



Participant Portal Help Guide

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



Participant Portal Help Guide

Table of Contents

What Is the Portal?.....	2
What Do You Need to Use the Portal?.....	2
How to Sign Up	2
How to Log In.....	3
What's on the Home Page	4
How to Grant or Deny Participant-hired Worker Access.....	4
How to Change Your Password or Email Address.....	5
How to Read Statements	6
How to Review Time Reports.....	7
How to Approve or Reject Time Reports.....	8
FAQ: Answers to Frequently Asked Questions	9

Participant Portal Help Guide

What Is the Portal?

- The Portal is an online time reporting system available to you and your participant-hired workers.
 - With the Portal, your participant-hired workers can record and submit their hours online. This means you or your participant-hired workers do not need to mail, fax, email or drop off the time reports.
 - Throughout the Portal time report process, you receive automatic status update emails with the status of the time report.
 - Using the Portal, you have access to your up-to-date budget information. You can compare your budget to the hours your participant-hired worker submitted.
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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.

If you want to use the Portal but do not have access to a computer with internet or knowledge of how to use the internet and email, please contact your consultant. Your consultant can provide ways to get a computer and resources to help you gain the skills needed to use the Portal.

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 will be required to provide only your email address. Your participant-hired worker must call to provide his or her email address.
 - b. Your email address must be different from your participant-hired worker's email address.
3. The Inbound Customer Resolution Specialist grants you access to the Portal.
4. Access your email account. An email with the Portal log in instructions and a temporary password will be sent to the email address you provided.

Participant Portal Help Guide

How to Log In

Instructions:

From your Internet Explorer, Firefox or Safari web browser, go to www.irisfsa.net.

1. To log in, type your Email and Password.
2. Click Sign In.
3. 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.

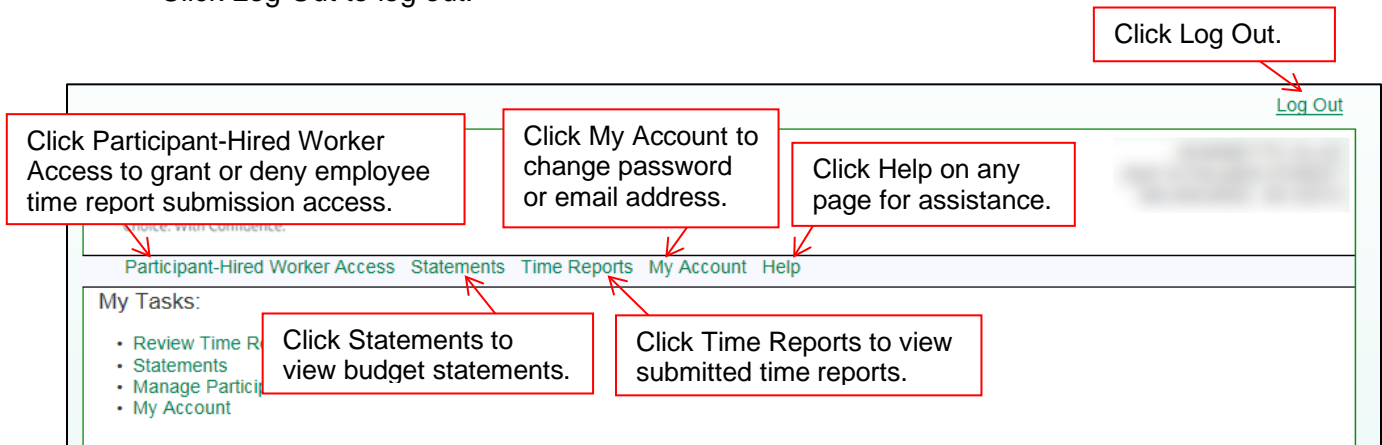
The screenshot shows the iLIFE Portal Login page. At the top, it says "iLIFE Portal Login" with a green underline. Below that is the iLIFE logo, which consists of three stylized leaves in shades of green and blue, followed by the word "iLIFE" in a large, bold, dark blue font. Underneath the logo is the 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 grey button labeled "Login". Below the "Email" field are two links: "Forgot your password?" and "Help". Three red boxes with arrows point to specific elements: one points to the "Email" and "Password" fields with the text "Type Email and Password.", another points to the "Forgot your password?" link with the text "Click Forgot your password?", and a third points to the "Login" button with the text "Click Login."

Participant Portal Help Guide

What's on the Home Page

Instructions:

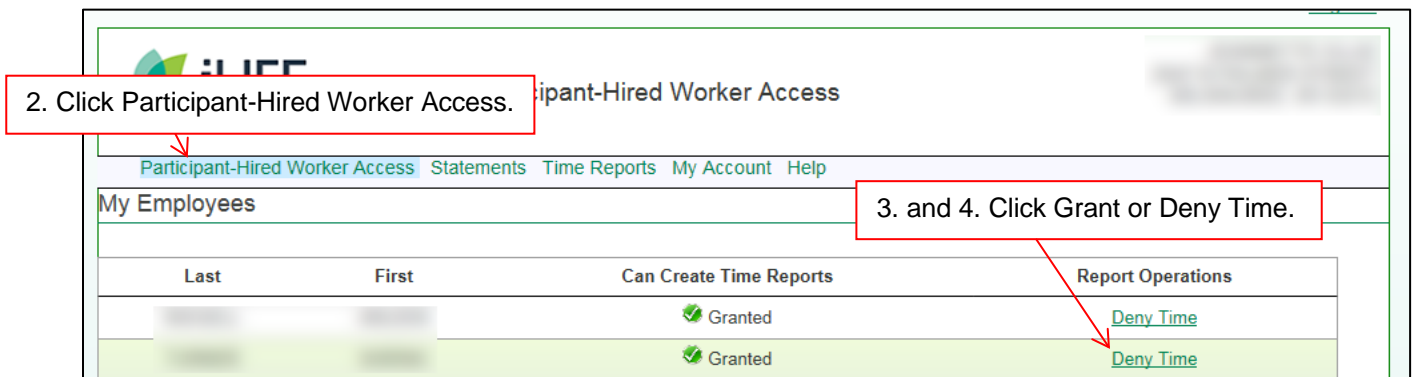
- Click Participant-Hired Worker Access to grant or deny participant-hired worker time report submission.
- Click My Account to change your Portal password or email address.
- Click Statements to view your year-to-date budget statements.
- Click Time Reports to view, approve and/or reject submitted time reports.
- Click Help on any of the four pages for assistance with that page.
- Click Log Out to log out.



How to Grant or Deny Participant-hired Worker Access

Instructions:

1. iLIFE can grant your participant-hired worker access to the Portal, but only you can grant access to submit time reports. After iLIFE has granted Portal access to your participant-hired worker, you can grant or deny time report submission access.
2. Click Employee Access.
3. To the right of your participant-hired worker's name, click Grant. The participant-hired worker can submit time reports using the Portal.
4. To deny time report submission access, click Deny. The participant-hired worker cannot submit time reports using the Portal, and must continue to submit paper time reports as usual. You can change time report submission access at any time.



Participant 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.
4. To change your email address, type your new email address as directed.
5. Click Update.

The screenshot displays the iLIFE Participant Portal interface. At the top right, there is a [Log Out](#) link. The main header includes the iLIFE logo with the tagline "Choice. With Confidence." and the text "Participant > My Account". A red box highlights the text "Click My Account." with a red arrow pointing down to the "My Account" link in the navigation menu. Below the navigation menu, there are two sections: "Change Your Password" and "Change Your Email Address".


Change Your Password: This section contains three input fields labeled "Password", "New Password", and "Confirm New Password". Below these fields are "Update" and "Cancel" buttons. A red box contains the instruction "Type password as directed, then click Update." with three red arrows pointing to the three input fields and one red arrow pointing to the "Update" button.

Change Your Email Address: This section contains two input fields labeled "Email" and "Confirm Email". Below these fields are "Update" and "Cancel" buttons. A red box contains the instruction "Type email address as directed, then click Update." with two red arrows pointing to the two input fields and one red arrow pointing to the "Update" button.

Participant Portal Help Guide

How to Read Statements

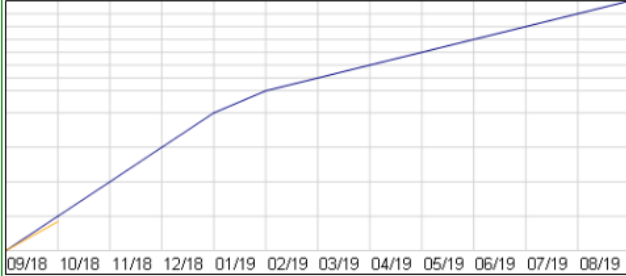
1. Click Statements.
2. To choose the budget year you want to view, use the dropdown list. Click the budget year you want to view.
3. Category: Budget is your budget for the entire budget year. Each service is listed separately so you can see how each service is being used.
4. Category: Expense is your expenses for the entire budget year. Any month with 0.00 amount means you did not spend anything from your budget during that month.
5. Category: Variation is the difference between your budget and your expenses. Any amounts listed as -XXX.XX (such as -170.50) means you spent more than your monthly budget for that service. Any amounts listed as (\$XX.XX) (such as (\$85.25)) means you spent more than your total monthly budget.



1. Click Statements.

Participant-Hired Worker Access [Statements](#) [Time Reports](#) [My Account](#) [Help](#)

Budget Year 9/1/2018 - 8/31/2019 ← 2. Select Budget Year.



■ Budget

■ Expense

Service	Total	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
Category: Budget													
S5130 Supportive Home Care	25,099.80	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65
T1019 Home Health Care - Personal Care Worker	15,583.33	3,520.69	3,520.69	3,520.69	3,520.69	1,500.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total:	40,683.13	5,612.34	5,612.34	5,612.34	5,612.34	3,592.22	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65
Category: Expense													
S5130 Supportive Home Care	1,807.95	1,807.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T1019 Home Health Care - Personal Care Worker	2,924.37	2,924.37	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total:	4,732.32	4,732.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Category: Variation													
S5130 Supportive Home Care	23,291.85	283.70	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65
T1019 Home Health Care - Personal Care Worker	12,658.96	596.32	3,520.69	3,520.69	3,520.69	1,500.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Difference:	\$35,950.81	\$880.02	\$5,612.34	\$5,612.34	\$5,612.34	\$3,592.22	\$2,091.65	\$2,091.65	\$2,091.65	\$2,091.65	\$2,091.65	\$2,091.65	\$2,091.65

Participant Portal Help Guide

How to Review Time Reports

Instructions:

1. Click Time Reports.
2. Pending Time Reports shows time reports that have yet to be processed for payment.
3. Click the End Date to view the time report.
4. All Time Reports shows all the time reports that have been processed for the past several months.
5. Throughout the time report process, each time report is assigned a status as follows:
 - a. Employee Submitted: Your participant-hired worker submitted the time report for you to review.
 - b. Participant Submitted: You approve your participant-hired worker's time report. Next, iLIFE reviews the time report.
 - c. Participant Rejected: You reject your participant-hired worker's time report.
 - d. IRIS-FSA Approved: iLIFE approves your participant-hired worker's time report. Next, iLIFE will process the time report for payment.
 - e. IRIS-FSA Rejected: iLIFE rejects your participant-hired worker's time report.
 - f. Paid: Your participant-hired worker's 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 iLIFE Participant Portal interface. At the top, there is a navigation menu with options: Participant-Hired Worker Access, Statements, Time Reports, My Account, and Help. The 'Time Reports' option is highlighted. Below the menu, there are two sub-menus: 'Pending Time Reports' and 'All Time Reports'. The 'All Time Reports' sub-menu is selected. A table displays 3 items with columns: End Date, Last Name, First Name, Hours, Due Date, Status, and Status Date. The first two rows of the table are highlighted in green. A 'Time Report Status' box points to the 'Status' column. A 'Log Out' link is visible in the top right corner.

End Date	Last Name	First Name	Hours	Due Date	Status	Status Date
9/29/2018			70.00	10/5/2018	Participant Approved	9/30/2018
9/29/2018			98.00	10/5/2018	Participant Approved	9/30/2018

Participant Portal Help Guide

How to Approve or Reject Time Reports

Instructions:

1. Make sure each entry is correct. Review the date, number of hours, start and stop time, service code and rate type.
2. This is the Due Date. Be sure to approve or reject the time report before the Due Date so your participant-hired worker is paid on time.
3. Click Budget Details. It shows the participant-hired worker's time report against your monthly budget.
4. If the time report is correct, click Approve.
5. If the time report is incorrect, click Reject.

The screenshot shows the 'Time Report 10/20/2018' interface. At the top, there are navigation links: 'Employee Access', 'Time Reports', 'My Account', and 'Help'. Below this, the report title 'Time Report 10/20/2018 - [redacted]' is displayed. A callout '2.' points to the 'Due 10/26/2018' date. Below the date is a 'Budget Details' link, with callout '3.' pointing to it. The main table lists time entries with columns: Date, Hours, Start Time, Stop Time, Service Code, Rate Type, and Modified. Callout '1.' points to the first entry on 10/7/2018. At the bottom right of the table, there are buttons: 'Employee Submitted', 'Cancel', 'Approve', and 'Reject'. Callout '4.' points to the 'Approve' button, and callout '5.' points to the 'Reject' button. A 'Totals' section at the bottom shows a total of 7 hours and a cost of \$84.35.

Date	Hours	Start Time	Stop Time	Service Code	Rate Type	Modified
10/7/2018	3.00	10:00 AM	1:00 PM	T1019 Home Health Care - Personal Care Worker	Hourly - \$12.05	10/16/2018
10/8/2018	2.00	10:00 AM	12:00 PM	T1019 Home Health Care - Personal Care Worker	Hourly - \$12.05	10/16/2018
			12:00 PM	T1019 Home Health Care - Personal Care Worker	Hourly - \$12.05	10/16/2018
10/11/2018	0.00					
10/12/2018	0.00					
10/13/2018	0.00					
10/14/2018	0.00					
10/15/2018	0.00					
10/16/2018	0.00					
10/17/2018	0.00					
10/18/2018	0.00					
10/19/2018	0.00					
10/20/2018	0.00					
	7.00				\$84.35	

Totals			
Service Code	Hours	Rate	Cost
T1019 Home Health Care - Personal Care Worker	7	\$12.05	\$84.35

Participant Portal Help Guide

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.

1. How do I sign up?

1. Follow these instructions:
2. Call 1-888-800-5599.
 - a. The Inbound Customer Resolution Specialist verifies your information and email address.
 - b. You can provide only your email address. Your participant-hired worker must call to provide his or her email address.
3. Your email address must be different from your participant-hired worker's email address.
4. The Inbound Customer Resolution Specialist grants you access.
5. 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 my participant-hired worker doesn't want to use the Portal?

You can still use the Portal to view your statements and recent time report payments. Your participant-hired worker will continue to submit paper time reports as usual.

4. When does my participant-hired worker need to submit paper time reports instead of using the Portal?

The following situations would require the participant-hired worker to submit paper time reports:

1. Your participant-hired worker needs to correct an already paid Portal time report. Your participant-hired worker cannot submit two Portal time reports for the same pay period.
2. Your participant-hired worker submits a Mileage Log or Expense Report.
3. Your participant-hired worker provides overnight care at a flat rate.
4. Your participant-hired worker has 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.

5. 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.

6. 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.

Participant Portal Help Guide

7. I forgot my password. What do I do?

Follow these instructions:

1. On the log in 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.

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 stylized 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 grey button labeled "Login". Below the input fields are two links: "Forgot your password?" and "Help". A red arrow points from a box below to the "Forgot your password?" link.

1. Click Forgot your password?

The screenshot shows the iLIFE Portal Login page after clicking "Forgot your password?". At the top, it says "iLIFE Portal Login" with a green underline. Below that is the iLIFE logo, which consists of three stylized 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 "Last 4 digits of your SSN". To the right of the "Last 4 digits of your SSN" field is a grey button labeled "Reset Password". Below the input fields are two links: "Login" and "Help". A red arrow points from a box below to the "Reset Password" button.

3. Click Reset Password.