it will change to green to indicate a completed step.

At the bottom of your screen, you will see a drop-down list for language options. You may select your desired language by clicking the drop-down menu. The Electronic Services Portal is available in English, Spanish, Chinese and Armenian.

https://www.etimesheets.ihss.ca.gov/login



Login to Your Account

User Name
User Name is case sensitive

Remember me

Password
Password is case sensitive

[Forgot User Name or Password?](#)

Login


First Time User?

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

Register Here


[Registration FAQs](#)

 The IHSS Electronic Services Portal is now available in [Español](#), [中文](#) and [Հայերեն](#) for both Providers and Recipients.

Language

- English (English) ✓
- English (English)
- Spanish (Español)
- Armenian (Հայերեն)
- Chinese (中文)

For assistance, contact the Electronic Timesheet Help Desk at 1-866-376-7066 (select option 4)



If you have questions before you get started, there is a link under the Register Here link for “Registration Frequently Asked Questions”. This will open a document which provides information for you, such as what information you will need to be able to complete your registration.

Click the **Register Here** link to start your registration process.

The screenshot shows the 'REGISTRATION AS A FIRST TIME USER' page. At the top left is the IHSS logo with the text 'IHSS IN-HOME SUPPORTIVE SERVICES ELECTRONIC SERVICES PORTAL'. Below the logo is a 'Login to Your Account' section with fields for 'User Name' (with a note 'User Name is case sensitive') and 'Password' (with a note 'Password is case sensitive'). There is a 'Remember me' checkbox and a 'Forgot User Name or Password?' link. A blue 'Login' button is at the bottom of this section. To the right, a box titled 'First Time User?' contains the heading 'Register for the IHSS Website to:' followed by a list of benefits: 'View your timesheet and payment statuses', 'Enter and submit timesheets', 'No longer mail paper timesheets', 'Request additional timesheets', 'Enroll in direct deposit', and 'Claim sick leave'. Below this list is a dark grey 'Register Here' button with a yellow arrow pointing to it from the right, and a 'Registration FAQs' link. At the bottom left is the 'CDSS Adult Programs Division' logo, and at the bottom right is the 'CDSS' logo. A 'Language' dropdown menu is set to 'English (English)'.

After selecting the **Register Here** link, you will be taken to the **Welcome** screen.

The screenshot shows the 'Welcome' screen of the 'IHSS Electronic Services Portal Registration'. At the top is the title 'IHSS Electronic Services Portal Registration' and the IHSS logo. Below the logo is a horizontal line. The main heading is 'Welcome'. A text box contains the following information: 'To register with this website you must be a provider of In-Home Supportive Services for the In-Home Supportive Services (IHSS) and/or the Waiver Personal Care Services (WPCS) program or be a recipient of either program. Information viewed on this website is only related to IHSS and/or WPCS cases. Information collected by this website will be used for managing IHSS and WPCS program processes. Your email address will be collected during the registration process and will be used to send you reminders and notices.' Below this text box is the question 'To get started, tell us if you are a recipient or a provider?' followed by two radio button options: 'I am a Recipient' and 'I am a Provider'. A yellow arrow points to the 'I am a Recipient' option. At the bottom, there are two buttons: 'Begin Registration Process' and 'Cancel Registration'. A yellow arrow points to the 'Begin Registration Process' button. At the bottom left is the 'CDSS Adult Programs Division' logo.

At the top of the screen, you will see a notice which provides information on who can participate on this website.

- To get started, you will select if you are a “Recipient”, or if you are a “Provider”. After making your selection, click on **Begin Registration Process**.

You will then be taken to the ‘Register’ Screen. You will see at the top of your screen your registration progress bar.

This will show you where you are at in completing the 5 easy steps to register for your account. You will know which step you are currently working on because it will be highlighted orange in your progress bar.

The screenshot shows the 'Register' screen of the IHSS Electronic Services Portal. At the top, there is a progress bar with five steps: 1. User Information (highlighted in orange), 2. Account Information, 3. Security Questions, 4. Email Verification, and 5. Confirm Registration. Below the progress bar, the 'User Information' section is active, containing input fields for First Name, Last Name, Date of Birth (MM/DD/YYYY), Case Number, and SSN (Last 4 Digits). A 'Next' button is highlighted in orange, and a 'Back' button is visible. The CDSS Adult Programs Division logo is in the bottom left corner.

Your first step, **Step 1** will be to enter your User Information.

This tells us about you and lets the system check for your information in the IHSS or WPCS Services program.

You will need to enter the following information, your:

- First Name
- Last Name

- Date of Birth
- If you are a provider, you will need to enter your provider number. It should be 9-digits and can be located on any provider paperwork you have received, such as, a previous paystub.

Or, if you are a recipient, you will need to enter your recipient number. It should be 7-digits and can be located on any recipient paperwork you have received, such as, a notice of action.

- The Last Four Digits of your Social Security Number

If you have entered your information and receive a message informing you that the information is not a match to our records, please contact your local county IHSS or IHO office.

Note: Your personal information is not stored in this website, it is only used for the initial verification against what is stored in the IHSS or WPCS system.

Once you have completed Step 1, please select the **Next** button.

IHSS ELECTRONIC SERVICES PORTAL

Register

1 **User Information**
Enter your name, provider number, date of birth and SSN number

2 **Account Information**
Create your user name, password and enter your email address

3 **Security Questions**
Select your security questions and enter your answers

4 **Email Verification**
Check your email and select the link to complete registration Step 4

5 **Confirm Registration**
Enter your user name, password and one of the security questions you selected in Step 3

Enter your first name, last name and provider number as shown on your IHSS/WPCS timesheet

First Name

Last Name

Date of Birth (MM/DD/YYYY)

Case Number
You must enter all 7 digits of your Case Number including the leading zeros.

SSN (Last 4 Digits)
We ask for the last 4 digits of your Social Security Number so that we can verify who you are.

Next **Back**

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You will know you have completed a step because that step will change to a green color in your progress bar.

For **Step 2**, you will enter the following Information for your new account:

- Create your User Name:
 - Your user name is case sensitive and can be anything you want it to be, it must be at least 6 characters, these can be numbers, letters or symbols.
 - Make sure your username it is something you will remember, you will need it to complete your registration and access your account.
- Then, Create your Password:
 - Your password is case sensitive and must be at least 8 characters in length, and must include a combination of letters, at least two numbers and no special characters.
 - Again, it should be something you can remember, as you will need it to complete your registration and access your account.
- Confirm your Password
 - Enter the same password again
- Then enter your email address.
 - Enter a valid email address, as this will be used for notifications on your account
- It is recommended that a provider only use the same email address to register for the recipient if they are the authorized Timesheet Signatory or they have Legal Authority such as being the parent of a minor recipient.
 - Enter the same email again

IHSS ELECTRONIC SERVICES PORTAL

Register

1 **2** **3** **4** **5**

User Information
Enter your name, provider number, date of birth and SSN number

Account Information
Create your user name, password and enter your email address

Security Questions
Select your security questions and enter your answers

Email Verification
Check your email and select the link to complete registration Step 4

Confirm Registration
Enter your user name, password and one of the security questions you selected in Step 3

Create User Name
User Name is case sensitive and must be at least 6 characters in length. It cannot have blank spaces and cannot have the # or % or & or " or > or ? characters.

Create Password
Password is case sensitive and must be at least 8 characters in length and contain a combination of letters and at least 2 numbers.

Confirm Password

Email
It is recommended that providers and recipients each have their own separate email account. Email will be used for IHSS website emails, User Name retrieval and Password reset.

Confirm Email

Next **Back**

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After completing Step 2, select the **Next** button.

For **Step 3**, you will need to answer some **Security Questions**.

You will choose three different security questions from the drop-down list. Click the arrow on the right-hand side of the box to see the questions you can choose from.

- Make sure your answers to your chosen security questions are hard for others to guess but easy for you to remember. You will use these questions to complete your registration as well as resetting your password, if necessary.
- Once you have selected and answered your three security questions, select the **Next** button to complete Step 3.


The screenshot shows the IHSS Electronic Services Portal registration process. At the top, it says "IHSS ELECTRONIC SERVICES PORTAL". Below that, a progress bar shows five steps: 1. User Information, 2. Account Information, 3. Security Questions (highlighted in orange), 4. Email Verification, and 5. Confirm Registration. Below the progress bar, there is a warning: "It is important that the questions and answers that you choose are hard for others to guess, but easy for you to remember. Security questions and answers will be used to help you reset your Password." The form for Step 3 consists of three rows, each with a blue "Please Select One" dropdown menu for "Security Questions" and an orange "Answer" text input field for "Security Answers". At the bottom right, there is a large yellow arrow pointing down to a brown "Next" button and a white "Back" button. The CDSS Adult Programs Division logo is in the bottom left corner.

You will notice on your Progress Bar that you are on to **Step 4**


- An email will be sent to you at the valid email address you provided. You will need to verify your email address.
- Go to your incoming email and check for a message from the IHSS Website.

Note: If you don't see a message in your inbox, please check your spam folder for the email.

Registration – Verify Email



Register



1 User Information
Enter your name, provider number, date of birth and SSN number

2 Account Information
Create your user name, password and enter your email address


3 Security Questions
Select your security questions and enter your answers

4 Email Verification
Check your email and select the link to complete registration Step 4

5 Confirm Registration
Enter your user name, password and one of the security questions you selected in Step 3

Please check your email to verify your account in order to complete Step 4 of the registration process.


An email has been sent to your registration email address. Check your email and follow the steps in the email to verify your account. You have a limited amount of time to complete this final step.




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Here is a sample of what your email message will look like:

Example Of Email



Thank you for registering with the IHSS Electronic Services Portal (ESP) with the user name testprovider01. To finish creating your account please click on the link below and log in to the application.

 [Verify my email address and login.](#) This link will expire after **04/08/2019 13:42**. If the link has expired, you will need to complete the registration process again.

Please do not reply to this email. For questions about this email or the IHSS/WPCS E-Timesheet System, please contact the Electronic Timesheet Help Desk during business hours at 1-866-376-7066 (select option 4 for Electronic Timesheet assistance).

We respect your privacy. Please review our [Privacy Policy](#) here.

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When you receive the email, you will be asked to verify your email address. To do this, follow the steps in the email by clicking the **Verify my email address and login** link.

Note: It is important to verify your email address immediately because the email login link is only available for a limited time. If your email login link times out, you will need to begin the registration process again.

Congratulations! Now that you have completed all five steps for your registration, you are registered and have an account with the Electronic Services Portal Website.

Please remember to you keep your username and password secure and do not share your username or password.

IHSS ELECTRONIC SERVICES PORTAL

Register

1 **User Information**
Enter your name, provider number, date of birth and SSN number

2 **Account Information**
Create your user name, password and enter your email address

3 **Security Questions**
Select your security questions and enter your answers

4 **Email Verification**
Check your email and select the link to complete registration Step 4

5 **Confirm Registration**
Enter your user name, password and one of the security questions you selected in Step 3

User Name
User Name is case sensitive

Password
Password is case sensitive

What was the name of your first pet?

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Main Landing Page

Once you have completed the registration process, you will be taken to the Main Landing Page.

Main Landing Page

IHSS ELECTRONIC SERVICES PORTAL

Electronic Timesheets | Payments | Direct Deposit | Sick Leave Claim | Account | What's New | FAQs | Training | Contact Us

TIMESHEET ENTRY > **RECENT PAYMENTS** > **WHAT'S NEW** >

RECIPIENTS

TESTFIRSTNAME TESTLASTNAME
Not Registered in ESP or TTS

LINKS AND REMINDERS

[IHSS Provider Resources](#)
[IHSS Recipient Resources](#)

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For Providers, you now can do the following using your account:

- Submit your timesheets in the Electronic Timesheet System
- View Payment History
- Sign up for Direct Deposit online
- And submit a Sick Leave Claim online

Note: When you are on the Main Landing Page, you will see a list of all the recipients you provide services for. If your recipient has not yet registered for the ESP or the Telephone Timesheet System (TTS), you will see a note under that recipient's name informing you that your recipient needs to register.

For Recipients, you now can do the following using your account:

- Review your provider's timesheets electronically
- Approve or reject your provider's timesheets electronically
- View your provider's Timesheet History