Participant-hired Worker Portal Help Guide

Use this Help Guide to walk you through the Portal. If you need more help, contact us at IRIS.Portal@iLIFEfms.com or 888-800-5599.
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What Is the Portal?

- The Portal is an online time reporting system available to you and the IRIS participant.
- With the Portal, you can record and submit your hours online. This means you do not need to mail, fax, email or drop off your time reports.
- Throughout the Portal time report process, you receive automatic status update emails with the status of the time report.

What Do You Need to Use the Portal?

To use the Portal, you will need access to a computer that can connect to the internet and to know how to use the internet and email.

How to Sign Up

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

Instructions:
1. From your Internet Explorer, Firefox or Safari web browser, go to www.irisfsa.net.
2. To log in, type your Email and Password.
3. Click Sign In.
4. If you forgot your password, click Forgot your password.
   a. Type your email and the last four digits of your Social Security number.
   b. Click Reset Password.
   c. iLIFE will email you a new password to log in.
What’s on the Home Page

Instructions:
- Click My Account to change your Portal password or email address.
- Click Time Reports to view and create time reports.
- Click Help on any of the four pages for assistance with that page.
- Click Log Out to log out.
How to Change Your Password or Email Address

Instructions:
1. To change your password or email address, click My Account.
2. To change your password, type your current password, and then your new password as directed. Your password must be six to ten characters, including at least one digit and one letter. Special characters (such as #, $ or %) are accepted.
3. Click Update.

1. To change your email address, type your new email address as directed.
2. Click Update.

![Diagram showing how to change password and email address]

Click My Account to change password or email address.
Type password as directed, then click Update.
Type email address as directed, then click Update.
How to Fill Out Time Reports

Instructions:
1. Click Time Reports.
2. Click New Time Report to create a new time report.
3. Click End Date listed in blue to view the time report.
4. Throughout the time report process, each time report is assigned a status as follows:
   a. Employee Submitted: You submitted a time report for the participant to review.
   b. Participant Submitted: The participant approves your time report. Next, iLIFE reviews the time report.
   c. Participant Rejected: The participant rejects your time report.
   d. IRIS-FSA Approved: iLIFE approves your time report. Next, iLIFE will process the time report for payment.
   e. IRIS-FSA Rejected: iLIFE rejects your time report.
   f. Paid: Your time report has been processed for payment.
   g. Submitted - Other: The time report was entered manually (i.e. not through the Portal) in the iLIFE system.
5. Select Participant from the dropdown list.
6. Select Period End Date from the dropdown list.
7. Click Next.
8. For the date listed on the left, enter Start Time and Stop Time (for example 9a for 9 a.m. and 5:30p for 5:30 p.m.)
9. Select Service Code and Rate Type.
10. Click Add to add another time entry for the same date.
11. To Copy-Paste the same hours and service code to a different date, click Copy on the date you want to copy. Click Paste on the new date.
12. Click Save to complete the time report later.
13. Click Submit Time Report when finished entering hours.

8. Enter Start Time and Stop Time.
9. Select Service Code and Rate
10. Click Add.
11. Click Copy.
12. Click Save.
13. Click Submit Time Report.
How to Review Time Reports

Instructions:
1. Click Time Reports.
2. Click the End Date to review the time report.
3. Click Edit to change hours for the time report.
4. The total for each Service Code is listed at the bottom of the page.
5. Click Submit Time Report when finished entering hours.
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?

Follow these instructions:
1. Call 1-888-800-5599.
2. The Inbound Customer Resolution Specialist verifies your information and email address.
   a. You can provide only your email address. The participant must call to provide his or her email address.
   b. Your email address must be different from the participant’s email address.
3. The Inbound Customer Resolution Specialist grants you access.
4. 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 the IRIS participant I work for doesn’t want to use the Portal?

You can still use the Portal to view your recent time report payments, but cannot submit time reports through the Portal. You will continue to submit paper time reports as usual.

4. My time report was rejected. What do I do?

Review the time report rejection reason listed on the email notice or on the Portal.

On the Portal, click the End Date of the rejected time report. At the bottom of the time report page under Notes, the rejection reason is listed. If you need more help, ask the participant or call iLIFE at 1-888-800-5599.
5. When do I need to submit paper time reports instead of using the Portal?

The following situations would require you to submit paper time reports:

1. You need to correct an already approved or paid Portal time report. You cannot submit two Portal time reports for the same pay period.
2. You are submitting a Mileage Log or Expense Report.
3. You provide overnight care at a flat rate.
4. You have 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.

6. How do I enter a daily rate on the Portal?

1. On the date you provided a daily rate, enter Start Time.

2. Enter Stop Time.

3. Select daily Service Code. Select daily Rate Type (it may appear automatically).

7. How do I submit two or more services for one day on the Portal?

1. Enter Start Time and Stop Time of first service. Select first Service Code. Select Rate Type (it may appear automatically).

2. To add second service line, click Add button.

3. Enter Start Time and Stop Time of second service. Hours cannot overlap with first service. Select second Service Code. Select Rate Type (it may appear automatically).
4. Click Add button to add more service lines if needed.

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Start Time</th>
<th>Stop Time</th>
<th>Service Code</th>
<th>Rate Type</th>
<th>Add/Clear/Copy/Paste</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/1/2013</td>
<td>Thursday</td>
<td>8:00 AM</td>
<td>12:00 PM</td>
<td>$5100 Supportive Home Care</td>
<td>Hourly - $10.00</td>
<td></td>
</tr>
<tr>
<td>9/1/2013</td>
<td>Thursday</td>
<td>1:00 PM</td>
<td>2:00 PM</td>
<td>1019 Home Health Care - Personal Care Worker</td>
<td>Hourly - $12.07</td>
<td></td>
</tr>
</tbody>
</table>

8. 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.

9. 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.

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

Follow these instructions:
1. On the login 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.