IHSS Electronic Visit Verification (EVV) Mobile App

And

Electronic Services Portal (ESP) Website

Check-In and Check-Out

[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.

The EVV System has been updated into the existing In-Home Supportive Services (IHSS) Electronic Services Portal (ESP) and Telephone Timesheet System (TTS) to electronically confirm geo-location when providers check-in and check-out of each workday. You can check-in and check-out of each workday using any of the following systems: *IHSS EVV Mobile App, ESP, and TTS.*

This guide describes how to check-in and out using the **IHSS EVV Mobile App and the ESP** for **Non-Live-In IHSS/WPCS Providers**.

Things to know before you check-in and check-out:

- **At the start and end of each workday,** providers who **do not** reside in the same household as the recipient(s) they work for, or non-live-in providers, are required to check-in and check-out by entering the Location *(Home or Community),* and Program Type *(IHSS or WPCS – if applicable).*
- **Your location is not being tracked throughout the day**. Geo-location will only be electronically confirmed at the time a provider checks in and checks out when selecting 'home.'
- Non-Live-In IHSS/WPCS providers who provide IHSS and WPCS services to a recipient for both IHSS and WPCS programs, will be required to check-in & check-out for both programs separately.
- The check-in and check-out information entered on the IHSS EVV Mobile App, ESP, and TTS, will auto-populate on your electronic timesheet.
- You can update and correct your electronic timesheet before submitting your timesheet for review under Timesheet Entry.
- **There are no penalties if an error is made during check-in and check-out.** Providers can fix entries all the way up to when they submit their timesheet to their recipient for approval.
- 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.
- **There are no impacts to recipients.** The check-in/check-out requirement does not change recipient's services or how you provide them.

Let's Get Started!

IHSS EVV Mobile App

The IHSS EVV mobile app will electronically confirm the geo-location of the device you use to check in and out for each recipient you work for. The mobile app can be easily accessible through any enabled device such as your smart phone or tablet.

To check-in using the IHSS EVV Mobile App, Non-Live-In IHSS/WPCS Providers must first:

- Download the free **IHSS EVV Mobile Application**: The IHSS EVV Mobile App is available for installation through Apple's App Store for iOS devices, and the Google Play Store for Android devices. You can search for the application using the following keywords:
  - *IHSS, EVV, EVV App, IHSS App, WPCS, CDSS, EVV Mobile, or Electronic Visit Verification*
  - To install, look for the icon/graphic:

- Access the IHSS EVV Mobile App using the same ESP username and password. There is no need to re-register.

NOTE: After installing the IHSS EVV Mobile app, you will access the **Onboarding screen(s)** when you <u>first</u> open the mobile app. The Onboarding screen(s) displays features of the application and a walkthrough of how the app works. To navigate the screens, you can select the **Next button**. To bypass the Onboarding screen(s) and go directly to the **IHSS EVV Login screen**, select the **Login link** in the upper right-hand corner.
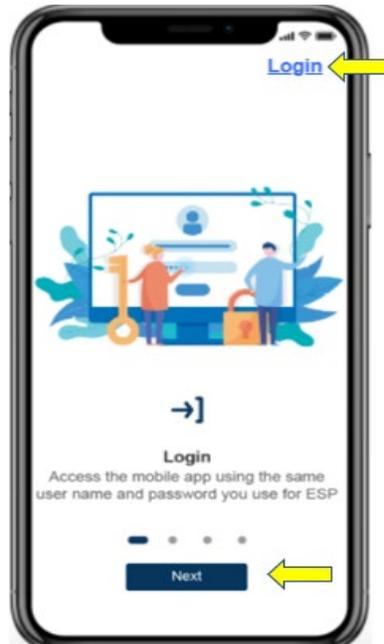
Logging in to the IHSS EVV Mobile App

Before you begin, 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 the **Check-in** process.

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.

Enable Location Using the IHSS EVV Mobile App

Once you log in and/or bypass the Onboarding screen(s), you will be taken to the **IHSS EVV Home screen**. You will be asked to select the action you want to take: Check-In or Check-Out. To <u>check-in</u>, click on the **Check-In link**.
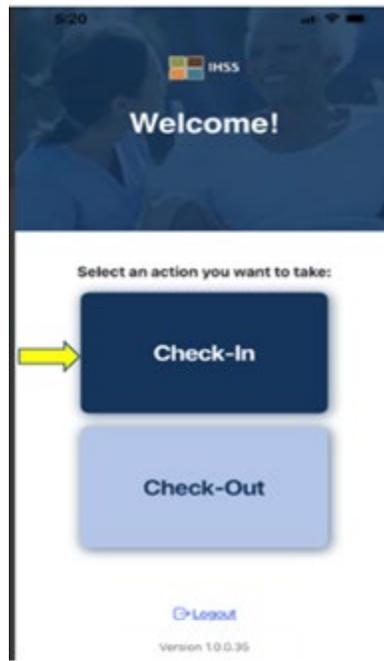
You will be prompted to enable your location. In order to navigate to the Check-In or Check-Out screens, location services must be enabled for the device. Select "**Enable**" to proceed.

NOTE: *<u>Your location is not being tracked</u>*. Geo-location is only captured at time of check in and out to verify that you are at the recipient's home.
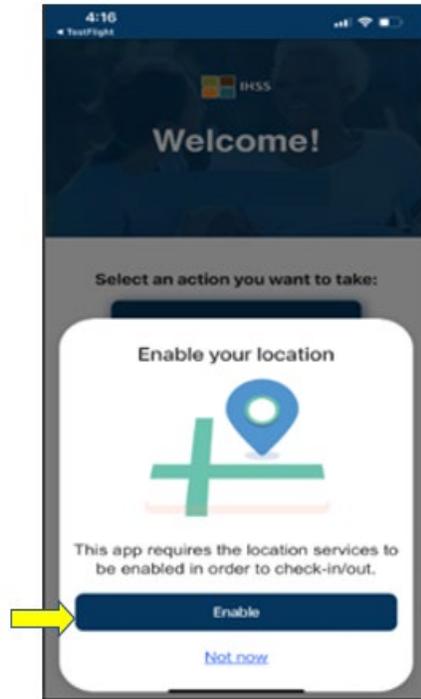
After clicking on "Enable," you will be asked to:

- *Allow IHSS EVV Mobile App to use your location?* (iPhone users)
- *Allow IHSS EVV Mobile App to access this device's location?* (Android users)
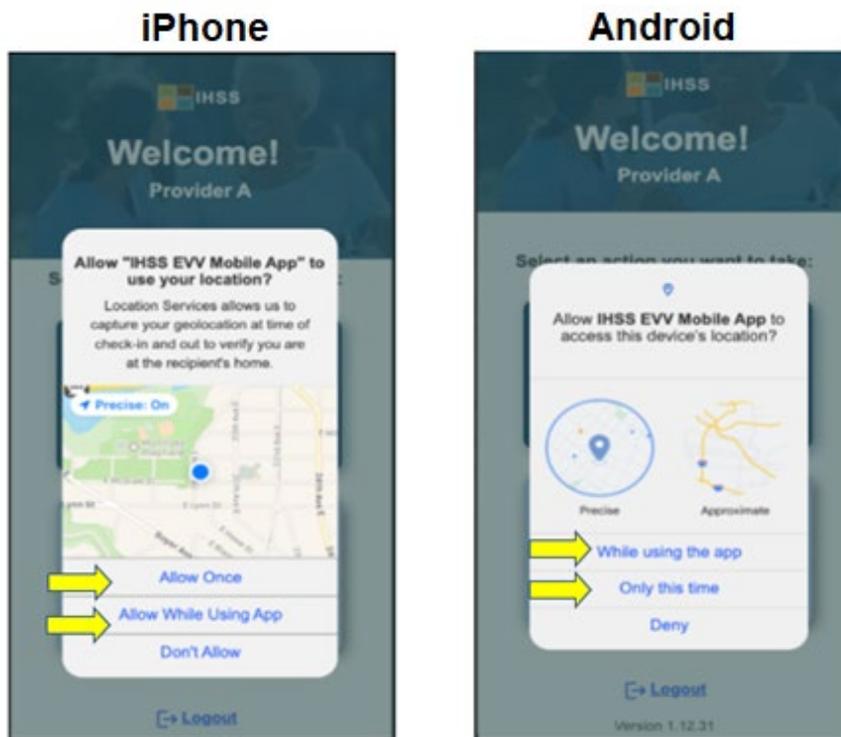
In order to continue, you must select either:

**Allow Once** or **Allow While Using App** (iPhone users)

While using this app or **Only this time** (Android users)

- **Allow Once/Only this time**: Allows the IHSS EVV App to use location services once for the app. You will be prompted again if you re-access the app.
- **Allow While Using App/While using this app**: Allows the IHSS EVV App to use location services when you're using the app to check in.

NOTE: If you select "**Don't Allow**" or "**Deny**," a warning message will display: *This app requires the location services to be turned on in order to check in/out. Please enable the location services to proceed.*
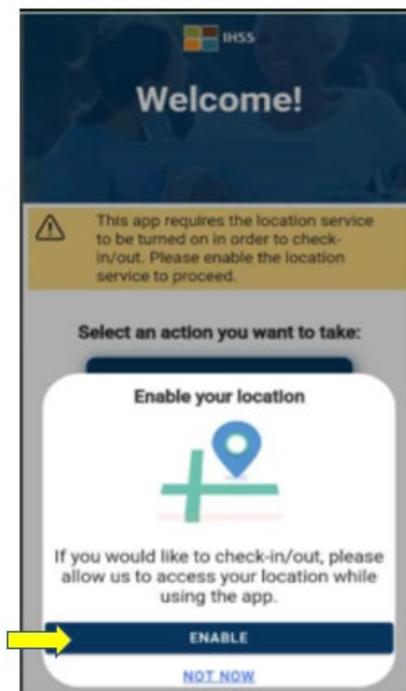
NOTE: If you have not shared your location with the app or you've disabled precise location, you can share your precise location in Settings by selecting "**Open Settings**," click on "**Location**," and then select "**While using the App**" to allow location access.
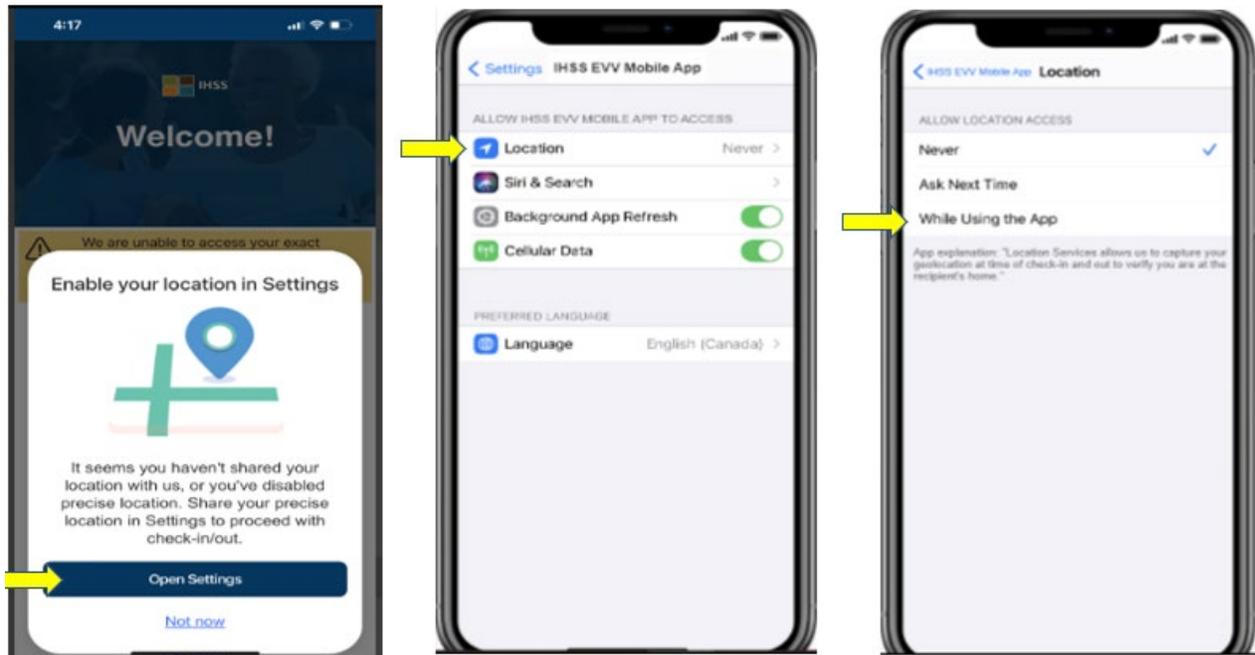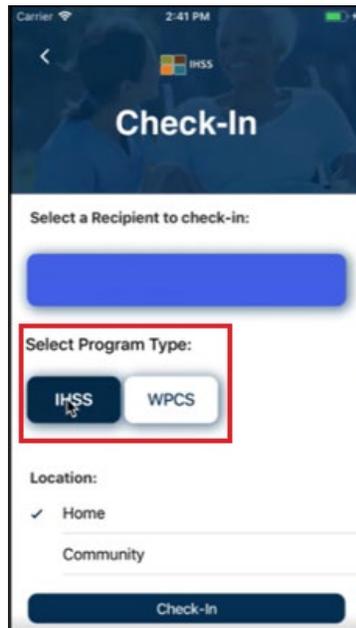
Check-In Using the IHSS EVV Mobile App

After successfully enabling your location, you will be taken to the **Check-In screen**. You will see the name(s) of the recipient(s) that you work for. You will need to **select the recipient** you want to check-in for, select the **Location: Home or Community**, select **Program Type: IHSS or WPCS** (*if applicable), and then click on the **Check-In button**.

If a recipient only receives IHSS, the Program Type will not be displayed. In this example, the recipient only receives IHSS; therefore, the program type option is not displayed.

*If a recipient receives both IHSS and WPCS, the option to select a Program Type: IHSS or WPCS <u>will</u> display. You will need to select the **Program Type: IHSS or WPCS** in order to check-in.

<u>IHSS EVV Mobile App Check-In Fields:</u>
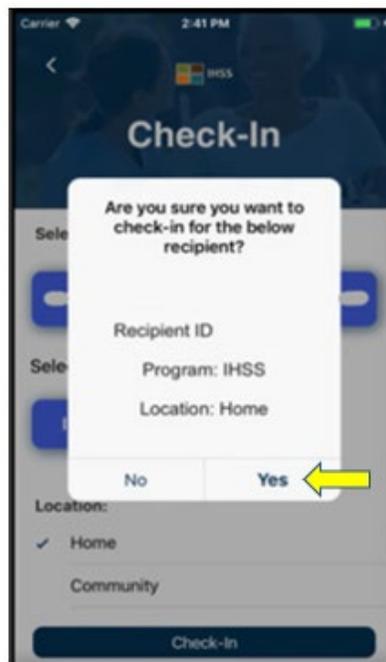
The definitions for each field are as follow:

Program Type: Identifies what program you work for – **IHSS** or **WPCS**.

Location: The location of where the service begins and/or ends for that workday.

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

Once you click on Check-in, a pop-up message will appear. Select "**YES**" to confirm that you want to check-in for the selected recipient.

The check-in process is complete, and you will be taken to the **Check-in Confirmation screen.**

On the **Check-in Confirmation screen,** you have the option to go back to the Main Landing page or check-in for another recipient. If you work for multiple recipients in the same household and/or different household, you will repeat the previous steps to check-in when you begin the first IHSS service of the day for the next recipient.

When you are ready to check-out for the end of your workday, you will begin the check-out process following the *Check-Out Using the IHSS EVV App* steps below.

Check-Out Using the IHSS EVV Mobile App

To check-out using the IHSS EVV Mobile App, Non-Live-In Providers must:

- Download the **IHSS EVV Mobile Application**. The IHSS EVV Mobile App is available for installation through Apple's App Store for iOS devices, and the Google Play Store for Android devices.
- Access the IHSS EVV Mobile App using the same ESP username and password. There is no need to re-register.

Logging in to the IHSS EVV Mobile App

Before you begin, 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 the **Check-out** process.

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.

Once you log in, you will be taken to the **IHSS EVV Home screen**. You will be asked to select the action you want to take: Check-In or Check-Out. To check-out, click on the **Check-Out link**.

On the **Check-Out screen**, you will see the name(s) of the recipient(s) that you work for. You will need to **select the recipient** you want to check-out for, **Input Hours Worked**, select the **Location: Home** or **Community**, select **Program Type: IHSS** or **WPCS** (*if applicable), and then click on the **Check-Out button**.

If a recipient only receives IHSS, the Program Type <u>will not</u> be displayed. In this example, the only receives IHSS; therefore, the program type option is not displayed.

*If a recipient receives both IHSS and WPCS, the option to select a Program Type: IHSS or WPCS <u>will</u> display. You will need to select the **Program Type: IHSS or WPCS** in order to check-out.
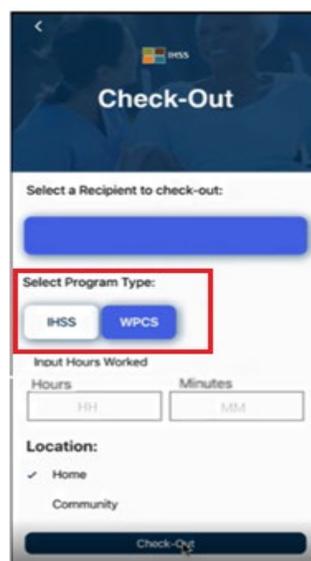
IHSS EVV Mobile App Check-Out Fields:

The definitions for each field are as follow:

Program Type: Identifies what program you work for – **IHSS** or **WPCS**.

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

Location: The location of where the service begins and/or ends for that workday.

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

Once you click on Check-out, a pop-up message will appear. Select "**YES**" to confirm that you want to check-out for the selected recipient.

For your convenience, the check-in and check-out time will auto-populate on your electronic timesheet.

The check-out process is complete, and you will be taken to the **Check-out Confirmation screen.**

On the **Check-Out Confirmation screen,** you have the option to go back to the Main Landing page or check-out for another recipient. If you work for multiple

recipients in the same household and/or different household, you will repeat the previous steps to check-out when you begin the last IHSS service of the day for the next recipient.

Congratulations, you have completed the Check-In and Check-Out process for your selected recipient using the **IHSS EVV Mobile App**.

Error Messages: Check-In and Check-Out Failed Pop-up:

The following IHSS EVV Check-In and Check-Out Failed pop-up message will display when you intentionally turn off the geolocation or when your device has lost internet connection during check-in and/or check-out. When this occurs, you will need to click on the "**OK**" button and you will navigate back to the IHSS EVV Check-In or Check-Out Recipient Selection screen to enable your location or try again.
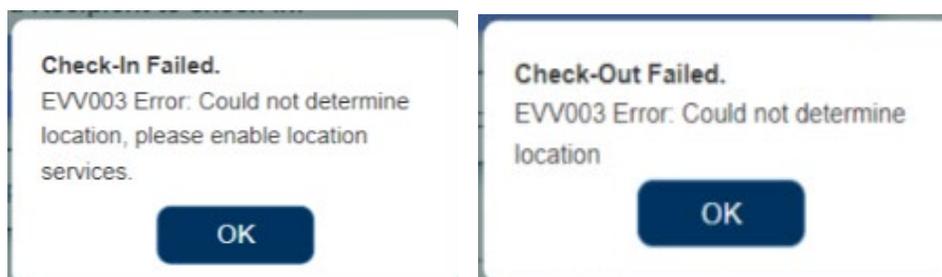
IHSS Electronic Services Portal (ESP)

OPTION 2: ESP

To check-in using the ESP option, Non-Live-In IHSS/WPCS Providers must:

- Access the ESP website at: www.etimesheets.ihss.ca.gov.
- Be registered with the ESP and login with your current IHSS Account.

Logging in to the ESP

Before you begin, 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 the **Check-in** process.

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.

Check-In Using the ESP

On the Main Landing Page, you will select the **Check-In/Out link**.
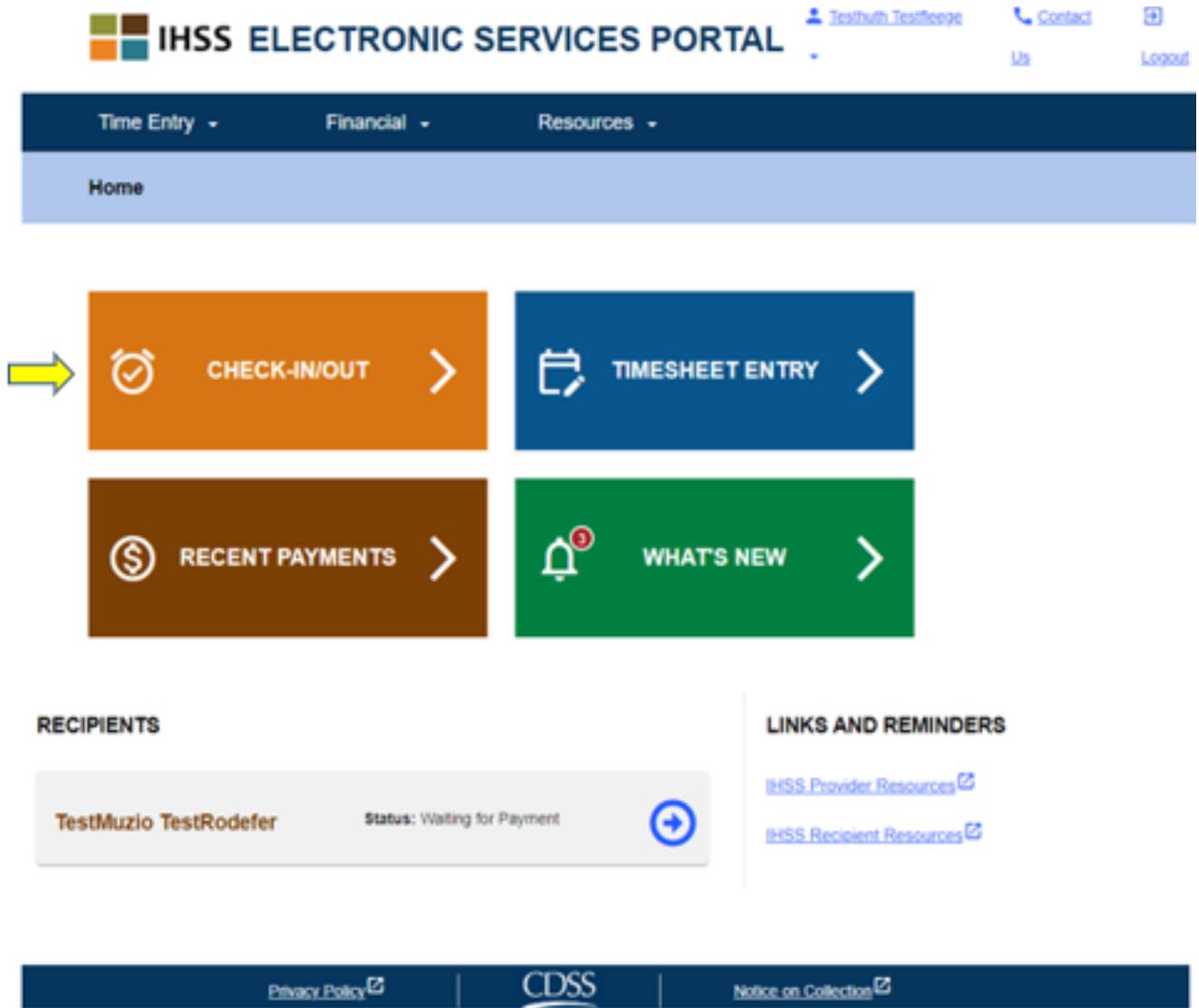
You will be taken to the **Check-In/Out screen** and will be asked to select the action you want to take: Check-In or Check-Out. To check-in, click on the **Check-In link**.
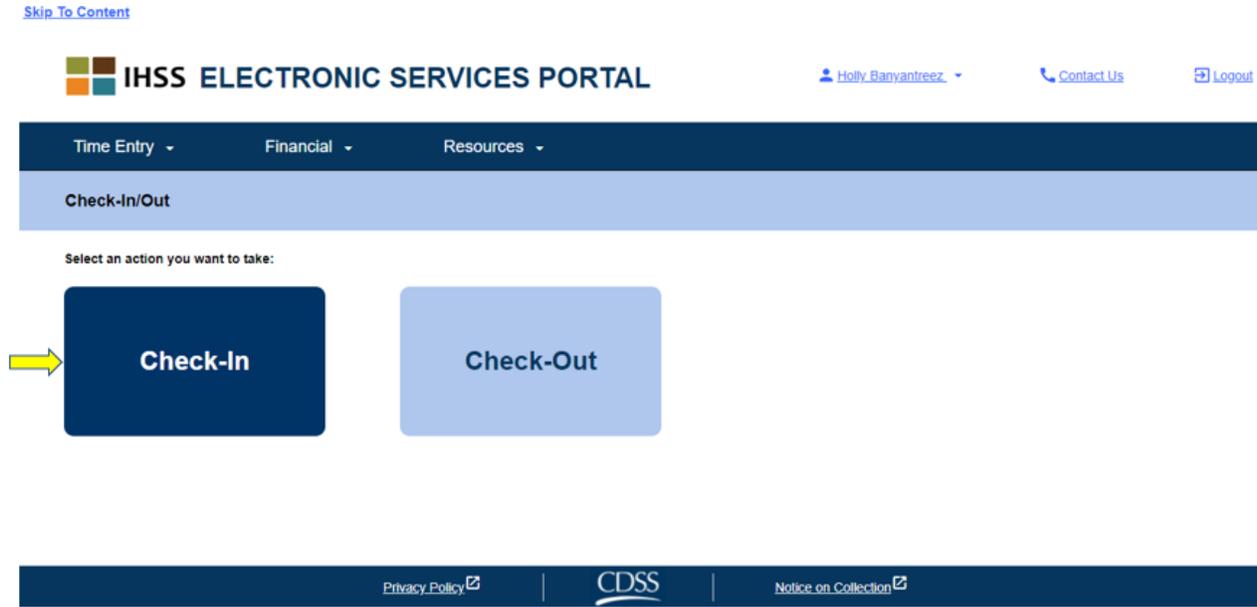
The ESP requires your location services to be enabled in order to Check-In/Out. You will need to select "**Enable**" in order to continue. If you select "**Not Now**," a warning message will display:

This app requires the location services to be turned on in order to check in/out. Please enable the location services to proceed.
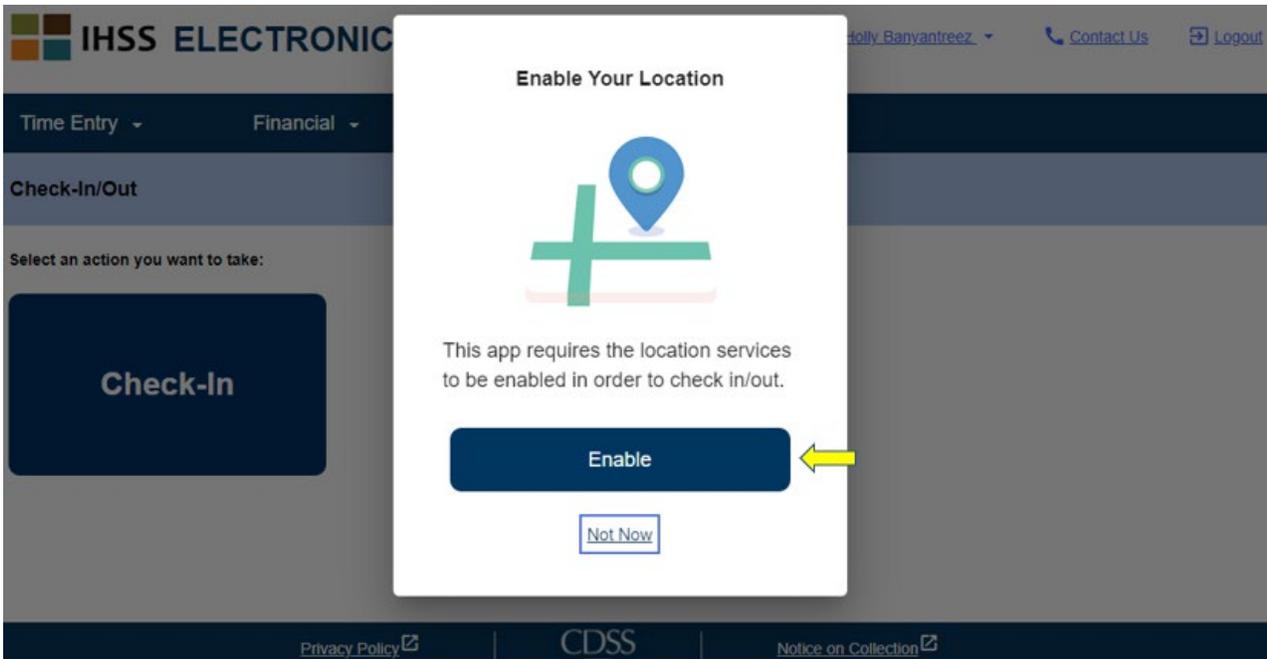
After you select "Enable," you will be asked to allow "ihss.ca.gov" to know your location. In order to continue, you must select "**Allow**." If you select "**Block**," you will not be able to proceed with the Check-In process.

NOTE: *Your location is not being tracked*. Geo-location is only captured at time of check in and out to verify that you are at the recipient's home.
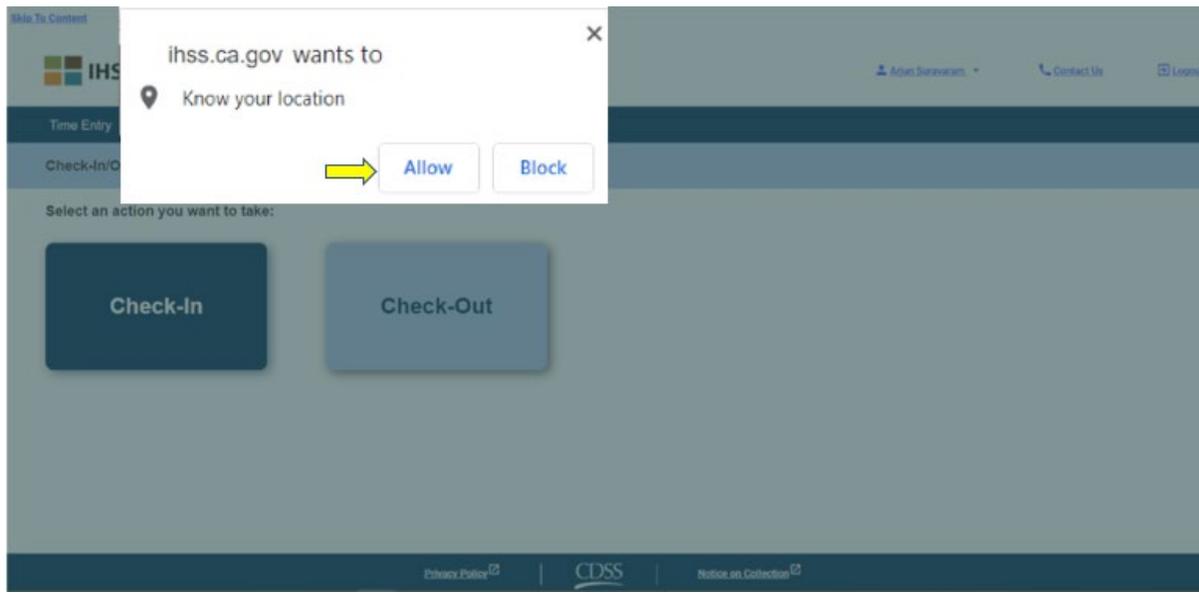
On the **Check-In screen**, you will see the name(s) of the recipient(s) that you work for. You will need to **select the recipient** you want to check-in for, select the **Location: Home** or **Community**, select **Program Type: IHSS** or **WPCS** (*if applicable), and then click on the **Check-In button**.

If a recipient only receives IHSS services, the Program Type will not be displayed. In this example, the recipient is only enrolled IHSS; therefore, the program type option is not displayed.
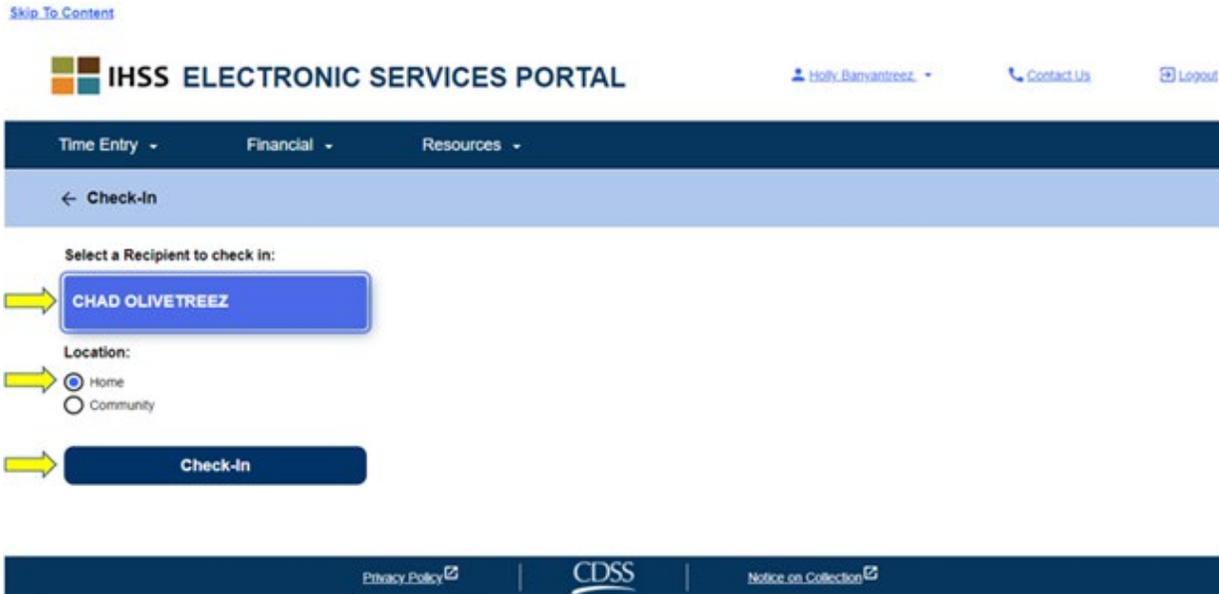
*If a recipient receives both IHSS and WPCS, the option to select a Program Type: IHSS or WPCS <u>will</u> display. You will need to select the **Program Type: IHSS or WPCS** in order to check-in.
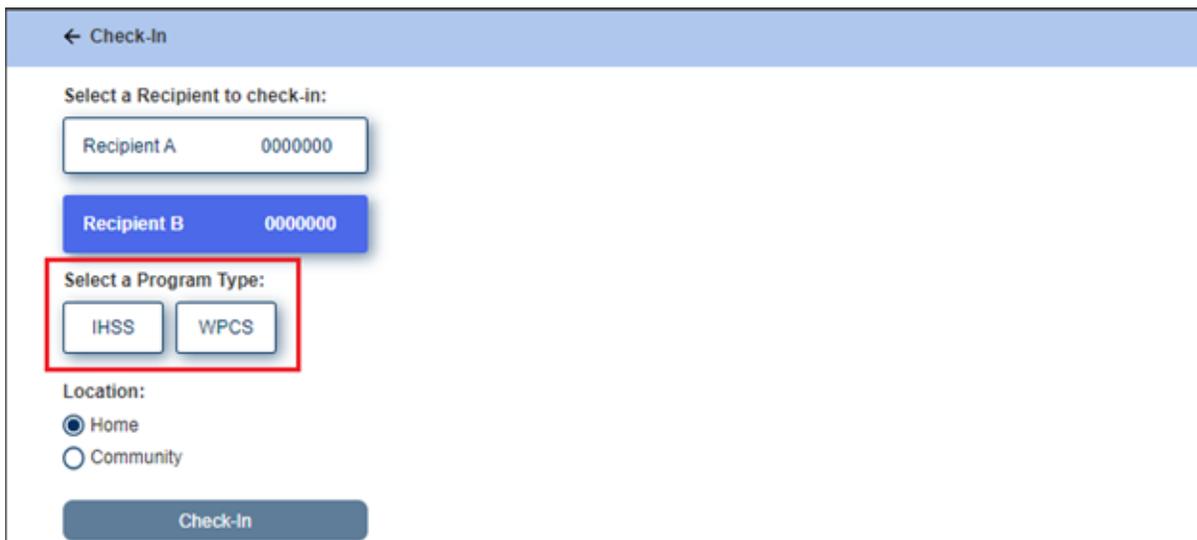
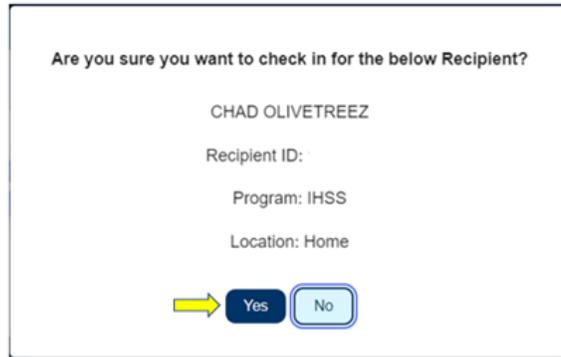## ESP Check-In Fields:

The definitions for each field are as follow:

Program Type: Identifies what program you work for – **IHSS** or **WPCS**.

Location: The location of where the service begins for that workday.
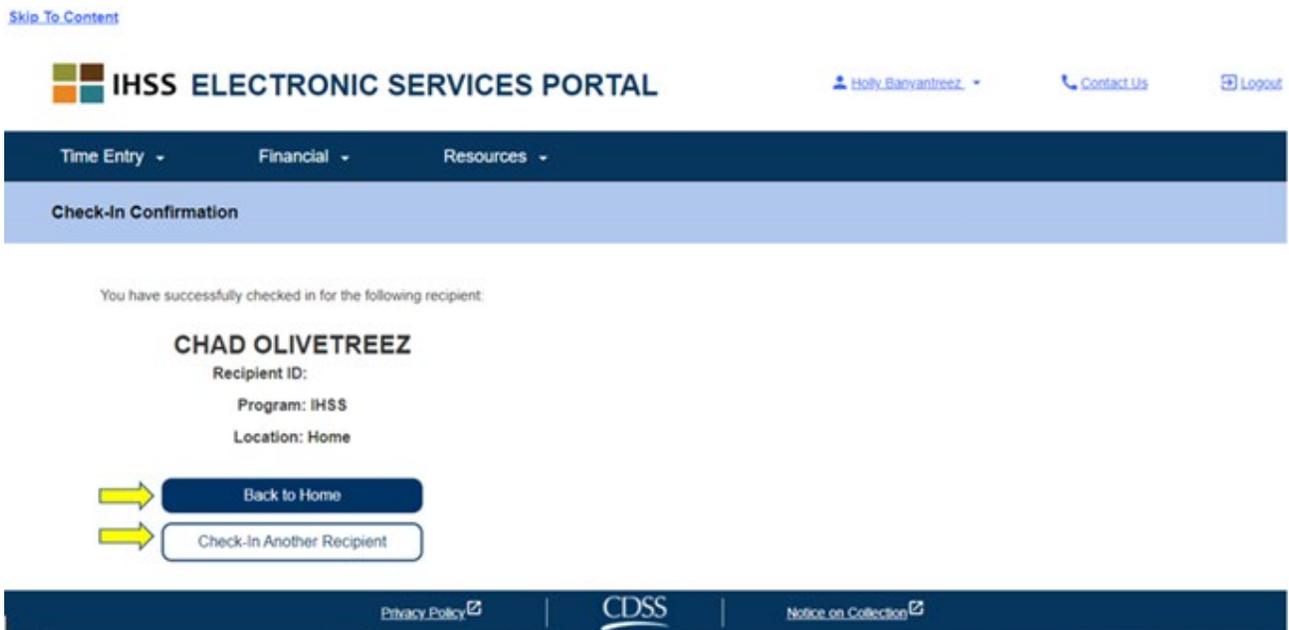
The location options available are – **Home** or **Community**

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

Once you click on Check-In, a pop-up message will appear (see below). Select "**YES**" to confirm that you want to check-in for the selected recipient.

The check-in process is complete, and you will be taken to the **Check-in Confirmation screen.**

On the **Check-in Confirmation screen,** you have the option to go back to the Main Landing page or check-in for another recipient. If you work for multiple recipients in the same household and/or different household, you will repeat the previous steps to check-in when you begin the first IHSS service of the day for the next recipient.

When you are ready to check-out for the end of your workday, you will begin the check-out process following the *Check-Out Using the ESP* steps below.

Check-Out Using the ESP

To check-out using the ESP option, Non-Live-In IHSS/WPCS Providers must:

- Access the ESP website at: www.etimesheets.ihss.ca.gov.
- Be registered with the ESP and login with your current IHSS Account.

Logging in to the ESP

Before you begin, 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 the **Check-out** process.

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.

On the Main Landing Page, you will select the **Check-In/Out link**.
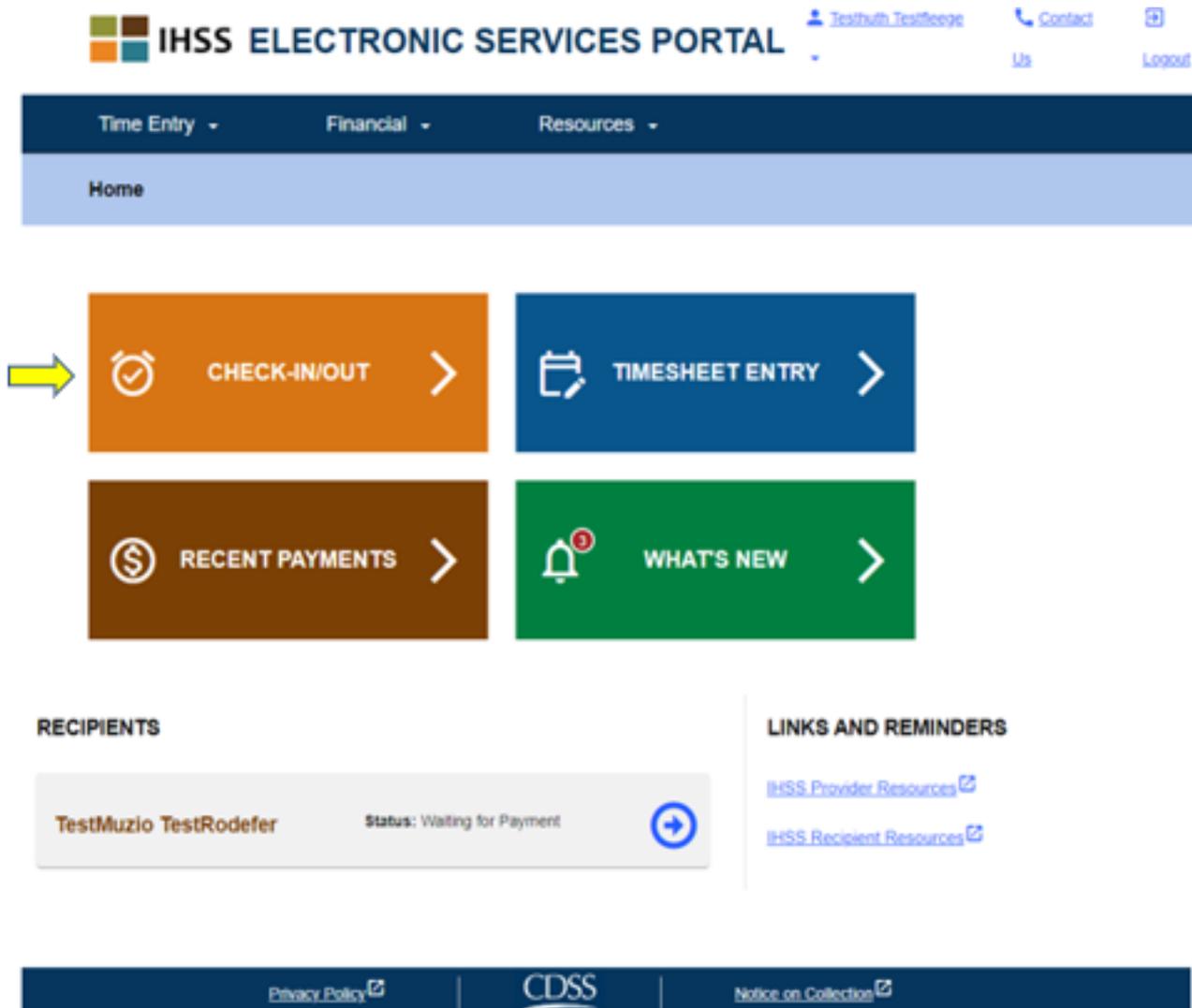
You will be taken to the **Check-In/Out screen** and will be asked to select the action you want to take: Check-In or Check-Out. To check-out, click on the **Check-out link**.

On the **Check-out screen**, you will see the name(s) of the recipient(s) that you work for. You will need to **select the recipient** you want to check-out for, select the **Location: Home** or **Community**, **Input Hours Worked**, select **Program Type: IHSS** or **WPCS** (*if applicable), and then click on the **Check-Out button**.

If a recipient is only enrolled in IHSS, the Program Type will not be displayed. In this example, the recipient only receives IHSS; therefore, the program type option is not displayed.

*If a recipient receives both IHSS and WPCS, the option to select a Program Type: IHSS or WPCS <u>will</u> display (see below). You will need to select the **Program Type: IHSS or WPCS** in order to check-out.

ESP Check-Out Fields:

The definitions for each field are as follow:

Program Type: Identifies what program you work for – **IHSS** or **WPCS**.

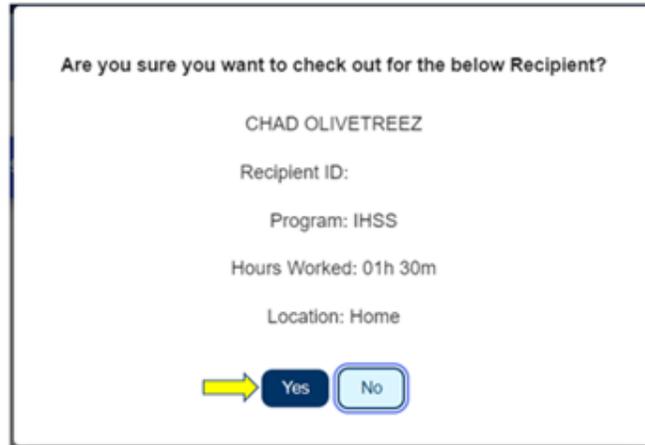**Hours Worked**: The hours and minutes that were worked that day.

Location: The location of where the service begins and/or ends for that workday.

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

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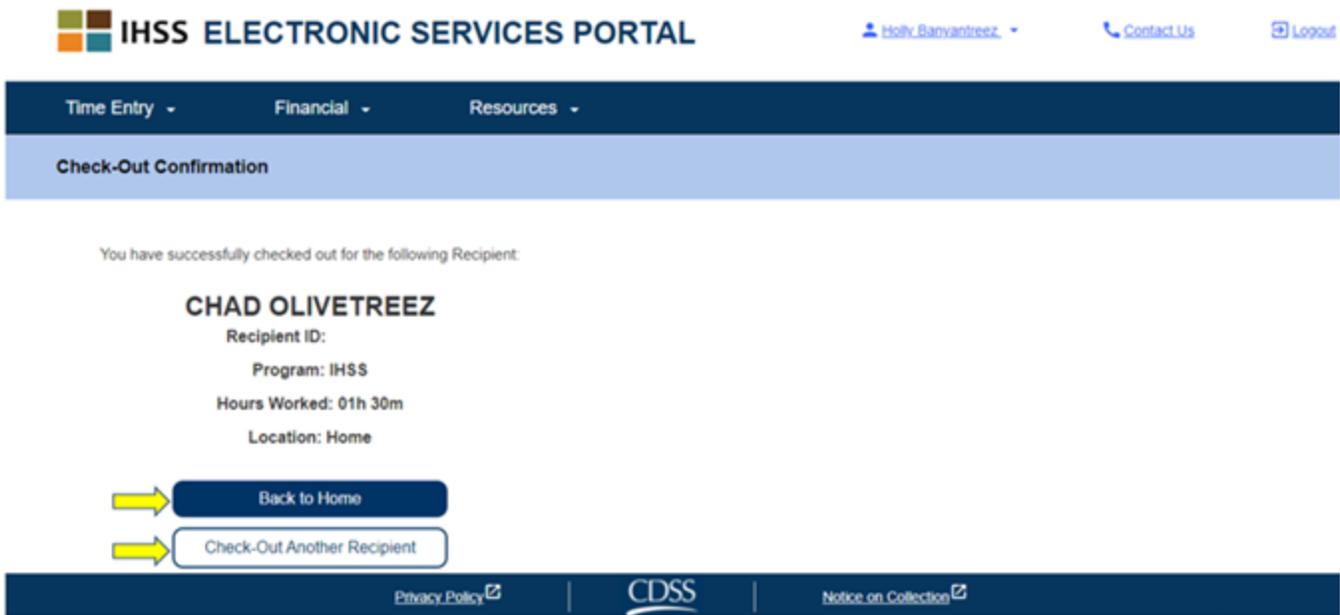- Community: Services were provided outside of the recipient's home

After clicking on Check-out, a pop-up message will appear (see below). Select "**YES**" to confirm that you want to check-in for the selected recipient.

For your convenience, the check-in and check-out time will auto-populate on your electronic timesheet.

The check-out process is complete, and you will be taken to the **Check-out Confirmation screen.** On the **Check-out Confirmation screen,** you have the option to go back to the Main Landing page or check-out for another recipient. If you work for multiple recipients in the same household and/or different household, you will repeat the previous steps to check-out when you begin the last IHSS service of the day for the next recipient.

Congratulations, you have completed the Check-In and Check-Out process for your selected recipient using the **ESP**.

Timesheet Adjustments

What if I forget to check-in and/or check-out?

You can check-in as soon as you remember. You are able to adjust your start time and end time on your timesheet any time before submission.

There are no penalties for providers if you make a mistake during check-in and check-out.

You are able to make corrections on your timesheet any time before submitting your timesheet to your recipient for approval.

What if I checked-out and I go back to work?

You are able to check-in and check-out again. The system will capture the earliest check-in time and location and the latest check-out time and location to populate your timesheet.

What if I submitted my timesheet to my recipient and notice an error?

This is not any different than it is today. Your recipient is able to reject your timesheet for adjustments any time prior to approving it.

If a provider no longer work for a recipient and the recipient shows up as one of their active recipients, the provider should contact their local County IHSS Office for further assistance.

Check-In/Check-Out Adjustments

To adjust or delete the check-in/check-out time, log in the ESP. On the main landing page, click on:

Time Entry → Timesheet Entry → Select Recipient → Select Pay Period → Select Workweek→ Select Day.

Once you select a day, you can make the necessary edits as follows:

To edit the **check-in time**, click on the **start time field** to change the time.

To edit the **check-out time**, click on the **end time field** to change the time.

To edit the **check-in location**, click on the drop-down box under **start location**.

To edit the **check-out location**, click on the drop-down box under **end location**.

To **delete the check-in & check-out** entry entirely, click on the blue "X" on the right-hand side of the screen. This will clear out all fields, which will clear out the check-in/check-out time. See figure below.

What if I need help?

Providers are able to reach the IHSS Service Desk 1-866-376-7066 Monday through Friday, 8am to 5pm, excluding holidays.