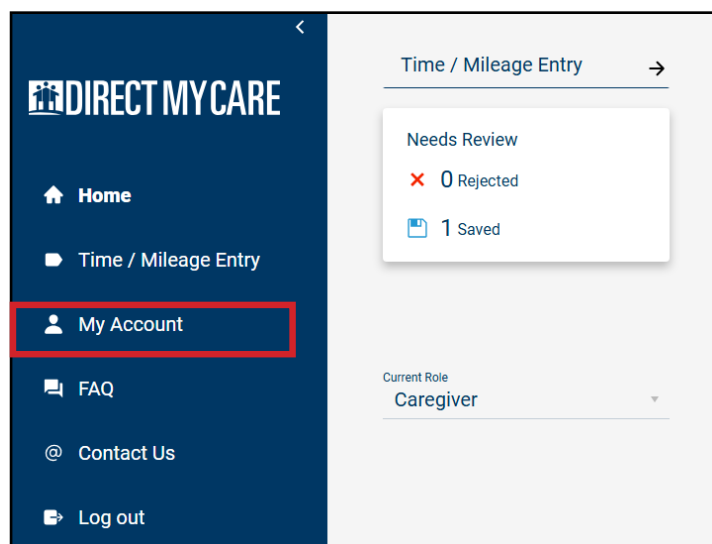


# Clocking In & Out using IVR

You must complete the IVR Registrations Form on our website for each person you care for. You must use the phone number that is registered at the home where you give care. After you enter your work time by phone, you must approve it in DirectMyCare.com. If you can't approve it online, please call the office to get help.

## Locating your User ID

1. Go to [DirectMyCare.com](https://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.



**IVR:** English: **877-532-8537** Spanish: **855-581-0509**

**NOTE: Use the phone we have on file for you to set your PIN before clocking in for the first time.**

## Clock In

1. At the start of your shift call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#)**.
3. **Press 1** to record a new entry.
4. Enter your **6-digit PIN**.
5. If applicable, listen to the prompts to select the person and/or the service.
6. Your start time is recorded.
7. The system will say "you have successfully started your shift, goodbye" and will hang up.
8. Begin providing care.

## Clock Out

1. At the end of your shift call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#)**.
3. **Press 1** to finish recording your entry.
4. Enter your **6-digit PIN**.
5. If applicable, listen to the prompts to select completed service tasks.
6. Your end time is recorded.
7. The system will say "you have successfully ended your shift, goodbye" and will hang up.

# 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 “\*”.