



ESP Notifications available by Text Message

Dear IHSS/WPCS Provider,

Beginning March 28, 2022, you will have the option to receive notifications by text message by changing your notification preference on the IHSS Electronic Services Portal (ESP). ESP users can select to receive their notifications by email, text messages, or both. If you do not select a preference, you will continue to receive notifications by email. You can change your notification preference at any time through the ESP.

The following notifications can now be received by text message:

- Timesheet Approval
- Timesheet Rejection
- Payment Processed
- No Recipient Action on Submitted Timesheet
- No Payment for Travel Claim
- Preference Change of Notification Delivery Methods

If you are new to text messaging, please contact your cell phone carrier to ensure that text messaging is enabled on your cell phone plan which includes the device you will use to receive IHSS ESP notifications. If you already receive text messages and want to receive IHSS ESP notifications via text, please proceed to Step 1 below.

To sign up for IHSS ESP notifications available by text message:

1. Go to the ESP website at www.etimesheets.ihss.ca.gov/login and log in.
2. Once you log in to your ESP account, you will be on the **Provider Home** screen. At the top right of the page, locate your name and click on the drop-down menu, then select *Account Information*.
3. On the **Account Information** screen, select the 'My Preferences' link.
4. The **My Preferences** screen will display. You will see options for *Timesheet Entry Preferences*, *IHSS ESP Preferred Language*, and *Notification Preference*. To sign up for Text Messages, select the option under *Notification Preference*.

The *Notification Preference* options allow you to choose how you want your notifications delivered. The options are: Email, Text Messages, or Both Email and Text Messages. If you do not select a preference, you will continue to receive notifications by Email.

5. Under *Notification Preference*, if you have a cell phone number on file, it will be listed under 'Text Messages' with a '**Verify**' link next to it. If you don't have a cell phone number on file, then it will say '*No number on file*'.

To add your cell phone number and receive text messages, locate your name at the top of the page, click on the drop-down menu, and select the *Contact Information* option. The **Contact Information** screen will display where you will be able to add, edit, or delete information.

The cell phone number must be verified first before you can start receiving text messages.

6. Click the **Verify** link next to the cell phone number:
 - a. This will send a 6-digit verification code to that cell phone number. A pop-up box will display where you will enter the 6-digit code that you just received.
 - b. Enter the 6-digit code in the pop-up box and select Verify.
 - c. Once your cell phone number is verified you will be able to set Text Messages or Both Text Messages and Email as your notification preference.

If you do not receive a 6-digit code, then check to see if you have the correct number listed. If needed, you can change your cell phone number on the **Contact Information** screen.

The 6-digit verification code is valid for 10 minutes. If you do not receive a code or if it expires, select 'Resend Code' to receive a new one. If you input an invalid code more than 5 times the 6-digit verification code will be blocked. Please select 'Resend Code' to receive a new one.

Text HELP for help and STOP to opt out. Message and data rates may apply. Message frequency varies. For more information please view our [SMS Terms of Service](#) and [Privacy Policy](#) here.

Please do not reply to this email. For questions about this email or the IHSS/WPCS Electronic Services Portal, please contact the IHSS Service Desk for assistance, Monday through Friday, 8 AM – 5 PM, excluding holidays, at 1-866-376-7066.