



Setting Your IVR Pin

As an Individual Provider, you will need to complete the [IVR Registration form found on the CDWA website](#) for each Client. If you're a **Non Live-In IP**, the phone number being registered must be a landline telephone, and must be located where services are being provided.

For all IPs, **you must access the IVR from the phone number on file with CDWA, it can be a cell phone or a landline.**

Locating your Person ID

You can find your Person ID in the [DirectMyCare Web Portal](#).

1. After logging in, select your name in the upper right-hand corner of the screen. (Fig. 01)
2. Your Person ID is located in the "Basic Information" section. (Fig. 02)

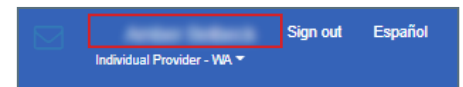


Fig. 01

IVR: English: **877.532.8537** Spanish: **855.581.0509**

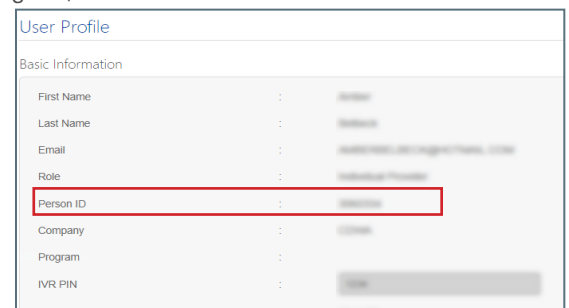


Fig. 02

Creating your PIN

1. Using your phone number on file with CDWA, call into the IVR system [above].
2. When prompted, enter your **User ID** followed by the **pound sign (#)**.
 - If # is not entered, system will say "invalid entry."
3. When prompted, choose a **six-digit PIN**
4. The system will read your PIN back to you:
 - Press 1 to keep and use this PIN.
 - Press 2 to create a new PIN.

Changing your PIN

1. Using your phone number on file with CDWA, call into the IVR system [above].
2. When prompted, enter your **User ID** followed by the **pound sign (#)**.
 - If # is not entered, system will say "invalid entry."
3. When prompted, press *** to change your PIN**.
4. Choose your **new six-digit PIN**.
5. The system will read your PIN back to you:
 - Press 1 to keep and use this PIN.
 - Press 2 to create a new PIN.

Troubleshooting

User ID is Invalid

If you do not enter # after User ID, you will get a “User ID is invalid” message.

No Options Given to Record Time

If the IVR system does not recognize the phone number you are calling from, it will first ask for your User ID, then ask for your PIN. You will not hear options to record time/fob/timesheet. You will not be able to advance in the IVR system.

IVR System Says “No Client”

The options in the IVR system are as follows:

- “To record an entry press ONE” – this is for **Non Live-in IPs** who are starting an EVV compliant shift.
- “To record a fob entry press TWO” – this is for **Non Live-in IPs** who have written down a fob code and need to record an EVV compliant shift.
- To record a timesheet entry press THREE” – this is for **Live-in IPs** to record their time.

If a **Live-in IP** chooses option ONE or TWO, the system will say “no Client found” and hang up.

I don't Remember my PIN

To access the system, you must use a 6-digit PIN, followed by #. If you've forgotten your PIN, choose “change your PIN” by selecting * key after entering your User ID.