IHSS
IN-HOME SUPPORTIVE SERVICES

EVV Changes Effective July 1, 2023 –
Non-Live-In Provider Factsheet
Telephone Timesheet System (TTS)

How to Register in TTS:
1. Dial **(833) DIAL-EVV** or **(833) 342-5388** for TTS.
2. Press **3** for Registration.
3. Enter your 6-digit registration code, your 9-digit provider number, and your date of birth.
4. Create your 4-digit passcode by entering it on your keypad.

PASSCODE: _____

If you do not have your Registration Code, contact your county IHSS office.
If you are already registered for TTS, there is no need to re-register.

How to Check-in with TTS for Non-Live-In Providers:
1. Call the TTS at (833) DIAL-EVV or (833) 342-5388.
2. TTS will give you the prompt to select your preferred language.
   - For English, press "**1**"
   - For Spanish, press '**2**'
   - For Armenian, press '**3**'
   - For Chinese, press '**4**'
3. After selecting your preferred language, TTS will prompt you to identify as a provider, Press "**2**"
4. Main Menu: Press '**1**' to Log in
5. You will be prompted to enter your **9-digit provider number** followed by the **#** sign and **4-digit passcode** followed by the **#** sign
6. **Press** '**6**' to check-in for a recipient
7. You will be prompted to select the recipient to check-in for: Press '**1**' for Yes
8. For location, press '**1**' for **Home** or '**2**' for **Community**
9. TTS will ask you to verify if your check-in entry is correct; **Press** '**1**" for correct or **Press** '**2**' to edit your entry

How to Check-out with TTS for Non-Live-In Providers:
1. After you successfully log into your TTS account:
2. **Press** '**7**" to check-out for a recipient
3. You will be prompted to select the recipient to check-out for: Press '**1**' for Yes
4. For location, press '**1**' for **Home** or '**2**' for **Community**
5. TTS will ask you to verify if your check-out entry is correct; **Press** '**1**" for correct or **Press** '**2**' to edit your entry
6. Enter your hours worked that day: enter **hours** in **two-digits** followed by the **#** key. TTS will list the hours entered and ask if they are correct
7. Enter **minutes** in **two-digits** followed by the **#** key. TTS will list the minutes entered and ask if they correct

For an overview of EVV Location Check-in/Check-out using the TTS, for Non-Live-In Providers, please visit: Electronic Visit Verification (EVV) Help - IHSS
(www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhelp)