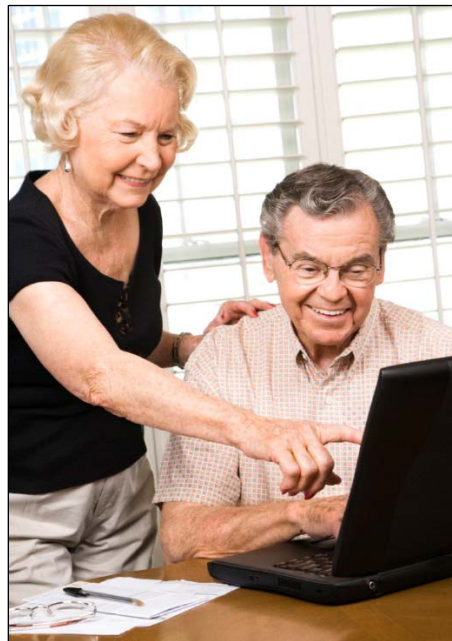




# Participant-hired Worker Portal Help Guide

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**Use this Help Guide to walk you through the Portal.  
If you need more help, contact us at [IRIS.Portal@iLIFE.org](mailto:IRIS.Portal@iLIFE.org) or  
888-800-5599.**



# Participant-hired Worker Portal Help Guide

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## What Is the Portal?

- The Portal is an online time reporting system available to you and the IRIS participant.
  - With the Portal, you can record and submit your hours online. This means you do not need to mail, fax, email or drop off your time reports.
  - Throughout the Portal time report process, you receive automatic status update emails with the status of the time report.
- 

## What Do You Need to Use the Portal?

To use the Portal, you will need access to a computer that can connect to the internet and to know how to use the internet and email.

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## How to Sign Up

### Instructions:

1. Call 1-888-800-5599.
2. The Inbound Customer Resolution Specialist verifies your information and email address.
  - a. You can provide only your email address. Your participant must call to provide his or her email address.
  - b. Your email address must be different from your participant's email address.
3. The Inbound Customer Resolution Specialist grants you access to the Portal.
4. Access your email account. An email with Portal log in instructions and a temporary password is sent to the email address you provided.

# Participant-hired Worker Portal Help Guide

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## How to Log In

### Instructions:

1. From your Internet Explorer, Firefox or Safari web browser, go to [www.irisfsa.net](http://www.irisfsa.net).
2. To log in, type your Email and Password.
3. Click Sign In.
4. If you forgot your password, click Forgot your password.
  - a. Type your email and the last four digits of your Social Security number.
  - b. Click Reset Password.
  - c. iLIFE will email you a new password to log in.

The screenshot shows the iLIFE Portal Login page. At the top, it says "iLIFE Portal Login" with a green underline. Below that is the iLIFE logo, which consists of three overlapping leaves in shades of green and blue, followed by the word "iLIFE" in a large, bold, dark blue font. Underneath the logo is the tagline "Choice. With Confidence." in a smaller, grey font. Below the tagline are two input fields: "Email" and "Password". To the right of the "Password" field is a "Login" button. Below the "Password" field are two links: "Forgot your password?" and "Help".

Callout boxes with red arrows point to the following elements:

- "Type Email and Password." points to the Email and Password input fields.
- "Click Login." points to the Login button.
- "Click Forgot your password?" points to the "Forgot your password?" link.

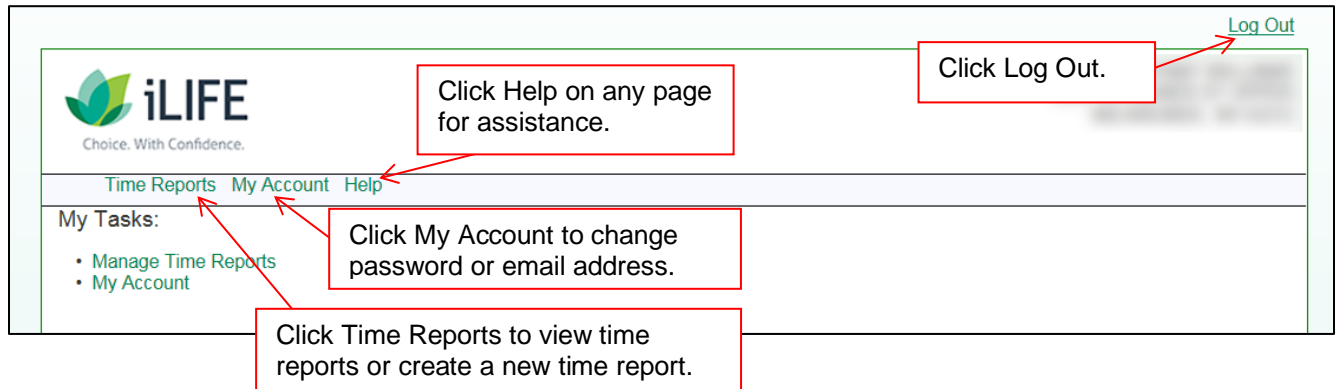
# Participant-hired Worker Portal Help Guide

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## What's on the Home Page

### Instructions:

- Click My Account to change your Portal password or email address.
- Click Time Reports to view and create time reports.
- Click Help on any of the four pages for assistance with that page.
- Click Log Out to log out.



# Participant-hired Worker Portal Help Guide

## How to Change Your Password or Email Address

### Instructions:

1. To change your password or email address, click My Account.
  2. To change your password, type your current password, and then your new password as directed. Your password must be six to ten characters, including at least one digit and one letter. Special characters (such as #, \$ or %) are accepted.
  3. Click Update.
- 
1. To change your email address, type your new email address as directed.
  2. Click Update.

The screenshot displays the iLIFE portal interface. At the top right, there is a [Log Out](#) link. The iLIFE logo is on the left with the tagline "Choice. With Confidence." Below the logo, a red box contains the text "Click My Account to change password or email address." with an arrow pointing to the "My Account" link in the navigation bar. The navigation bar also includes "Time Reports" and "Help".

The "Change Your Password" section contains three input fields: "Password", "New Password", and "Confirm New Password". A red box on the right contains the text "Type password as directed, then click Update." with three arrows pointing to each of the input fields. Below these fields are "Update" and "Cancel" buttons.

The "Change Your Email Address" section contains two input fields: "Email" and "Confirm Email". A red box on the right contains the text "Type email address as directed, then click Update." with two arrows pointing to each of the input fields. Below these fields are "Update" and "Cancel" buttons.

# Participant-hired Worker Portal Help Guide

## How to Fill Out Time Reports

### Instructions:

1. Click Time Reports.
2. Click New Time Report to create a new time report.
3. Click End Date listed in blue to view the time report.
4. Throughout the time report process, each time report is assigned a status as follows:
  - a. Employee Submitted: You submitted a time report for the participant to review.
  - b. Participant Submitted: The participant approves your time report. Next, iLIFE reviews the time report.
  - c. Participant Rejected: The participant rejects your time report.
  - d. IRIS-FSA Approved: iLIFE approves your time report. Next, iLIFE will process the time report for payment.
  - e. IRIS-FSA Rejected: iLIFE rejects your time report.
  - f. Paid: Your time report has been processed for payment.
  - g. Submitted - Other: The time report was entered manually (i.e. not through the Portal) in the iLIFE system.

The screenshot shows the 'Time Reports' page. A callout box points to the 'Time Reports' link in the breadcrumb navigation, stating 'To manage time reports, click Time Reports.' Another callout box points to the 'New Time Report' link, stating 'To create a new time report, click New Time Report.' The main content area displays a table of time reports.




End Date	Last Name	First Name	Hours	Due Date	Status	Status Date
<a href="#">9/15/2018</a>			28.00	9/21/2018	iLIFE Approved	9/26/2018
<a href="#">9/29/2018</a>			28.00	10/5/2018	Participant Approved	9/30/2018
<a href="#">10/13/2018</a>			28.00	10/19/2018	New (Not Submitted)	9/30/2018 <a href="#">Delete</a>

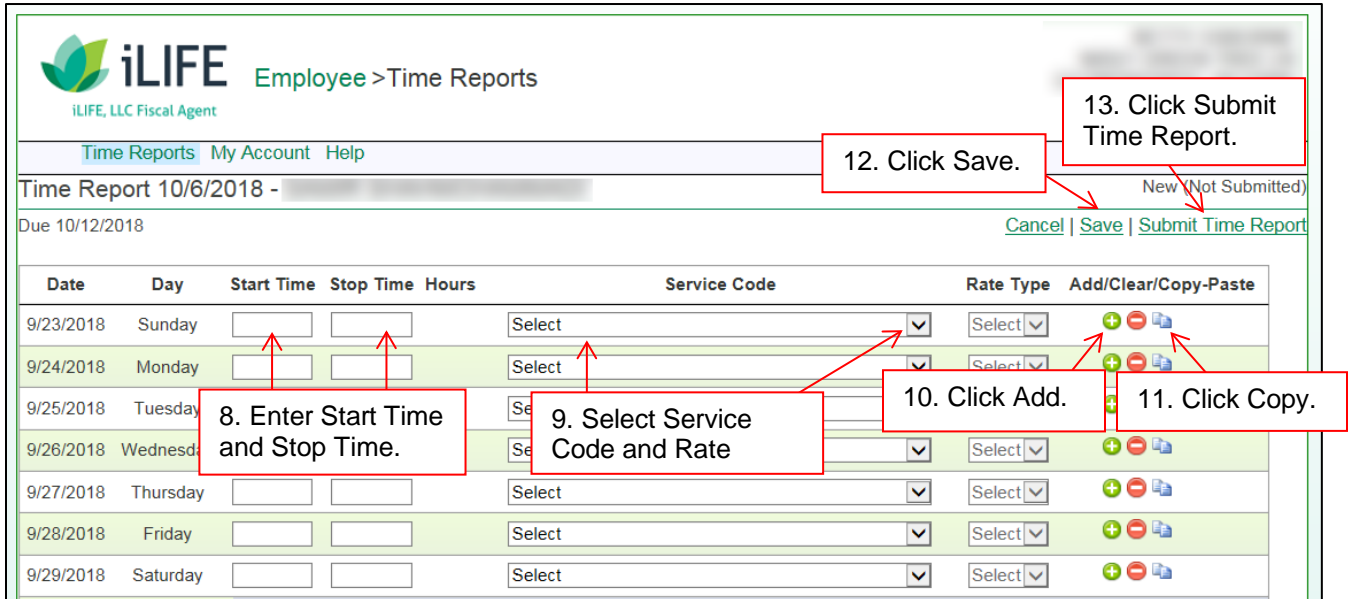
To view a time report, click an End Date.

5. Select Participant from the dropdown list.
6. Select Period End Date from the dropdown list.
7. Click Next.






















The screenshot shows the 'Create a Time Report' form. A callout box points to the 'Next' button, stating '7. To create the timesheet, click Next.' Two other callout boxes point to the dropdown menus for 'Select Employer' and 'Select Period End Date', with instructions '5. Select Participant.' and '6. Select Period End' respectively.

## Participant-hired Worker Portal Help Guide

- For the date listed on the left, enter Start Time and Stop Time (for example 9a for 9 a.m. and 5:30p for 5:30 p.m.)
- Select Service Code and Rate Type.
- Click Add  to add another time entry for the same date.
- To Copy-Paste the same hours and service code to a different date, click Copy  on the date you want to copy. Click Paste  on the new date.
- Click Save to complete the time report later.
- Click Submit Time Report when finished entering hours.



The screenshot shows the iLIFE Employee Time Reports interface. At the top, it says "iLIFE Employee > Time Reports" and "iLIFE, LLC Fiscal Agent". Below this are navigation links: "Time Reports", "My Account", and "Help". The main heading is "Time Report 10/6/2018 - [redacted]" with a status of "New (Not Submitted)". There are buttons for "Cancel", "Save", and "Submit Time Report".

Date	Day	Start Time	Stop Time	Hours	Service Code	Rate Type	Add/Clear/Copy-Paste
9/23/2018	Sunday	<input type="text"/>	<input type="text"/>		Select	Select	  
9/24/2018	Monday	<input type="text"/>	<input type="text"/>		Select	Select	  
9/25/2018	Tuesday	<input type="text"/>	<input type="text"/>		Select	Select	  
9/26/2018	Wednesday	<input type="text"/>	<input type="text"/>		Select	Select	  
9/27/2018	Thursday	<input type="text"/>	<input type="text"/>		Select	Select	  
9/28/2018	Friday	<input type="text"/>	<input type="text"/>		Select	Select	  
9/29/2018	Saturday	<input type="text"/>	<input type="text"/>		Select	Select	  

Numbered callouts in red boxes with arrows point to specific elements:

- 8. Enter Start Time and Stop Time. (points to Start Time and Stop Time input fields)
- 9. Select Service Code and Rate (points to Service Code and Rate Type dropdown menus)
- 10. Click Add. (points to the green plus icon)
- 11. Click Copy. (points to the blue copy icon)
- 12. Click Save. (points to the Save button)
- 13. Click Submit Time Report. (points to the Submit Time Report button)



# Participant-hired Worker Portal Help Guide

## How to Review Time Reports

### Instructions:

1. Click Time Reports.
2. Click the End Date to review the time report.
3. Click Edit to change hours for the time report.
4. The total for each Service Code is listed at the bottom of the page.
5. Click Submit Time Report when finished entering hours.

To view time reports, click Time Reports.

Employee > Time Reports

To change time report, click Edit.

Current time report status.

Time Reports My Account Help

Time Report 10/13/2018 - [Redacted] New (Not Submitted)

Due 10/19/2018 [Close](#) | [Edit](#) | [Submit Time Report](#)

Date	Start Time	Stop Time	Hours	Service Code	Rate Type	Modified
9/30/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/1/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/2/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/3/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/4/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/5/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/6/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/7/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/8/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/9/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/10/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/11/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/12/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
10/13/2018	9:00 PM	11:00 PM	2.00	S5130 Supportive Home Care	Hourly - \$11.50	9/30/2018
			28.00		\$322.00	

Totals **Service Code Total**

Service Code	Hours	Rate	Cost
S5130 Supportive Home Care	28	\$11.50	\$322.00

# Participant-hired Worker Portal Help Guide

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## FAQ: Answers to Frequently Asked Questions

If you do not see the answer to your question here, please call us at 1-888-800-5599 or email [IRIS.Portal@iLIFE.org](mailto:IRIS.Portal@iLIFE.org).

### 1. How do I sign up?

Follow these instructions:

1. Call 1-888-800-5599.
2. The Inbound Customer Resolution Specialist verifies your information and email address.
  - a. You can provide only your email address. The participant must call to provide his or her email address.
  - b. Your email address must be different from the participant's email address.
3. The Inbound Customer Resolution Specialist grants you access.
4. Access your email account. An email with log in instructions and a temporary password is sent to the email address you provided.

### 2. I am a guardian and a participant-hired worker for an IRIS participant. Can I use the Portal?

Yes, you can use the Portal. However, you need to have two separate email addresses to sign up. This is because you need separate email addresses to sign in as the participant's guardian and as the participant's participant-hired worker.

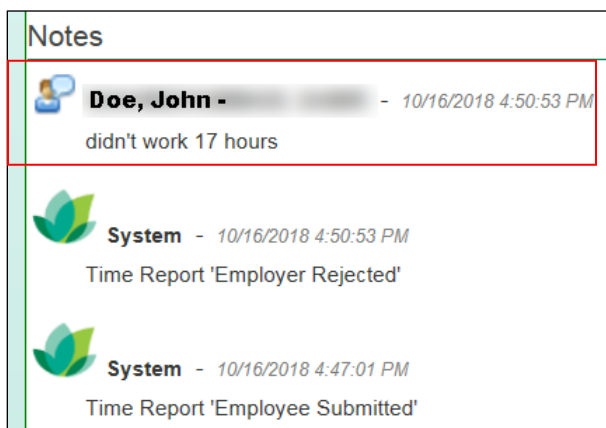
### 3. What if the IRIS participant I work for doesn't want to use the Portal?

You can still use the Portal to view your recent time report payments, but cannot submit time reports through the Portal. You will continue to submit paper time reports as usual.

### 4. My time report was rejected. What do I do?

Review the time report rejection reason listed on the email notice or on the Portal.

On the Portal, click the End Date of the rejected time report. At the bottom of the time report page under Notes, the rejection reason is listed. If you need more help, ask the participant or call iLIFE at 1-888-800-5599.



## Participant-hired Worker Portal Help Guide

### 5. When do I need to submit paper time reports instead of using the Portal?

The following situations would require you to submit paper time reports:

1. You need to correct an already approved or paid Portal time report. You cannot submit two Portal time reports for the same pay period.
2. You are submitting a Mileage Log or Expense Report.
3. You provide overnight care at a flat rate.
4. You have a new pay rate, but iLIFE has not received a Rate Change Form yet. Please send in the Rate Change Form for iLIFE to add the pay rate to the Portal.

### 6. How do I enter a daily rate on the Portal?

1. On the date you provided a daily rate, enter Start Time.

Date	Day	Start Time	Stop Time	Hours	Service Code	Rate Type
8/1/2013	Thursday	12:00 AM		0.00	Select	Select

2. Enter Stop Time.

Date	Day	Start Time	Stop Time	Hours	Service Code	Rate Type
8/1/2013	Thursday	12:00 AM	10:00 PM	22.00	Select	Select

3. Select daily Service Code. Select daily Rate Type (it may appear automatically).






Date	Day	Start Time	Stop Time	Hours	Service Code	Rate Type
8/1/2013	Thursday	12:00 AM	10:00 PM	22.00	S9125 Respite Care	Daily - \$100.00

### 7. How do I submit two or more services for one day on the Portal?

1. Enter Start Time and Stop Time of first service.  
Select first Service Code. Select Rate Type (it may appear automatically).

Date	Day	Start Time	Stop Time	Hours	Service Code	Rate Type
8/1/2013	Thursday	8:00 AM	12:00 PM	4.00	S5130 Supportive Home Care	Hourly - \$10.00

2. To add second service line, click Add button.






Date	Day	Start Time	Stop Time	Hours	Service Code	Rate Type	Add/Clear/Copy-Paste
8/1/2013	Thursday	8:00 AM	12:00 PM	4.00	S5130 Supportive Home Care	Hourly - \$10.00	  
8/1/2013	Thursday			0.00	Select	Select	 

3. Enter Start Time and Stop Time of second service. Hours cannot overlap with first service.  
Select second Service Code. Select Rate Type (it may appear automatically).

Date	Day	Start Time	Stop Time	Hours	Service Code	Rate Type
8/1/2013	Thursday	8:00 AM	12:00 PM	4.00	S5130 Supportive Home Care	Hourly - \$10.00
8/1/2013	Thursday	1:00 PM	2:00 PM	1.00	T1019 Home Health Care - Personal Care Worker	Hourly - \$12.07

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4. Click Add button to add more service lines if needed.

Date	Day	Start Time	Stop Time	Hours	Service Code	Rate Type	Add/Clear/Copy-Paste
8/1/2013	Thursday	8:00 AM	12:00 PM	4.00	S5130 Supportive Home Care	Hourly - \$10.00	  
8/1/2013	Thursday	1:00 PM	2:00 PM	1.00	T1019 Home Health Care - Personal Care Worker	Hourly - \$12.07	 

## 8. I got locked out. What do I do?

Call 1-888-800-5599. The Inbound Customer Resolution Specialist will verify your information and unlock your account.

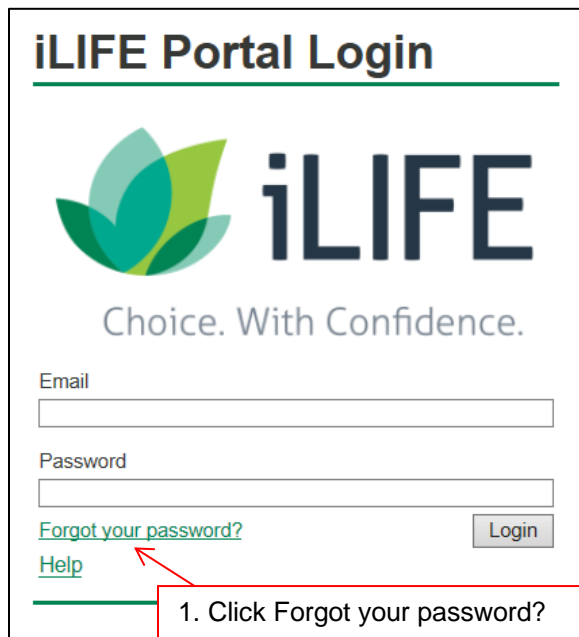
## 9. I forgot my email address to log in to the Portal. What do I do?

Call 1-888-800-5599. The Inbound Customer Resolution Specialist will verify your information and provide you with your email address.


## 10. I forgot my password. What do I do?

Follow these instructions:

1. On the login page, click Forgot your password.
2. Type your email and the last four digits of your Social Security number.
3. Click Reset Password.
4. iLIFE will email you a new password to log in.



**iLIFE Portal Login**

 **iLIFE**  
Choice. With Confidence.

Email

Password

[Forgot your password?](#)

[Help](#)

1. Click Forgot your password?



**iLIFE Portal Login**

 **iLIFE**  
Choice. With Confidence.

2. Enter email and 4 digits of SSN.

Email

Last 4 digits of your SSN

[Help](#)

3. Click Reset Password.