

Approving & Rejecting Time in the DirectMyCare Web Portal

You can use the DirectMyCare web portal to approve or reject the submitted time.

Time Approval

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. In the **Needs Review** box, you should see that there are submitted entries ready for review. Select the Needs Review box to go to those shifts (Fig. 01).
3. You will see a list of all submitted and saved entries (Fig.02).
 - Saved shifts cannot be approved until they are submitted.

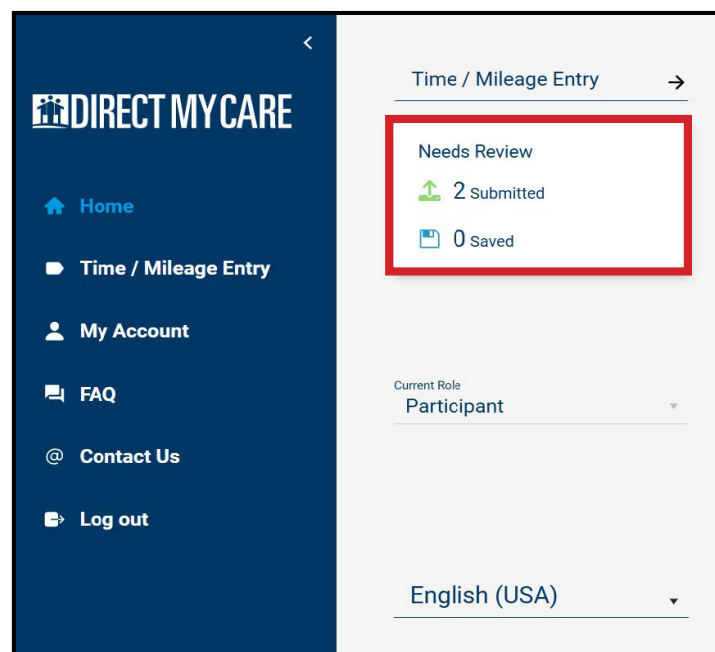


Fig. 01

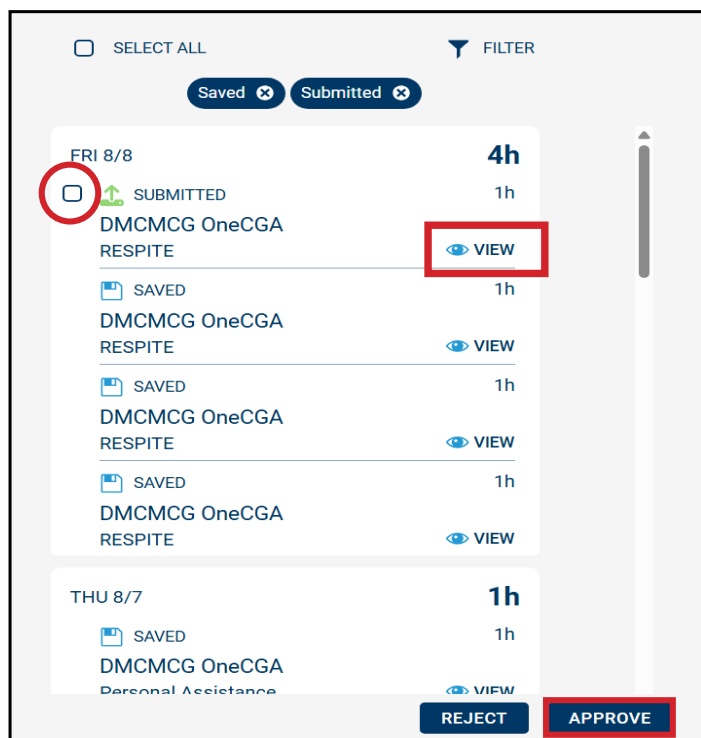


Fig. 02

4. To view the details of an entry, tap the **VIEW** link (Fig. 02).
 - Instructions on viewing details, including clock in & out times, are on the next page.
5. Select the checkbox next to the shift(s) you would like to Approve, then select the **Approve** button (Fig. 02).
6. Review the Attestation popup, then select **Ok**.
7. This shift is now approved and will show as **Ready to be Paid** (Fig. 03).

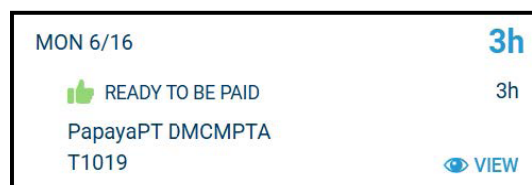


Fig. 03

Time Rejection

- 1. To reject a shift, select the checkbox next to the shift you want to reject, then select the **Reject** button (Fig. 04).
- 2. Type the reason for rejecting the shift, then select **Save** (Fig. 05).
- 3. The rejected shift will be returned and marked with a red **X**.

Reason for Rejection of Entry/Entries?

Type your reason for rejecting the shift here.

CANCEL

SAVE

☐ SELECT ALL

FILTER

Saved

Submitted

FRI 8/8

4h

☐ SUBMITTED

DMCMCG OneCGA

RESPITE

VIEW

SAVED

1h

DMCMCG OneCGA

RESPITE

VIEW

SAVED

1h

DMCMCG OneCGA

RESPITE

VIEW

SAVED

1h

DMCMCG OneCGA

Personal Assistance

VIEW

THU 8/7

1h

SAVED

1h

DMCMCG OneCGA

Personal Assistance

VIEW

REJECT

APPROVE

Fig. 04

Fig. 05

Viewing Time

November 2025

S

M

T

W

T

F

S

←

2

3

4

5

6

7

8

→

Week Total: 8h

TUE 11/4

ADD

6.75h

☐ SUBMITTED

PERSONAL CARE

VIEW

MON 11/3

ADD

1.25h

☐ SUBMITTED

T1019

VIEW

Fig. 06

To view **in & out times**, and other information, select the **VIEW** link.

From this detailed view, you can see more information by selecting the **Info icon**.

Info

11/4/25

SUBMITTED

6.75h

Participant

Service Code

PERSONAL CARE

T1019

EVV Exception Reason

Additional Information

Time-In

12 : 00 AM

Time-Out

06 : 45 AM

Fig. 07