RECIPIENT ELECTRONIC SERVICE PORTAL (ESP)

REGISTERING FOR AN ACCOUNT

WHAT CAN YOU DO ON ESP?

- Review, approve, or reject timesheet for provider

- View your provider's Timesheet History

- Update your contact information

- Link to resources

- Read notification about the ESP

- Add a provider to your case

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IN THIS COURSE:

By the end of this course, you will know how to:

- Register for an Electronic Service Portal (ESP) account

- Enter the information needed on your ESP account

IHSS
IN-HOME SUPPORTIVE SERVICES
ELECTRONIC SERVICES PORTAL
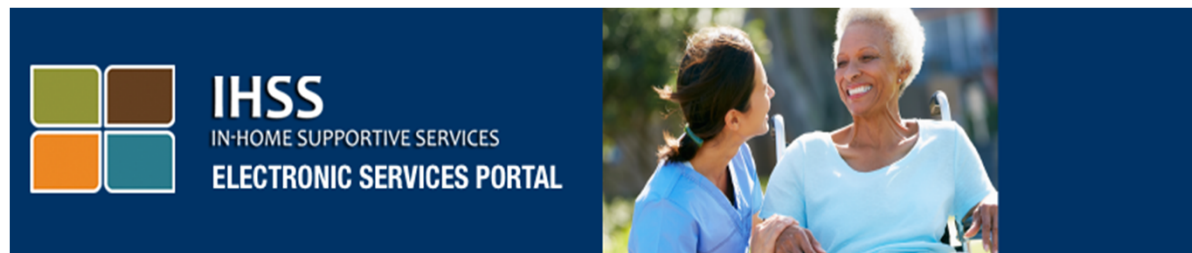
Login to Your Account

User Name
User Name is case sensitive

[ ]

☐ Remember Me

Password
Password is case sensitive

[ ]

☐ Show Password

Forgot User Name or Password?

Registration

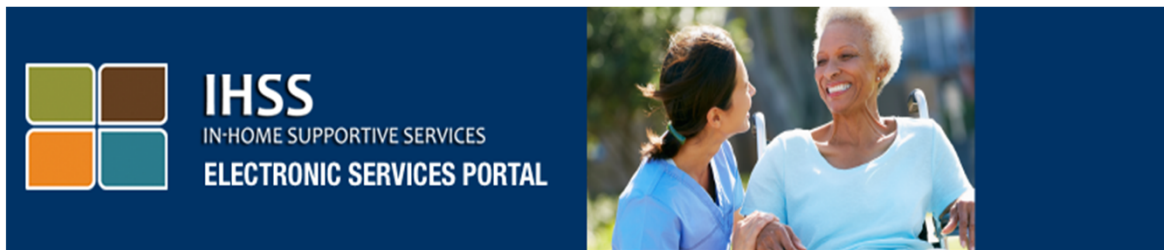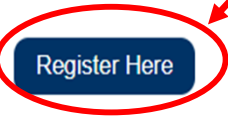**Register for the IHSS Website to:**

- 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

Register Here

Registration FAQs (PDF)

REGISTRATION

- To begin registration for an ESP account, visit the website: Etimesheets.ihss.ca.gov
  - Click on "Register Here"

- You will need an email address to continue
  - If you do not have an email account, you can create a free one at gmail.com or mail.yahoo.com

REGISTRATION

Welcome

To register with this website you must be a provider or recipient of In-Home Supportive Services for the In-Home Supportive Services (IHSS) and/or the Waiver Personal Care Services (WPCS) program.

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.

To get started, tell us if you are a recipient or a provider.

Select your User Type

◉ I am a Recipient

◯ I am a Provider

[Begin Registration]   [Cancel Registration]

- Choose "I am a Recipient" by clicking on the blank circle

- Then click the Begin Registration button

5 STEPS TO REGISTER

1. Add your User Information
   - Your name, birthdate, etc

2. Complete your Account Information
   - Create username, password, etc

3. Choose security questions
   - To verify it is you or to reset your password if needed

4. Verify your email
   - An email will be sent to you that will have instructions on how to verify

5. Confirm registration
   - Log in to your new account after verifying your email

STEP 1: USER INFORMATION

- **Fill in the boxes**
  - Your first name
  - Your last name
  - Date of birth (mm/dd/yyyy)
    - Example: June 7, 1975 will be entered as 06/07/1975
  - Your IHSS case number
  - The last 4 digits of your Social Security Number
  - Click "Next" button

STEP 2: ACCOUNT INFORMATION

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

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 > 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

- Create a Username
  - At least 6 characters in length
  - No blank spaces and no special characters-only letters and numbers
- Create a Password
  - Case sensitive
  - Must be at least 8 characters in length
    - Must contain combination of letters and at least 2 numbers
- Re-type your password to confirm it
- Enter your email address
- Re-type your email address to confirm it
- Click on Next

STEP 3: SECURITY QUESTIONS

- You must choose 3 security questions from the drop-down boxes

- Type in your answer for each security question
  - Write down your answers for future use if you forget your username or need to create new password

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STEP 4: VERIFY EMAIL

Registration – Verify Email

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

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.

Example of Email

IHSS

Thank you for registering with the IHSS website with the user name Hgnxeb. 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 07/30/2018 14:07 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.

- Login to your email

- Open the verification email you received

- Click on "verify my email address and login"
  - Verify the link before it expires, as stated in the email

- After you click the link, you will be taken to step 5

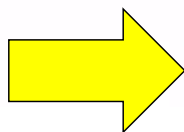# STEP 5 : CONFIRM REGISTRATION (LOGIN)

- Enter the information you used to create your account, type your answer for the security question, and click on "Login"

CONGRATULATIONS!

WAY TO GO!
CONGRATS!
CONGRATS!
CONGRATS!
CONGRATS!
CONGRATS!

- You have created your account on the Electronic Services Portal (ESP). You can now:
    o Add a care provider to your case
    o Review and approve or reject timesheets submitted to you by your providers
    o Change your contact information in the IHSS system

- Watch the "ESP Overview" to learn more about what you can do on the ESP

If you have questions or issues with the ETS or timesheets, call the ETS Helpdesk:

(866) 376-7066, Option 1

www.pascc.org