

Participant Portal Help Guide

How to Approve or Reject Time Reports

Instructions:

1. Make sure each entry is correct. Review the date, number of hours, start and stop time, service code and rate type.
2. This is the Due Date. Be sure to approve or reject the time report before the Due Date so your participant-hired worker is paid on time.
3. Click Budget Details. It shows the participant-hired worker's time report against your monthly budget.
4. If the time report is correct, click Approve.
5. If the time report is incorrect, click Reject.

The screenshot shows the 'Time Report 10/20/2018' interface. At the top, there are navigation links: 'Employee Access', 'Time Reports', 'My Account', and 'Help'. Below this, the report title 'Time Report 10/20/2018' is displayed, followed by the due date 'Due 10/26/2018'. A 'Budget Details' link is highlighted with a red box and callout 3. The main table lists time entries with columns for Date, Hours, Start Time, Stop Time, Service Code, Type, and Modified. Callout 1 points to the first entry. Callout 2 points to the due date. Callout 4 points to the 'Approve' button, and callout 5 points to the 'Reject' button. At the bottom, a 'Totals' section shows a total of 7.00 hours at a rate of \$12.05, totaling \$84.35. A 'Totals' table below the main table summarizes this information.

Date	Hours	Start Time	Stop Time	Service Code	Type	Modified
10/7/2018	3.00	10:00 AM	1:00 PM	T1019 Home Health Care - Personal Care Worker	Hourly - \$12.05	10/16/2018
10/8/2018	2.00	10:00 AM	12:00 PM	T1019 Home Health Care - Personal Care Worker	Hourly - \$12.05	10/16/2018
			12:00 PM	T1019 Home Health Care - Personal Care Worker	Hourly - \$12.05	10/16/2018
10/11/2018	0.00					
10/12/2018	0.00					
10/13/2018	0.00					
10/14/2018	0.00					
10/15/2018	0.00					
10/16/2018	0.00					
10/17/2018	0.00					
10/18/2018	0.00					
10/19/2018	0.00					
10/20/2018	0.00					
	7.00				\$84.35	

Service Code	Hours	Rate	Cost
T1019 Home Health Care - Personal Care Worker	7	\$12.05	\$84.35

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FAQ: Answers to Frequently Asked Questions

If you do not see the answer to your question here, please call us at 1-888-800-5599 or email IRIS.Portal@iLIFEfms.com.

1. How do I sign up?

1. Follow these instructions:
2. Call 1-888-800-5599.
 - a. The Inbound Customer Resolution Specialist verifies your information and email address.
 - b. You can provide only your email address. Your participant-hired worker must call to provide his or her email address.
3. Your email address must be different from your participant-hired worker's email address.
4. The Inbound Customer Resolution Specialist grants you access.
5. Access your email account. An email with log in instructions and a temporary password is sent to the email address you provided.

2. I am a guardian and a participant-hired worker for an IRIS participant. Can I use the Portal?

Yes, you can use the Portal. However, you need to have two separate email addresses to sign up. This is because you need separate email addresses to sign in as the participant's guardian and as the participant's participant-hired worker.

3. What if my participant-hired worker doesn't want to use the Portal?

You can still use the Portal to view your statements and recent time report payments. Your participant-hired worker will continue to submit paper time reports as usual.

4. When does my participant-hired worker need to submit paper time reports instead of using the Portal?

The following situations would require the participant-hired worker to submit paper time reports:

1. Your participant-hired worker needs to correct an already paid Portal time report. Your participant-hired worker cannot submit two Portal time reports for the same pay period.
2. Your participant-hired worker submits a Mileage Log or Expense Report.
3. Your participant-hired worker provides overnight care at a flat rate.
4. Your participant-hired worker has a new pay rate, but iLIFE has not received a Rate Change Form yet. Please send in the Rate Change Form for iLIFE to add the pay rate to the Portal.

5. I got locked out. What do I do?

Call 1-888-800-5599. The Inbound Customer Resolution Specialist will verify your information and unlock your account.

6. I forgot my email address to log in to the Portal. What do I do?

Call 1-888-800-5599. The Inbound Customer Resolution Specialist will verify your information and provide you with your email address.

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7. I forgot my password. What do I do?

Follow these instructions:

1. On the log in page, click Forgot your password.
2. Type your email and the last four digits of your Social Security number.
3. Click Reset Password.
4. iLIFE will email you a new password to log in.

The image displays two screenshots of the iLIFE Portal Login page, illustrating the steps to reset a password. A large 'DRAFT' watermark is overlaid on the screenshots.

Left Screenshot: Shows the iLIFE Portal Login page with the 'Forgot your password?' link highlighted by a red box and an arrow pointing to it. The page includes the iLIFE logo, the tagline 'Choice. With Confidence.', and input fields for Email and Password. A 'Login' button is also visible.

Right Screenshot: Shows the iLIFE Portal Login page after clicking 'Forgot your password?'. The 'Email' and 'Last 4 digits of your SSN' input fields are highlighted by a red box and an arrow pointing to it. The 'Reset Password' button is also highlighted by a red box and an arrow pointing to it. The 'Login' and 'Help' links are also visible.

Annotations:

- 1. Click Forgot your password?
- 2. Enter email and 4 digits of SSN.
- 3. Click Reset Password.