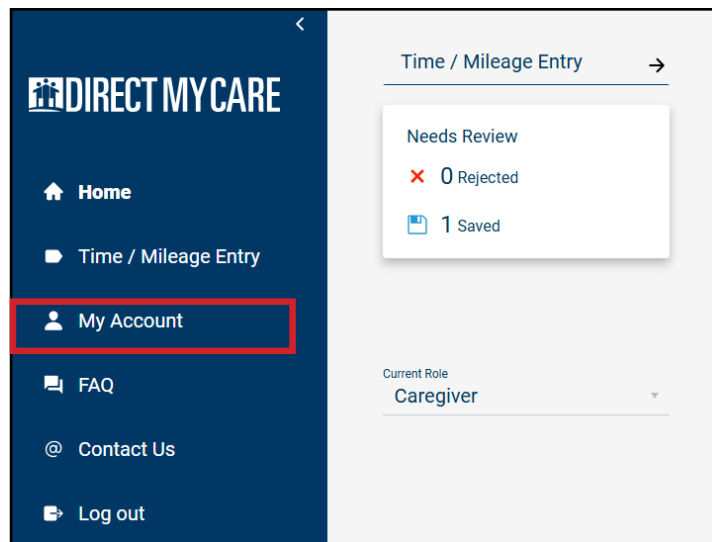


Setting Your IVR Pin

You must complete the IVR Registration Form on our website for each person you 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 ask for your User ID. Then it will ask for your PIN. It will not give you options to record time, fob, or a timesheet, and you won't be able to move forward 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

You must use a 6-digit PIN followed by "#". If you forgot your PIN, you can change it by using your User ID followed by "**".