

eTime FAQ

# eTime FAQ

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## eTime FAQ

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### GENERAL

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#### **Am I eTime ready?**

Participants, staff and jobs that are not eTime ready are indicated as such throughout the portal. Jobs that are NOT eTime ready are correlated with a Staff Action Plan and/or Timesheets that are not yet completed (“Timesheets” here refers to the templates which are filled out, not the individual timesheets submitted for payment).

If you are a support staff, you should advise your circle approvers that you will not be able to submit time for these jobs through eTime until this issue is resolved.

If you are a circle approver, you should work with your support broker to ensure these issues are resolved as quickly as possible.

If you are a support broker, you should work with your circle contacts to ensure these issues are resolved as quickly as possible.

Timesheets for jobs which are not eTime ready will have to be submitted via paper.

#### **Can staff still upload a scan of a paper timesheet using the Timesheet Upload feature?**

No. The Timesheet Upload feature will no longer be available as of Friday, June 19, 2020.

#### **Can I still submit paper timesheets by mail?**

Yes. For the time being, paper timesheets submitted by mail are still accepted.

#### **Will there be training for eTime?**

A scheduled training session has not been planned for eTime. Rather, documentation, videos, and inline help has been provided throughout the eTime interface.

#### **What is the difference between Timesheet Entry and Timesheet Live?**

Timesheet Entry is the manual entry of each timesheet line. These entries will be identical to the handwritten entries made on the paper timesheet.

Timesheet Live provides a more app-like interface, allowing you to “punch” in and out rather than manually typing in dates and times. Timesheet Live allows you to record your time directly in the portal, instead of using a paper timesheet.

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### **Will my personal data be secure in eTime?**

Yes; your connection to eTime and the rest of the Portal uses the https protocol, which encrypts the connection between you and the Portal. The data you enter into the Portal is stored securely and encrypted.

### **Will eTime run in the background and drain my battery?**

No. eTime Timesheet Entry and eTime Timesheet Live are both modern portal based websites that you will access via your desktop or mobile browser. Nothing about eTime Timesheet Entry or eTime Timesheet Live will be actively accessing your device when not in use. If you remain concerned about battery drain, you may close the browser and log back in later.

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## PORTAL ACCESS

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### **How do I access eTime?**

Go to [portal.issny.org](https://portal.issny.org) to login. After logging in, there is a button on the home page to access Timesheets.

### **Do I need to request access to eTime?**

No. Your existing portal login is adequate. If you are support staff, then you will automatically have access to eTime for use with your active jobs. If you are a primary contact, participant, or circle approver, you will automatically have access to approve timesheets via your login.

### **How can I set up a portal account for me or someone else?**

Please send an email to [websupport@issny.org](mailto:websupport@issny.org) with your name, email, phone number and role. Someone will get back to you promptly.

### **I'm having trouble logging in. Help.**

If you've forgotten your password, click the "Forgot your password" link on the login page (<https://portal.issny.org/forgot.php>) to reset it.

If you've forgotten your login email, contact ISS at [websupport@issny.org](mailto:websupport@issny.org).

## eTime FAQ

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### SUBMITTING TIME

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#### **Who can enter and submit timesheets?**

Support staff must enter and submit their own time. You cannot submit timesheets on behalf of someone else. The electronic signature on the timesheets is linked directly to the currently logged in portal user. This provides security to the staff, the circle, and ISS, as well as helping to prevent fraud.

#### **Can I enter eTime timesheets for my staff?**

No. Support staff must enter and submit their own time. You cannot submit timesheets on behalf of someone else. The electronic signature on the timesheets is linked directly to the currently logged in portal user. This provides security to the staff, the circle, and ISS, as well as helping to prevent fraud.

#### **What kinds of staff/services can submit time with eTime?**

Currently, the only services/jobs supported by eTime are ComHab, SEMP (Job Coach and Job Developer), and Respite. Brokerage, IDGS Paid Neighbor, and IDGS Staffing Support are currently not supported by eTime.

#### **How often do I need to log my time with eTime Timesheet Entry?**

You can log your time in a draft timesheet with Timesheet Entry on a daily basis, or you can keep track of your time on paper, and then go back and enter it every few days. Note that for Timesheet Entry, your time should always be recorded on paper at time of service, and that you will be required to upload an image of the completed timesheet for documentation purposes.

#### **Why do I have to upload a scan of the timesheet if I'm entering it in?**

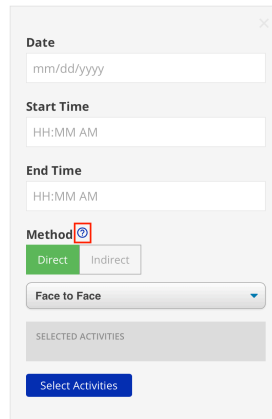
Timesheet Entry is the preferred submission model for paper based timesheets. In this case, you have initially documented your work on paper as the work was performed. You are then, after the fact, populating your work details into the portal for submission and payment. Since your original work was recorded on paper, we need an image of that document for our records.

Once Timesheet Live is available, you will no longer need to upload any paper based documentation as long as you are able to successfully use the Live entry, in real time, at your work locations as the work is performed. With Timesheet Live, we are able to capture the necessary timestamps and electronic signatures needed to support our Medicaid billing requirements without the additional paper documentation.

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### I'm not sure which method to choose. What's the difference?

Next to the Method selector in Timesheet Entry, there is a help button. Click that help button to show an explanation of each of the methods.



The screenshot shows a form with the following fields:

- Date:** mm/dd/yyyy
- Start Time:** HH:MM AM
- End Time:** HH:MM AM
- Method:** A selector with a help icon (ⓘ) and two options: **Direct** (highlighted in green) and **Indirect**.
- Face to Face:** A dropdown menu with a downward arrow.
- SELECTED ACTIVITIES:** A greyed-out area.
- Select Activities:** A blue button.

### I'm performing Direct Virtual support. What technologies may I use for service delivery?

eTime will include a list of all known acceptable technologies. If your technology is not included in that list, please contact your SDC to make sure the method of delivery is acceptable. If the SDC agrees that the method is acceptable, you may use the Other selection and describe the method. We will periodically add additional newly acceptable technologies to the drop-down list.

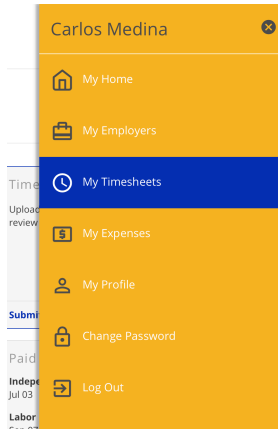
### How do I submit/enter Time Off/PTO?

Currently, to submit Time Off, create a time entry and select Indirect as the method and Time Off from the dropdown list. Then specify the type of Time Off in the Description field (PTO, Family Approved PTO, Jury Duty, Holiday, Bereavement, etc).

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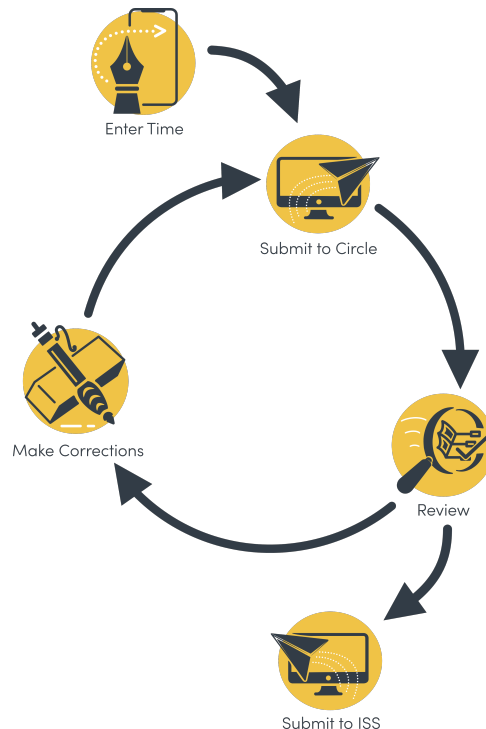
### Can I save a timesheet and come back to finish it later?

Yes. You can save a timesheet as a draft and return to it later. To return to it later, staff can find it under the My Timesheets section in the main menu.



### Can I make changes to my eTime timesheet?

Support staff can make changes to a timesheet if it is a Draft, or if it has been returned by the circle for corrections. A timesheet cannot be edited after it has been submitted to the circle unless the circle rejects one or more of the lines, which returns it to the staff for corrections.



## eTime FAQ

### **What do I do if one of my staff is unable to enter his/her time into eTime?**

If the staff is unable to enter their time for some reason, they can still record and submit time via a paper timesheet and mail it to ISS.

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## **APPROVING TIME**

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### **Who can review and approve timesheets?**

Both the participant and the primary contact can review and approve time. In addition, any contact associated with the participant and identified as a “web approver” is able to review and approve time. If you would like to add an additional approver, please contact your SD Coordinator.

### **How do I know if I have timesheets to review? (Participant & Circle)**

You will receive an email notification when a new timesheet is ready for review. The timesheet will also appear in a list on your portal home page.

### **How do I know if I have timesheets to correct? (Support Staff)**

You will receive an email notification when a new timesheet has been returned for corrections. The timesheet will also appear in a list on your portal home page.

### **I’m support staff. Can I just hand my device to a circle member for timesheet approval?**

No. In order to meet Medicaid billing requirements, we are capturing separate electronic signatures from both the support staff when submitting, and the circle when approving. These electronic signatures are linked to your respective portal logins. Support staff will not be able to access the Approval screen.

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### What do I do if the Circle is unable to review my eTime timesheets?

If for some reason the circle is unable to log into the portal to review and approve the timesheets you submitted, you can print off the timesheet, acquire a physical signature from the circle, and mail it in. While viewing the timesheet detail, click the “Download Timesheet” button to print out a copy of the eTime timesheet.

TIMESHEETS

**Timesheet: Pending Circle Review** ?

Participant: Ellis, Owen	DATE	START	END	HOURS	DETAILS
Job Code: ELLI510000CH	Thu 06/11	10:30 AM	1:30 PM	3.00	<a href="#">View</a>
Rate: \$23.00/hour	Totals			3.00	

ENTRY DATA

Upload ID: 10880

Status: Pending Circle Review

Download Timesheet

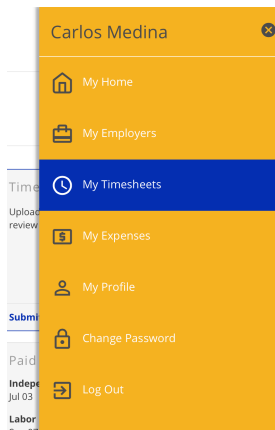
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## OTHER

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### How can I view my previous timesheets? (Support Staff)

You can view all of your previous timesheets under the My Timesheets section in the main menu.



## eTime FAQ

### **How can I view my staff's previous timesheets? (Participant and Circle)**

There are two avenues to view staff's previous timesheets.

The first is through the Budget Summary/Budget Drill-Down. Currently, only Paid timesheets will show up in the Drill-Down.

The second is through the Participant Staff Dashboard. From the home page, select a participant, then select the Staff tab across the top, then select a staff person. Timesheets for each job can be found in the bottom section of the screen.

### **How can I get copies of the eTime/digital timesheets for my records?**

Timesheets will always be available on the portal. However, you can download a copy of the timesheet for your own records. When viewing the timesheet details, click the Download button.

### **Can I upload mileage reimbursement via eTime?**

Not at this time. This is a future feature. We'll update you with further details once this feature is available.

### **How long until we can submit Monthly Summary Notes via eTime?**

We're glad you're excited for this future feature. We'll update you with further details once this feature is available.