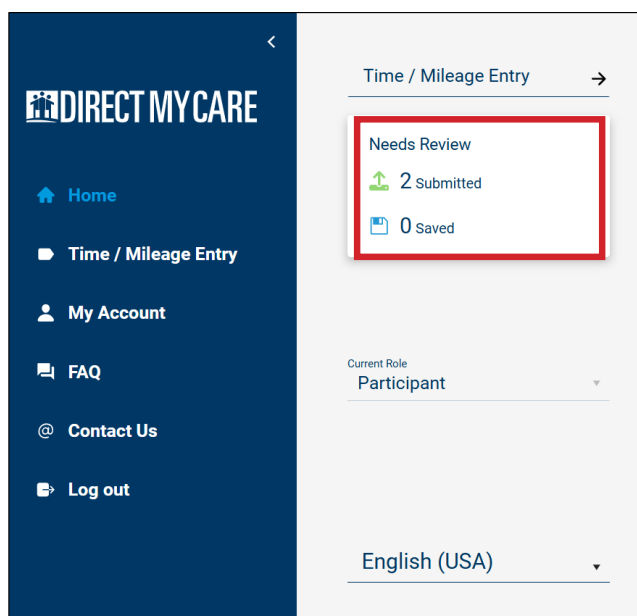


Approving Time in the IVR system

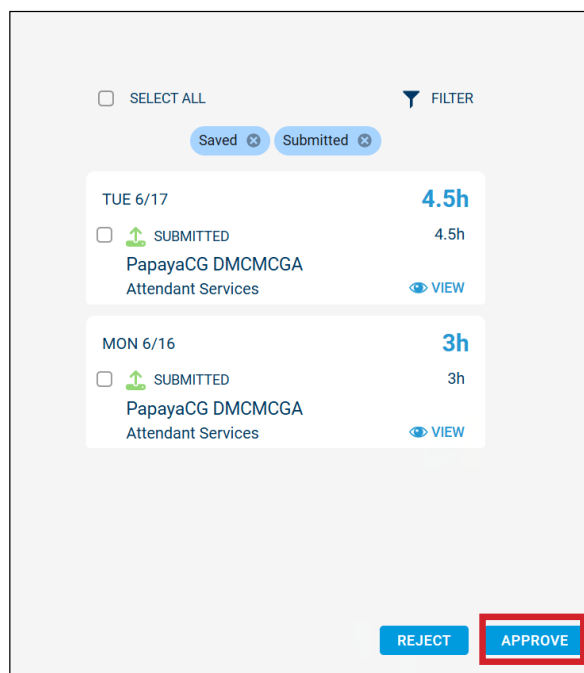
What is Interactive Voice Response (IVR)? IVR lets you clock in and out using a phone. You must use the phone number that is registered with Consumer Direct. You must fill out the IVR Registration form on our website. After you clock in or out, your shifts will show up on the website within about 15 minutes.

Approval in DirectMyCare web portal

1. You will need to go to DirectMyCare.com and sign in to the web portal by entering your email address and password. Select **Log In** and you will see your homepage.
2. From your homepage, select **Needs Review** and you will be directed to a list of shifts that need approval.



3. You will see a list of all submitted and saved entries (Fig. 02).
4. To approve/reject one entry at a time, select the box next to each entry. To approve/reject all, tap the **SELECT ALL** box.
5. Once you've selected the entries use the **APPROVE** button at the bottom of the screen.



Approval Through Live Support

If you can't get into the DirectMyCare web portal to approve shifts, please call our office to help you. A representative will verify your identity, find the shifts that were submitted, and help you get them approved.