

# RECIPIENT ELECTRONIC SERVICE PORTAL (ESP)

*OVERVIEW OF WHAT YOU  
CAN DO ON THE PORTAL*

# 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

# IN THIS COURSE:

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

- Update your telephone number
- Link to resources
- Read notifications about the ESP
- View provider's Timesheet History
- Add a provider to your case



## 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:

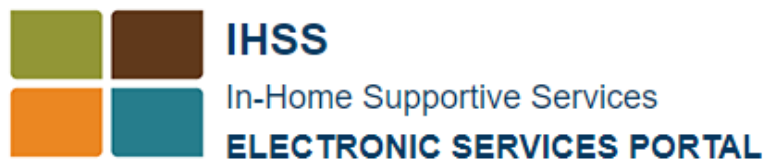
- View your timesheet and payment statuses
- Enter and submit timesheets
- No longer mail paper timesheets
- Request additional timesheets
- Enroll in direct deposit
- Claim sick leave

[Register Here](#)

[Registration FAQs \(PDF\)](#)



# YOUR ESP ACCOUNT



Welcome, NAME!

- 1 Account Information
- Message Center
- Contact Us
- Logout

2 Timesheet Activity ▾ Hire Provider Resources ▾  
Home

3 **TIMESHEET REVIEW** >

**WHAT'S NEW** >

**PROVIDERS**

Jane Doe  
No Timesheets to Review

4 **LINKS AND REMINDERS**

- [IHSS Fact Sheets](#)
- [IHSS Educational Videos](#)

- Your name will be shown on the upper right
- All providers connected to your case will be listed
- We will go over what each section (the red numbers) allows you to do



# YOUR ESP ACCOUNT (1)

1



- Account Information: view your name and case number  
Can change:
  - Telephone number
  - Contact mode preferences
  - Language preference
  - Password and security questions

On computer, button on the upper right side of the window

On mobile phone, look for the account icon



# YOUR ESP ACCOUNT (2)

2



- Timesheet Activity:
  - Review and accept or reject a submitted timesheet
    - Or you can click on the blue “TIMESHEET REVIEW” button
  - Look at past timesheet history
- Hire a Provider:
  - Allows you to hire a provider without sending in the SOC 426A
- Resources:
  - What’s New: Information regarding ESP
  - Training: Information on ESP settings and how to use the portal

# YOUR ESP ACCOUNT (3)

- 3 ways to get to timesheets for review
  1. Click “Timesheet Activity(1)” for dropdown menu and choose “Review Timesheet”
    - History of all timesheets submitted from Provider
  2. OR, click the “Timesheet Review(2)” button
    - Next page, find the provider and click on the arrow
  3. OR, click the blue link under the provider’s name(3) if there is a timesheet to review. “# Timesheet to Review”
    - Provider might submit for more than one pay period

The screenshot displays the IHSS Electronic Services Portal. At the top, the IHSS logo and 'In-Home Supportive Services ELECTRONIC SERVICES PORTAL' are visible. A navigation bar contains 'Timesheet Activity', 'Hire Provider', and 'Resources'. Below this is a 'Home' link. Two large buttons are shown: a blue 'TIMESHEET REVIEW' button with a calendar icon and a green 'WHAT'S NEW' button with a bell icon. Below these are three provider status cards under the heading 'PROVIDERS':  
- Provider Name 1: No Timesheets to Review  
- Provider Name 2: No Timesheets to Review  
- Provider Name 3: 1 Timesheet to Review (with a blue link)

# YOUR ESP ACCOUNT (4)

4

## LINKS AND REMINDERS

[IHSS Fact Sheets](#)

[IHSS Educational Videos](#)

- IHSS Fact Sheets:
  - Short printable PDFs to help understand rights and responsibilities of providers and consumers in the IHSS program
- IHSS Educational Videos:
  - Short videos on IHSS program, IHSS services, and rights and responsibilities of providers and consumers



# CONGRATULATIONS!



You now know where to find the things you can do through the Electronic Services Portal.

View the other ESP trainings for detailed information on how to:

- Update your account information on the ESP
- Add a Provider to your case through the ESP
- Review timesheets submitted to you by your providers

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

(866) 376-7066, Option 1



# Public Authority Services

by Sourcewise

**PUBLIC AUTHORITY**  
SANTA CLARA COUNTY

[www.pascc.org](http://www.pascc.org)

