



**Paper timesheets
going away
in 2020.
Sign-Up Now!!**

You must sign up for electronic visit verification online or through the phone.

Fast

Get Paid Quicker

Smart

Less Errors

Simple

Easy to Use

**Over 8,000 IHSS care providers and recipients in San Francisco have already signed up!
System now available in English, Chinese, Spanish, and Armenian**

See easy enrollment instructions on the back of this flyer.

For more information:

www.etimesheets.ihss.ca.gov • 415-557-6200





How to Sign up for E-Timesheets



Online

www.etimesheets.ca.gov
For Providers and Consumers

Before you start,

- Providers need their Provider Number and to be hired by a client.
- Consumers need their Case Number.
- Both need an email address for Step 4.

Go to: www.etimesheets.ihss.ca.gov

- Under “First Time User?” Click **REGISTER HERE**.
- On the “Welcome” page: Choose “I am a Recipient” or “I am a Provider”. Click **BEGIN REGISTRATION**

On the ‘Register’ pages, follow the 5 steps:

1. **User Information:** Enter Name, Provider or Recipient Number, Date of Birth, and SSN. Click **NEXT** to proceed to the next page.
2. **Account Information:** Create User Name and Password. Enter Email Address. Click **NEXT** to proceed.
3. **Security Questions:** Select your questions and answers. Click **NEXT** to proceed.
4. **Email Verification:** Check your email. Click the link in the email to proceed to the next step.
5. **Confirm Registration:** Enter your user information and password. Answer the security question. **Click LOGIN to complete registration.**

Providers must activate ETS for each client: Logging in displays the Electronic Services Portal where you can “invite” your clients to enroll by clicking on their name. Both provider and client must be enrolled E-timesheets to work.

Consumer Telephone Timesheet (TTS)

1. Consumers have the option of using the telephone to approve timesheets.
2. Call SF IHSS (415) 557-6200 Monday — Friday 8am — 4:30pm to enroll (with the exception of Holidays).
3. Select a security access code during enrollment. It is called a Recipient Authentication Number (RAN).
4. After both consumer and provider are enrolled, TTS will call the consumer when a timesheet has been submitted.
5. Consumers can either answer the call or call TTS back at 844-576-5445 during business hours to approve. They will need their RAN and their Case Number.

Need Help Signing Up?

Call Mon-Fri 8am-5pm:

- CA IHSS Help Desk: 1(866) 376-7066 (Option 4 for Electronic Timesheet Assistance)
- SF IHSS office: 415-557-6200

Visit www.etimesheets.ihss.ca.gov

- Click on “Registration FAQs” for commonly asked questions and a link to the state’s instructional videos.