



**Paper timesheets are
going away in 2020!**

Sign-Up for Electronic Timesheets Now!
We're here to help

- Easy to Use
- Prevent Errors and Violations
- Enroll in Direct Deposit
- Access your Timesheet and Payroll information 24/7!
- Get Paid Faster
- No Waiting for Timesheets
- Submit Sick Leave Requests

**Join over 4,000 IHSS care providers and recipients
in San Mateo County who are already using the new system!
Available in English, Spanish, Chinese and Armenian**

See easy enrollment instructions on the back of this flyer.

Recipients can choose to approve timesheets electronically or by using the telephonic timesheet system. Please follow the appropriate instructions below:

Electronic Timesheet Approval

Before you start

- ☒ Know your 7-digit case number (which can be found on the timesheet)
- ☒ Have an active email address

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

1. Under “First Time User?” Click **REGISTER HERE**.
2. On the “Welcome” page: Choose “I am a Recipient”.
3. Click **BEGIN REGISTRATION PROCESS**

On the “Register” page, follow the 5 steps:

1. **User Information:** Enter Name, Case Number, Date of Birth, and Last 4 digits of your SSN (Social Security Number). Click **NEXT** to proceed.
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:** Enter your user information and password. Answer the security questions. Click **LOGIN**.

You are now registered in the IHSS Electronic Portal!

To begin using Electronic Timesheets, each of your providers will send you an email when their timesheets need to be approved.

Telephonic Timesheet Approval

1. Recipients may sign up for telephonic approval of electronic timesheets for their providers.
2. Call your Payroll Specialist Monday - Friday between 8 am - 4:30 pm to enroll.
3. During enrollment you will select a security access code. This number is called a Recipient Authentication Number (RAN).
4. When timesheets are submitted, the system will call the recipient to confirm and submit the timesheets.
5. Recipients can either answer the call or call back at 833-342-5388 during business hours to approve.

Need Help Signing Up?

- ☒ CA IHSS Service Desk: 1-866-376-7066 (Choose Option 4 for Electronic Timesheet Help)
- ☒ Visit www.etimesheets.ihss.ca.gov. Click on “Registration FAQs” for commonly asked questions and a link to the state’s instructional video



SAN MATEO COUNTY HEALTH
**AGING & ADULT
SERVICES**