# Setting Your IVR Pin

You will need to complete the IVR Registration form found on our website for each individual you provide care for.

Locating your User ID

1. Go to DirectMyCare.com and sign in to the web portal by entering your email address and password. Select **Log In** and you will be taken to the home page.
2. Select **My Account** from the left side menu. Then select **My Profile.**
3. Your Person ID is your User ID for the IVR.
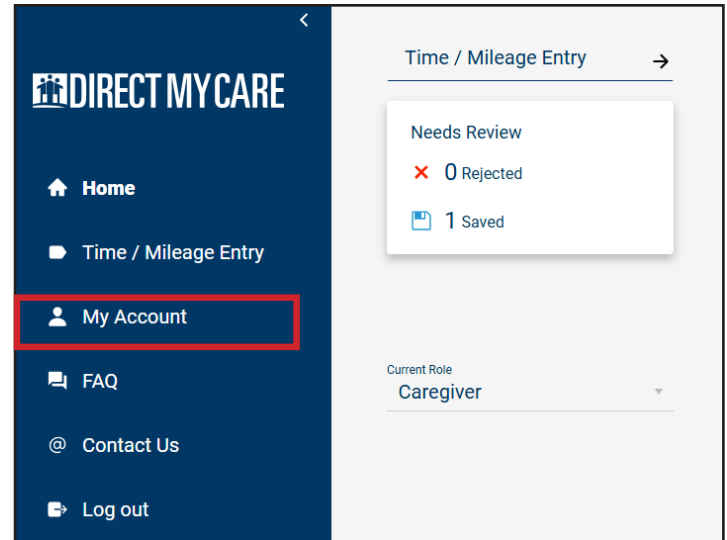
Creating your PIN

1. Using your phone number, call into the IVR system (Fig. 01).
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 **6-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.

IVR: English: **877-532-8537**

Spanish: **855-581-0509**

Fig. 01

Changing your PIN

1. Using your phone number, call into the IVR system (Fig. 01).
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 6-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 the caller does not enter # sign after User ID, they 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 to start an EVV compliant shift.
- "To record a fob entry press TWO" – this is to enter a fob code to record an EVV compliant shift.
- To record a timesheet entry press THREE" – this is to record your time.

I Don't Remember My PIN

Caller must use 6-digit PIN, followed by #. If forgotten, change your PIN by selecting *key after entering your User ID.

Task List

Complete/Partial Bath	Press #1 for yes or #2 for no
Dress/Undress	Press #1 for yes or #2 for no
Assist with Toileting	Press #1 for yes or #2 for no
Transferring	Press #1 for yes or #2 for no
Personal Grooming	Press #1 for yes or #2 for no
Assist with Eating/Feeding	Press #1 for yes or #2 for no
Ambulation	Press #1 for yes or #2 for no
Turn/Change Position	Press #1 for yes or #2 for no
Vital Signs	Press #1 for yes or #2 for no
Assist with Self-Administration of Medication	Press #1 for yes or #2 for no
Bowel/Bladder	Press #1 for yes or #2 for no
Wound Care	Press #1 for yes or #2 for no
Range of Motion	Press #1 for yes or #2 for no
Supervision	Press #1 for yes or #2 for no
Prepare Breakfast	Press #1 for yes or #2 for no
Prepare Lunch	Press #1 for yes or #2 for no
Prepare Dinner	Press #1 for yes or #2 for no
Clean Kitchen/Wash Dishes	Press #1 for yes or #2 for no
Make/Change Bed Line	Press #1 for yes or #2 for no
Clean Areas Used by Individual	Press #1 for yes or #2 for no
Listing Supplies/Shopping	Press #1 for yes or #2 for no
Individual's Laundry	Press #1 for yes or #2 for no
Medical Appointments	Press #1 for yes or #2 for no
Work/School/Social	Press #1 for yes or #2 for no