Electronic Timesheet Frequently Asked Questions

Q: What is the Electronic Timesheet?
A: The Electronic Timesheet is a service available on a public, secured website for IHSS and WPCS providers to submit their timesheet electronically. Using this online application, the provider will be able to enter the hours worked for the IHSS recipient and submit the timesheet electronically through the internet. If the IHSS recipient is also enrolled in the Electronic Timesheet system, the recipient may approve or reject a timesheet online as well.

Q: Do I have to enroll in Electronic Timesheets? Is it mandatory?
A: No. The Electronic Timesheet service is OPTIONAL. Persons wishing to continue receiving paper timesheets should do nothing and timesheets will continue as normal. If the IHSS provider and recipient decide to participate in electronic timesheets, they must complete an enrollment process.

Q: Can I use both paper timesheet and electronic timesheet at the same time?
A: No, you cannot use both at the same time. If you enrolled to submit your timesheet electronically, you must stop/cancel electronic timesheets to begin receiving paper timesheets for the following pay period.

Q: Where can I get more information about the Electronic Timesheet?
A: The Electronic Timesheet Training Lessons are available at:
http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Timesheet-Information

Q: How do I enroll in Electronic Timesheets?
A: Go to the Electronic Timesheet website at www.etimesheets.ihss.ca.gov to select the "New User Registration" link and follow the online directions to create an account. You will need to register in order to use this service.

Q: What do I need in order to enroll in Electronic Timesheets Website?
A: You need to be a current active IHSS and/or WPCS provider or recipient. In addition, you need to have access to the internet, be able to use a capable electronic device (smartphone, tablet, computer or laptop), and a valid email address. If you are a provider, you must also have your IHSS provider number (found on your paper timesheet or check stub), date of birth and the last four digits of your Social Security Number. If you are a recipient, you must have your IHSS case number, your date of birth and the last four digits of your Social Security Number.

Q: What information should be provided for registration?
A: The following personal information is needed for registration at the Electronic Timesheet Website: Your First Name, Last Name, 9-digit provider number (if you are a provider) or 7-digit case number (if you are a recipient), date of birth, and the last four digits of your Social Security Number.

*Please note that your personal information is not stored in this website. This information is used for the initial verification against what is stored in the payrolling system.

Q: Where can I locate my provider number?
A: Your 9-digit provider number can be located on your timesheet or previous paystub; you can also contact your IHSS office if you are unable to locate your provider number.

Q: Where can I locate my case number?
A: You may locate your 7-digit case number on your Notice of Action documents where it lists your authorized IHSS hours, you can also contact your IHSS office if you are unable to locate your case number.

Q: If my recipient is not signed up to use the Electronic Timesheets Website, can I (provider) still sign up and use the online system?
A: Yes, you can enroll at the Electronic Timesheet Website. However, you **will not** be able to submit timesheets online. As a provider, you **will** be able to check timesheet status/history, payment status.

Q: If my provider is not signed up to use Electronic Timesheets Website, can I (recipient) still sign up and use the online system?
A: As a recipient, you can enroll at the Electronic Timesheet Website. However, you cannot use/do any timesheet approval actions until your provider enrolls.

Q: I (provider) want to submit my timesheets online; however, my recipient doesn't have an electronic device (smartphone, computer, tablet or laptop) to review or approve the timesheets. What options are available to me?
A: Your recipient needs to agree that you can submit timesheets online. If your recipient agrees, you can submit your timesheets online and your recipient can review and approve your timesheets through the Telephone Timesheet System (TTS). Because your recipient doesn't have an electronic device to review or approve the timesheets, the recipient should sign-up to use the TTS before you submit an electronic timesheet. To sign-up to use the TTS, your recipient needs to contact their local county IHHS office to sign-up for the TTS and create their security access number known as a Recipient Authentication Number or RAN.

Q: As a Provider, how do I fill out the Electronic Timesheet?
A: On the 'Time Entry' screen you need to select your recipient for whom you want to enter time. Select the timesheet pay period, then the week/day. A daily time entry pop up screen will allow you to enter the hours and minutes you worked for the day. Once you have made your time entries, select the 'Save Hours' button.

Q: As a Provider, how do I submit the Electronic Timesheet?
A: You will submit your timesheet electronically, after correctly completing your timesheet on the 'Time Entry' screen. Remember, you will have to select the 'Save Hours' button to save your time entries. Next, select the 'Submit Timesheet' button.

Q: How am I going to sign the Electronic Timesheet?
A: After completing your timesheet, you will be taken to the screen where you need to read the Declaration Paragraph, check the box that you agree to the terms and select the 'Electronically Sign & Submit for Recipient Review' Button.

Q: Will this new online system help me to avoid violations?
A: While filling out your timesheet you will receive error messages for mistakes and the system will warn you if you would get a violation. At this point, you may choose to go back and change the hours you have recorded so that you do not get a violation. You cannot enter hours that you are not approved to work. If you ignore the system warnings and enter or submit incorrect hours, **you will receive a violation**.

Q: How early can I submit my Electronic Timesheet?
A: There are no changes to the Due Dates that are in place when using paper timesheets. The Due Dates remain the same. Timesheets must be submitted on or after the **end** of the pay period or after the last day worked. For example, if you worked until May 31st, you must submit the electronic timesheet on or after May 31st. Timesheets received before the end of the pay period will not be processed until the end of the pay period and your payment could be delayed. Instead of using the US Postal Service to mail the timesheet you will submit the completed timesheet using your electronic device (smartphone, tablet, laptop computer, or desktop computer).

Q: I am getting an error message, what should I do?
A: When you get an error message, follow the directions that appear in the pop-up screen information. If you need more help, please call the Electronic Timesheet Help Desk at (866) 376-7066. When you call this phone number, you will be asked to select your call language (Armenian, Chinese, English, or Spanish) and then select Option 4.

Q: I am getting emails constantly. How many emails should I get?
A: Every time any action takes place such as timesheet enrollment/invitation, timesheet created/review/approval/rejection, payment processing, or a password reset/change, you will receive an email message specific to that action.

Helpful Hints/Reminders

- Remember to keep your User ID and Password in a safe and secure place.
- The password must be at least 8 characters (max character length is 32) in length and contain a combination of letters and at least 2 numbers (Example: Password12). Passwords are good for 180 days (6 months) and need to be updated every 180 days. The website will remind you.
- During the login process if you have entered the incorrect information for five times, you will need to change your password in order to login.
- The Telephone Timesheet System (TTS) is available to recipients to perform timesheet review and approval. In order to use the Telephone Timesheet System, the recipient needs a security number called a Recipient Authentication Number, or, RAN. The IHSS recipient will need to contact their local county IHSS office to set-up the Recipient Authentication Number. The WPCS recipient will need to contact their local county IHSS office to set-up the Recipient Authentication Number.