



IN-HOME
SUPPORTIVE SERVICES

STEP 1



Need Help Signing Up?

Call Mon-Fri during business hours 8am-5pm:

- CA IHSS Help Desk: 1(866) 376-7066
(Option 4 for Electronic Timesheet Assistance)

Visit www.etimesheets.ihss.ca.gov

- Click on "Registration FAQs" for commonly asked questions and a link to the state's instructional videos.

SIGNING UP FOR IHSS E-TIMESHEET

HOW TO:
SELF-ENROLL USING THE EASY ESP AND TTS
PLANNER

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Easy Planner - Guide for signing up for IHSS E-Timesheets on your own!

Electronic Services Portal (ESP)
For Providers and Recipients

ESP CHECK LIST - Prepare the following items:

- My active email address: _____
- My date of birth: ____/____/____
- My Provider or Recipient Number: _____
- Last 4-digits of my Social Security Number: ____ _ _ _
- Go to www.etimesheets.ihss.ca.gov using a computer or smartphone
- Sign-up by providing the information above and proceed to the next step
- Create a Username: _____
- Create a Password: _____
- Security Questions and/or answers:

1. _____
2. _____
3. _____
- Check your email to confirm E-Timesheet registration
- Since my Provider/Recipient must also sign-up, I will remind them by this date: _____
- Check State website for instructions and updates
- Providers can use direct deposit for faster payment

Online E-Timesheet

www.etimesheets.ca.gov For Providers and Consumers 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 aProvider". 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 EmailAddress. 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.

Telephone Timesheets System (TTS)
For Recipients and Providers, instead of ESP

TTS CHECK LIST - Before starting I will need:

- My Provider or Recipient Number: _____
- My date of birth: ____/____/____
- My 6-digit State Registration Code _____
- IF YOU DO NOT HAVE THE REGISTRATION CODE, CONTACT THE IHSS HELP DESK AT (866) 376-7088 FOR ASSISTANCE DURING BUSINESS HOURS
- Call TTS at (833) 342-5388 to sign-up
- Enter the following into telephone dial pad:
 - Provider or Case Number, date of birth, Registration Code
 - 4-digit passcode of my choosing is: ____ _ _ _
- Since my Provider/Recipient must also sign-up, I will remind them by this date: _____
- After both Recipient and Provider are enrolled in TTS and/or ESP,
 - **Providers** can enter hours worked each day or for previous days by calling (833) 342-5388 during business hours
 - **Recipients** will be called automatically by the TTS system after Provider submits timesheet via TTS or ESP or recipients can call TTS at (833) 342-5388 during business hours to review, approve, or reject timesheets
- Check State website for instructions and updates

Consumer Telephone Timesheet (TTS)

1. Consumers have the option of using the telephone to approve timesheets.
2. Call your social worker to create a Recipient Authentication Number (RAN) to enroll (with the exception of Holidays).
3. Select a security access code RAN, during enrollment.
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.