

## **Electronic Services Portal (ESP) Website Provider Registration**

[www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)



For assistance call the San Diego Public Authority  
Provider Enrollment and Training Department at  
(866) 351-7722.



## **REGISTRATION AS A FIRST TIME USER**

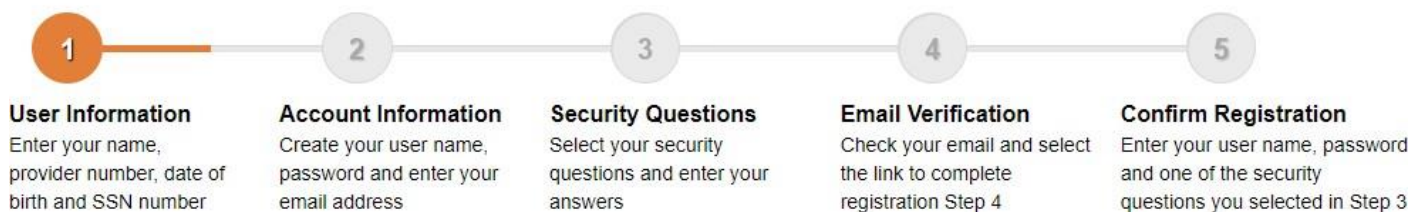
You will need the following information to register exactly as shown in your IHSS records:

- Your first name and last name
- 9-digit provider number
- Date of birth
- Last four digits of your social security number
- A valid e-mail address

To access the Electronic Services Portal Website, please visit [www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)

### **There are 5 steps to the Registration process:**

#### **Register**



**Note:** Each step will start off orange, then turn green when completed.

<https://www.etimesheets.ihss.ca.gov/login>

**Login to Your Account**

**User Name**  
User Name is case sensitive

☐ Remember me

**Password**  
Password is case sensitive

[Forgot User Name or Password?](#)

**Login**

**First Time User?**  
**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](#)

The IHSS Electronic Services Portal is now available in **Español, 中文 and Հայերեն** for both Providers and Recipients.

**Language**


English (English) ✓  
English (English)  
Spanish (Español)  
Armenian (Հայերեն)  
Chinese (中文)

For assistance, contact the Electronic Timesheet Help Desk at 1-866-376-7066 (select option 4)

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- Go to "**Language**."
- Click the drop-down menu.
- Select your preferred Language.
- Click the "**Register Here**" button.

# IHSS Electronic Services Portal Registration



## IHSS ELECTRONIC SERVICES PORTAL

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### Welcome

To register with this website you must be a provider of In-Home Supportive Services for the In-Home Supportive Services (IHSS) and/or the Waiver Personal Care Services (WPCS) program or be a recipient of either program. Information viewed on this website is only related to IHSS and/or WPCS cases.

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?

☐ I am a Recipient

☐ I am a Provider

[Begin Registration Process](#)

[Cancel Registration](#)

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Now you'll see the **Welcome** screen.

- Click "**I am a Provider.**"
- Click "**Begin Registration Process.**"

## Step 1: User Information

The screenshot shows the 'Register' page of the IHSS Electronic Services Portal. At the top, the portal's name is displayed with a logo. Below it, a progress bar shows five steps: 1. User Information, 2. Account Information, 3. Security Questions, 4. Email Verification, and 5. Confirm Registration. Step 1 is highlighted with an orange box. Below the progress bar, a text prompt asks the user to enter their first name, last name, and provider number as shown on their IHSS/WPCS timesheet. The form includes five input fields: 'First Name', 'Last Name', 'Date of Birth (MM/DD/YYYY)', 'Provider Number' (with a note that it must be 9 digits including leading zeros), and 'SSN (Last 4 Digits)' (with a note asking for the last 4 digits of the Social Security Number for verification). At the bottom right, there is a large yellow arrow pointing down to a 'Next' button, and a 'Back' button is located to its right.

Enter your information:

- First Name.
- Last Name.
- Date of Birth.
- Provider Number - It is a 9-digit number and is located on your paper timesheet, or a previous paystub.
- The Last Four Digits of your Social Security Number

**Note:** If you receive a message informing you that the information is not a match to our records, please contact San Diego Public Authority at (866) 351-7722.

- Click **“Next.”**

**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

**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**

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## Step 2: Account Information

- Create User Name
  - Your user name is case sensitive and can be anything you want it to be, it must be at least 6 characters, these can be numbers, letters, or symbols. These symbols cannot be used: # % & ' > ?
- Create Password
  - Your password is case sensitive and must be at least 8 characters in length, and must include a combination of letters, at least two numbers and no special characters.
- Confirm Password
  - Enter the same password again
- Email:
  - Enter a valid email address, as this will be used for notifications on your account
- Confirm Email
  - Enter the same email again

- Click **“Next.”**

The screenshot shows the IHSS Electronic Services Portal registration process. At the top, the header reads "IHSS ELECTRONIC SERVICES PORTAL". Below this, a progress bar indicates five steps: 1. User Information, 2. Account Information, 3. Security Questions (current step), 4. Email Verification, and 5. Confirm Registration. Step 3 is highlighted with an orange background. Below the progress bar, a note states: "It is important that the questions and answers that you choose are hard for others to guess, but easy for you to remember. Security questions and answers will be used to help you reset your Password." The form contains three rows of "Security Questions" (blue dropdown menus labeled "Please Select One") and "Security Answers" (orange text input fields labeled "Answer"). A large yellow arrow points down to a "Next" button, which is highlighted with an orange border. A "Back" button is also visible to the right of the "Next" button. The CDSS Adult Programs Division logo is in the bottom left corner.

### Step 3: Security Questions

- Choose three different security questions. Click the arrow on the right-hand side of the box to see the questions you can choose from. Select your questions then enter your answers.
- Click **“Next.”**



## Registration – Verify Email



### Register



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.



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### Step 4: Verify Email

- Check your private email for a message from the IHSS Website.

### Example Of Email



Thank you for registering with the IHSS Electronic Services Portal (ESP) with the user name testprovider01. 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 04/08/2019 13:42. 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).

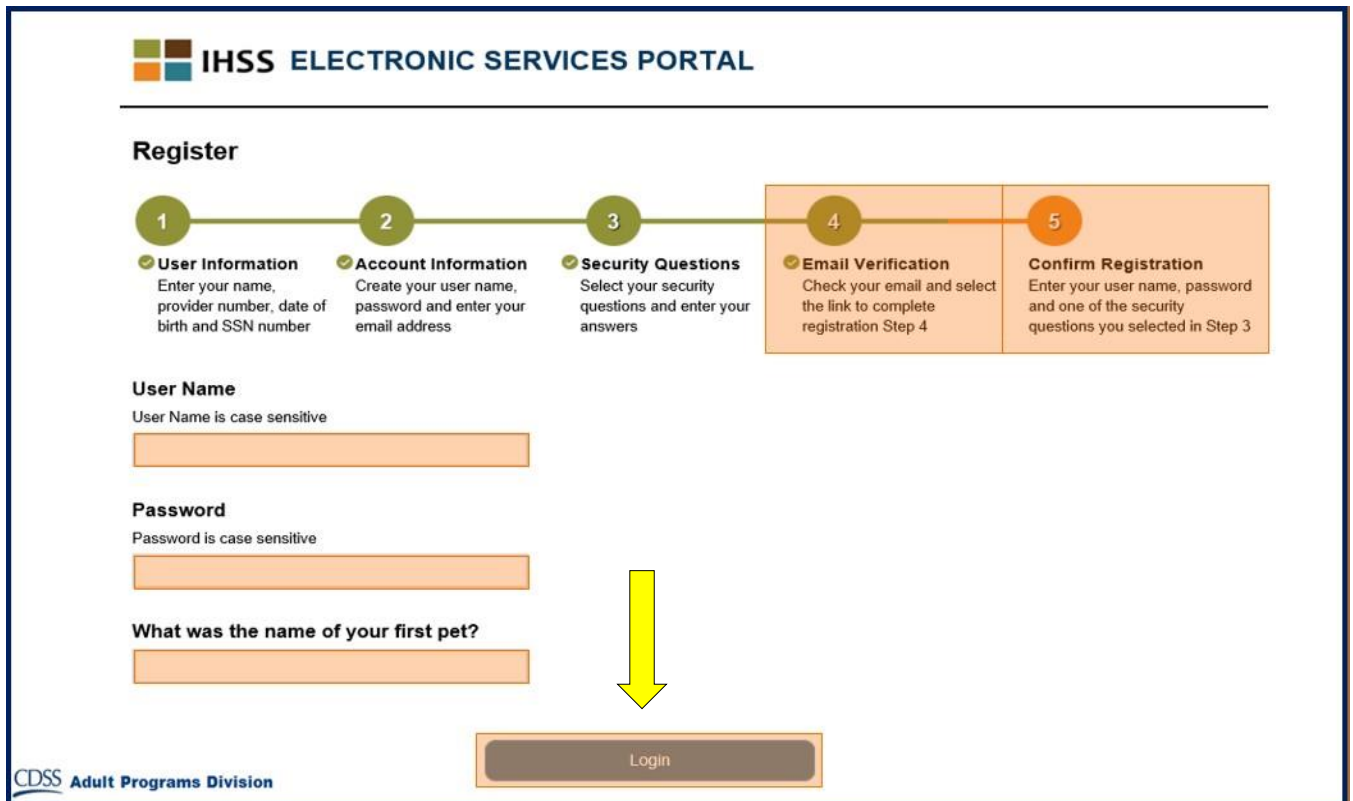
We respect your privacy. Please review our [Privacy Policy](#) here.

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Here is a sample of what your email message will look like.

- Open the email to verify your email address.
- Click on “**Verify my email address and login**” link.
  - It is important to verify your email address immediately.
  - If your email login link times out, you will need to begin the registration process again.

**Note:** If you could not find the email, check your spam or junk folders.



The diagram illustrates the five-step registration process for the IHSS Electronic Services Portal. Steps 1 through 3 are completed, and a yellow arrow points to the Login button. Step 4 is highlighted in orange, indicating the current step.

**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

**User Name**  
User Name is case sensitive

**Password**  
Password is case sensitive

**What was the name of your first pet?**


**Login**

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## Step 5: Confirm Registration


- Enter your user name, password, and the answer to your security question.
- Click **“Login.”**


# Main Landing Page



[Electronic Timesheets](#)[Payments](#)[Direct Deposit](#)[Sick Leave Claim](#)[Account](#)[What's New](#)[FAQs](#)[Training](#)[Contact Us](#)

**TIMESHEET ENTRY**


**RECENT PAYMENTS**

**WHAT'S NEW**

**RECIPIENTS**  
[TESTFIRSTNAME TESTLASTNAME](#)  

Not Registered in ESP or TTS

**LINKS AND REMINDERS**  
[IHSS Provider Resources](#)  
[IHSS Recipient Resources](#)



## Main Landing Page

You can now do the following using your account:

- Enroll into Electronic Timesheets
- View Payment History
- Sign up for Direct Deposit online
- Submit a Sick Leave Claim online