

For Non Live-In Providers

# Clocking In & Out Using IVR



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

## 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)

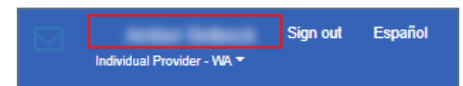


Fig. 01

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

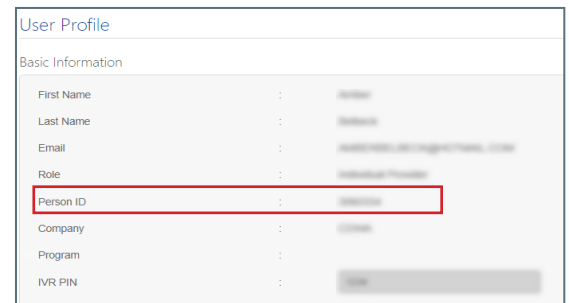


Fig. 02

## Clock In

1. At the start of your shift, use your **Client's landline phone** to call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#)**.
3. **Press 1** to record an entry.
4. Enter your **six-digit PIN**.
5. If applicable, listen to the prompts to select the Client and/or the service.
6. Your start time is recorded.
7. The system will say "you have successfully started your shift, goodbye" and will hang up.
8. Begin providing care.

## Clock Out

1. At the end of your shift, use your **Client's landline phone** to call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#)**.
3. **Press 1** to finish recording your entry.
4. Enter your **six-digit PIN**.
5. If applicable, listen to the prompts to select completed service tasks.
6. Select if some or all time was completed in Seattle.
7. Your end time is recorded.
8. The system will say "you have successfully ended your shift, goodbye" and will hang up.

# 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.