Electronic Visit Verification

Electronic Services Portal (ESP) Website

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.

Logging in to the Electronic Services Portal (ESP)

To begin time entry, make sure that you have your **user name** and **password** available that you created during the registration process for the Electronic Services Portal (ESP). Enter your user name and password at the login screen and click “Login” to begin your time entry. Do not share your username or password.

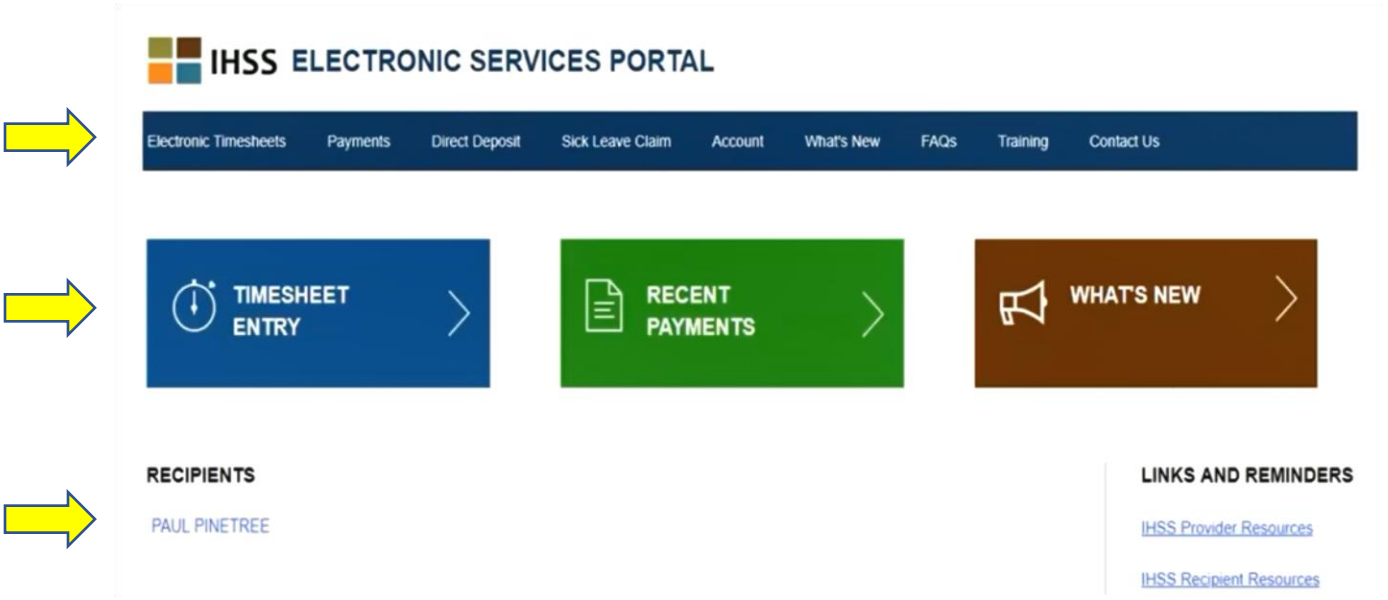
It is important to note that if you enter your user name or password incorrectly 5 times in a row, you will be locked out of your account. Please contact the Help Desk at (866) 376-7066 for assistance. If you are unable to remember your user name or password while logging in, select the forgot user name or password link to receive a password reset link.

Accessing your Timesheet

On the Main Landing Page, there are a few different ways you can access your timesheets. One way is to select the “Electronic Timesheets” link on the top menu bar, and in the drop-down list, select the **Time Entry** link under the Electronic Timesheets options.

You can also access your timesheets by clicking on the **Timesheet Entry Link**.

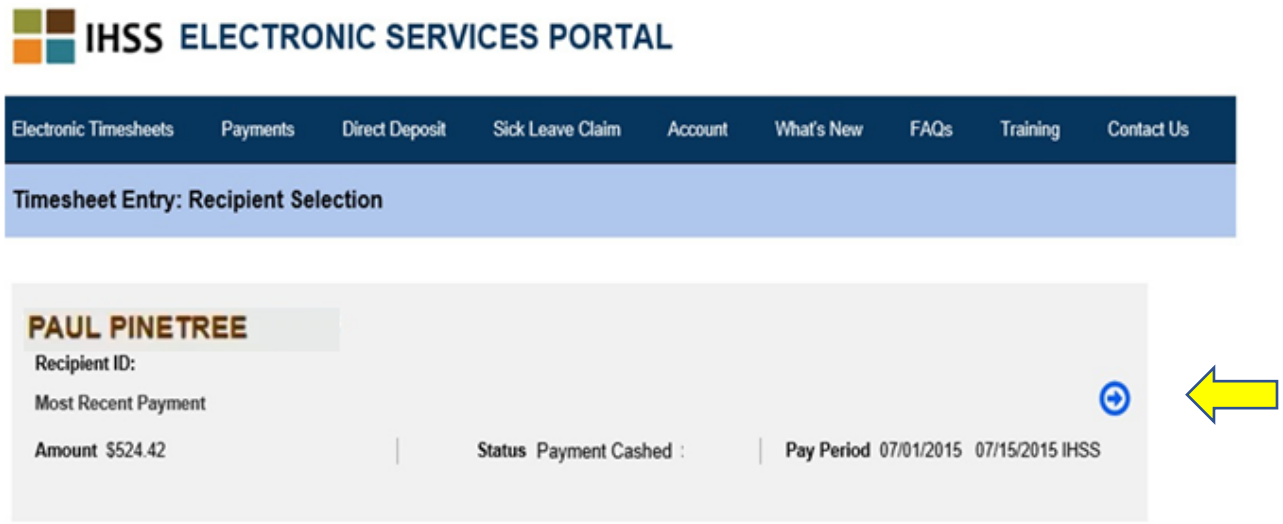
Another way to access your timesheets is: When you are on the Main Landing Page, click on the recipient’s name that you would like to enter your hours worked. All these ways will take you to the **Timesheet Entry: Recipient Selection** screen.

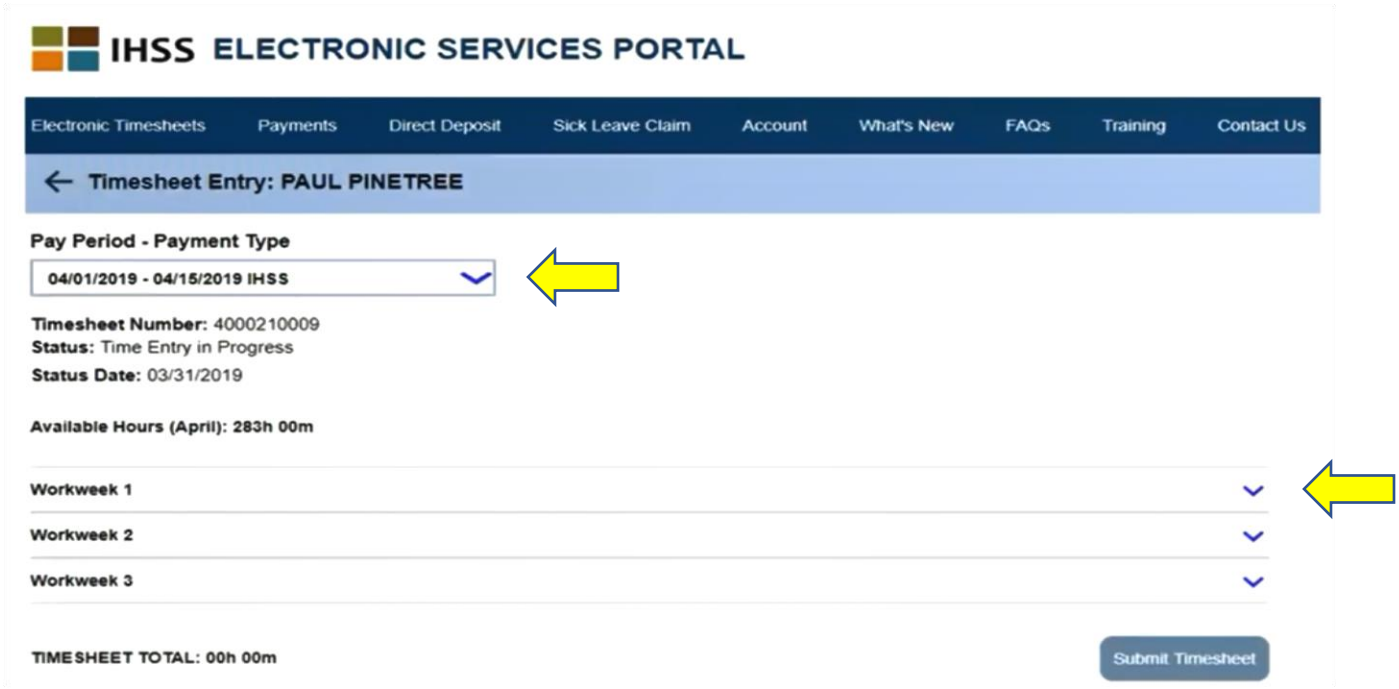


Provider Time Entry

Once you are on the **Timesheet Entry: 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.





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

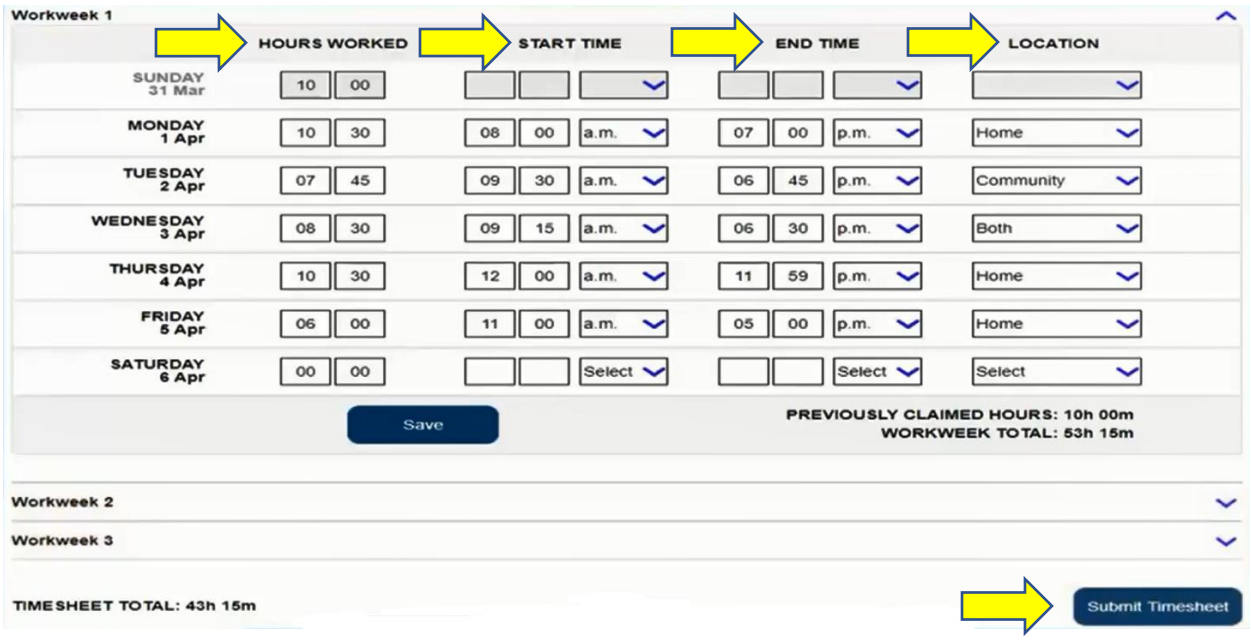
- Please note: There may be multiple timesheets if you work for both WPCS and IHSS or if you have not submitted timesheets for prior pay periods. Select the timesheet for the pay period you wish to enter time.

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.

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

Now, it is time to enter the hours worked for this recipient. To do this, select the arrow for the workweek you would like to enter hours for.

This will expand the **Time Entry Screen**.



If you have previously filled out your timesheet on ESP you will notice that there are three fields in addition to Hours Worked that must be entered which are: Start Time, End Time and Location.

The definitions for each field are as follow:

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

Start Time: The time the first service begins on that day

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

Location: The options available are – Home, Community or Both

- Home: Services were provided in the recipient's home
- Community: Services were provided outside of the recipient's home
- Both: Services were provided both at the recipient's home and outside the recipient's home during the work day.

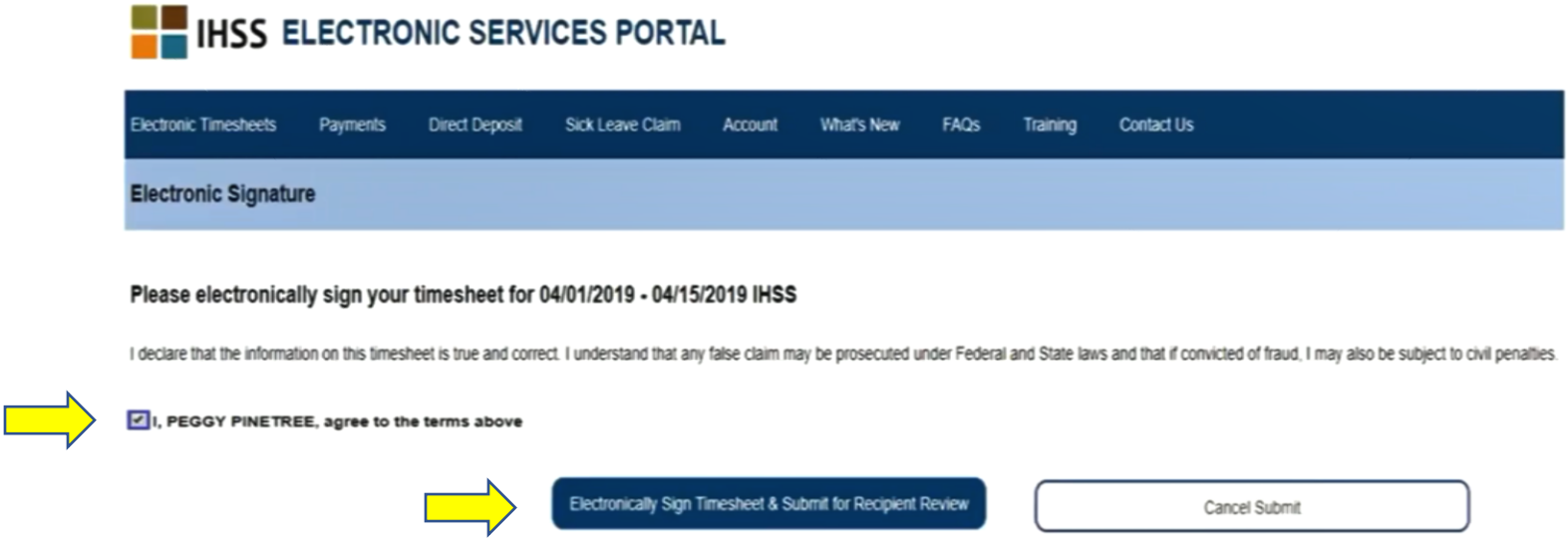
When entering time for a day, all fields require an entry for that day. You will receive prompts informing you if you made an error while filling out your timesheet such as:

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

If you made a mistake and want to change the time entered, then select the **Cancel** button. This will take you back to the **Time Entry Screen**, so you may change any time you have entered.

Submitting Provider Timesheet for Approval

If you are sure the time entered is correct and you still want to submit your time, then select the **Submit Timesheet** button.



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 box 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.