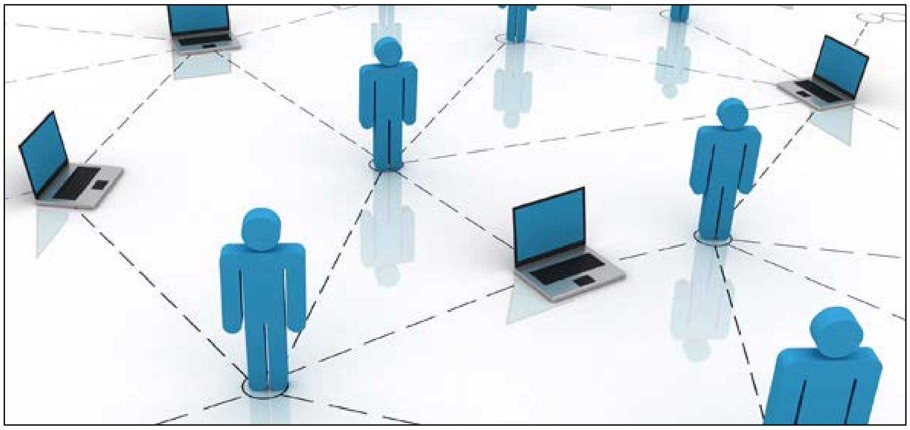
Participant Portal Help Guide

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.



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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.

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

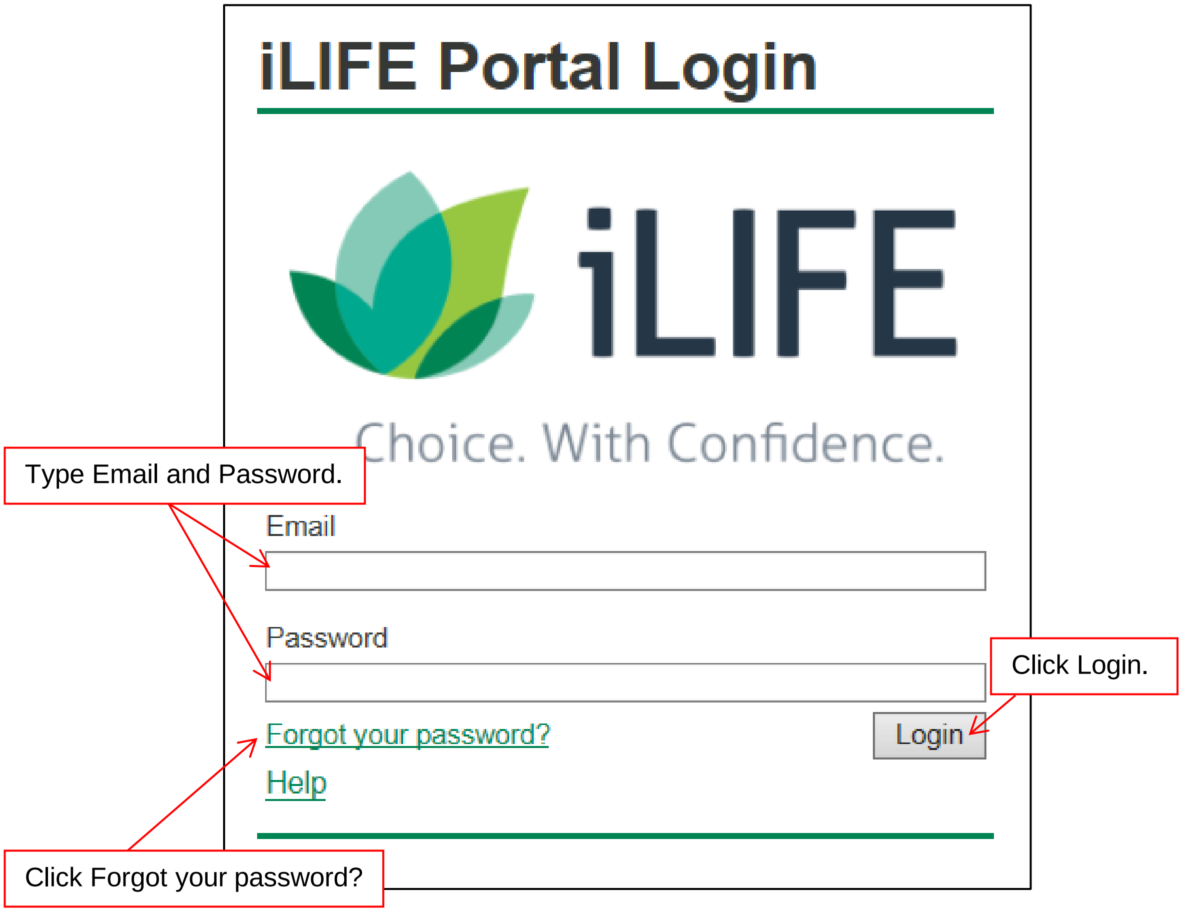
Instructions:

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.

How to Log In

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

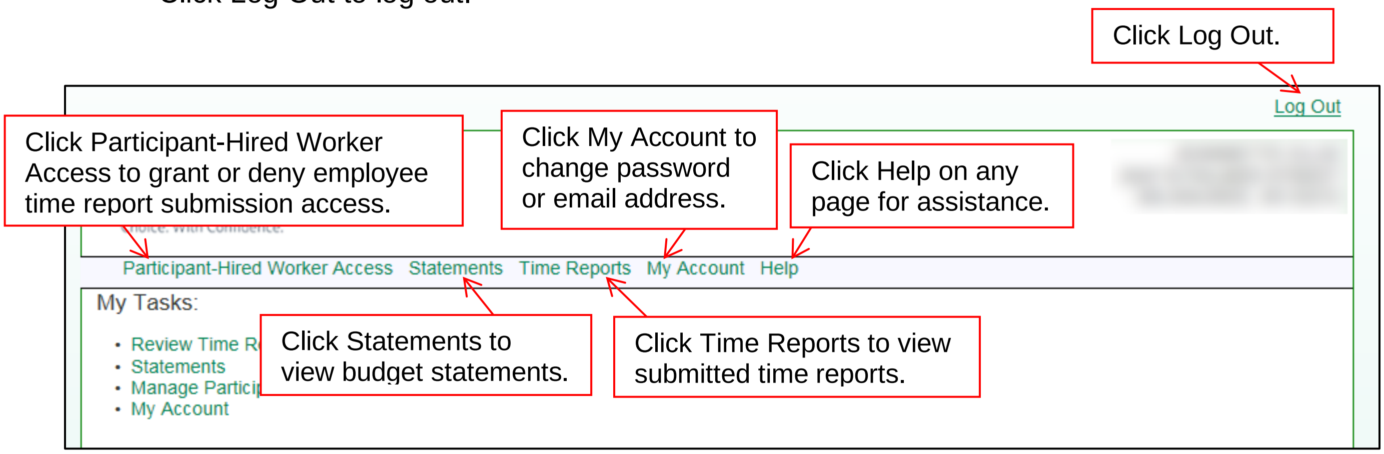
1. To log in, type your Email and Password.
2. Click Sign In.
3. If you forgot your password, click Forgot your password.
    a. Type your email and the last four digits of your Social Security number.
    b. Click Reset Password.
    c. iLIFE will email you a new password to log in.



What's on the Home Page

Instructions:

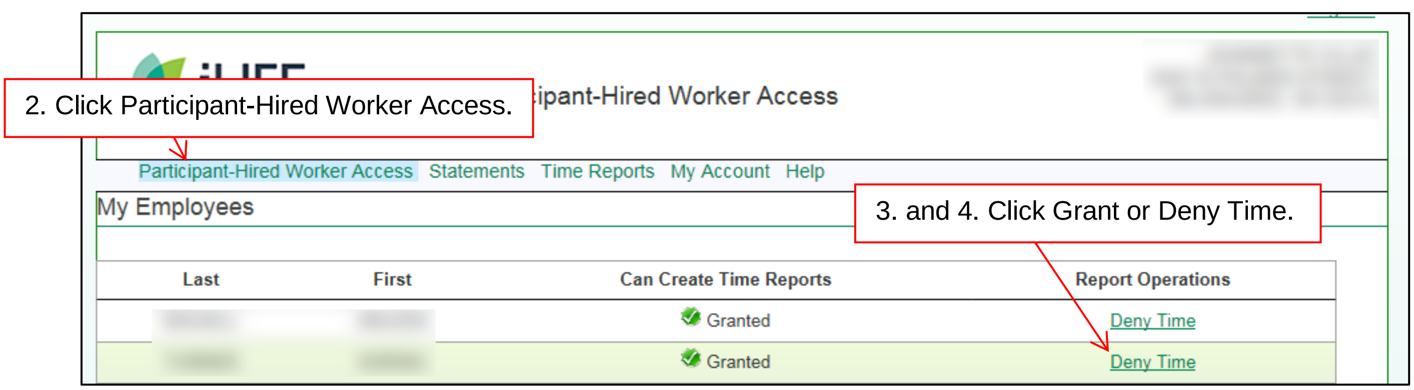
- Click Participant-Hired Worker Access to grant or deny participant-hired worker time report submission.
- Click My Account to change your Portal password or email address.
- Click Statements to view your year-to-date budget statements.
- Click Time Reports to view, approve and/or reject submitted time 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:

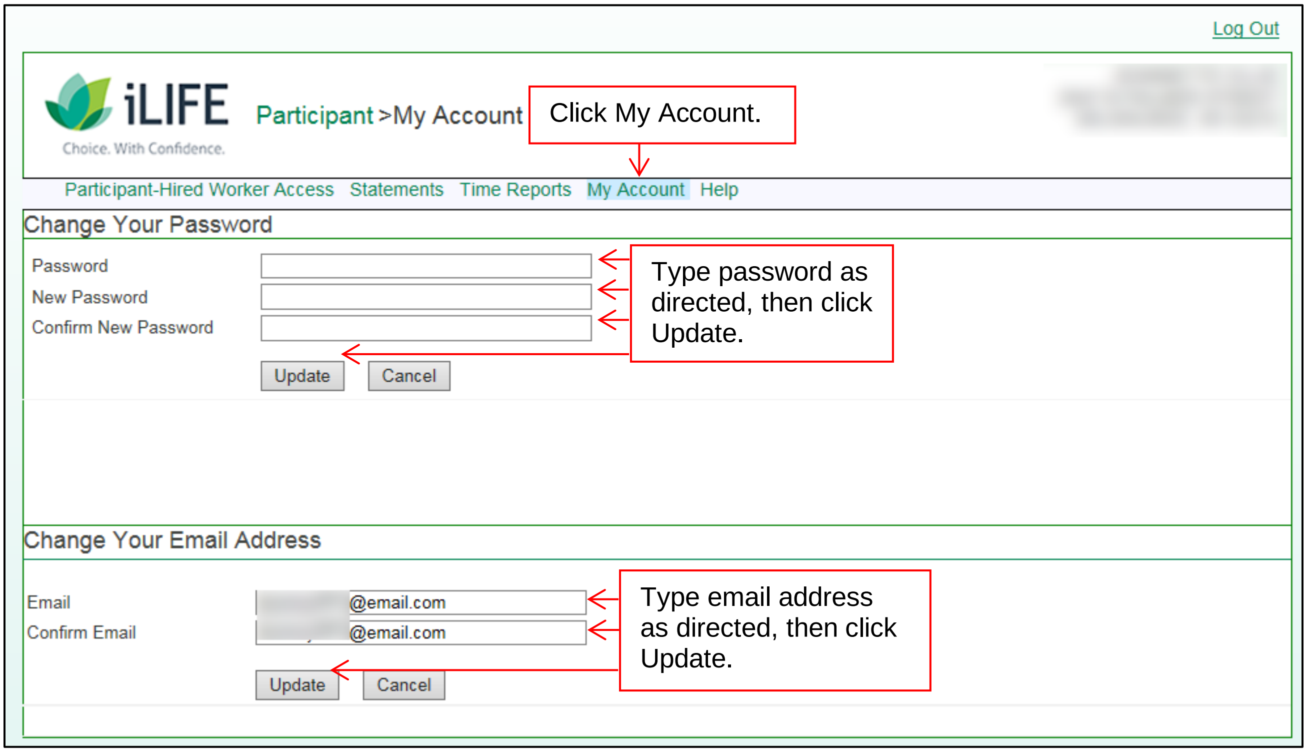
1. iLIFE can grant your participant-hired worker access to the Portal, but only you can grant access to submit time reports. After iLIFE has granted Portal access to your participant-hired worker, you can grant or deny time report submission access.
2. Click Employee Access.
3. To the right of your participant-hired 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.



How to Change Your Password or Email Address

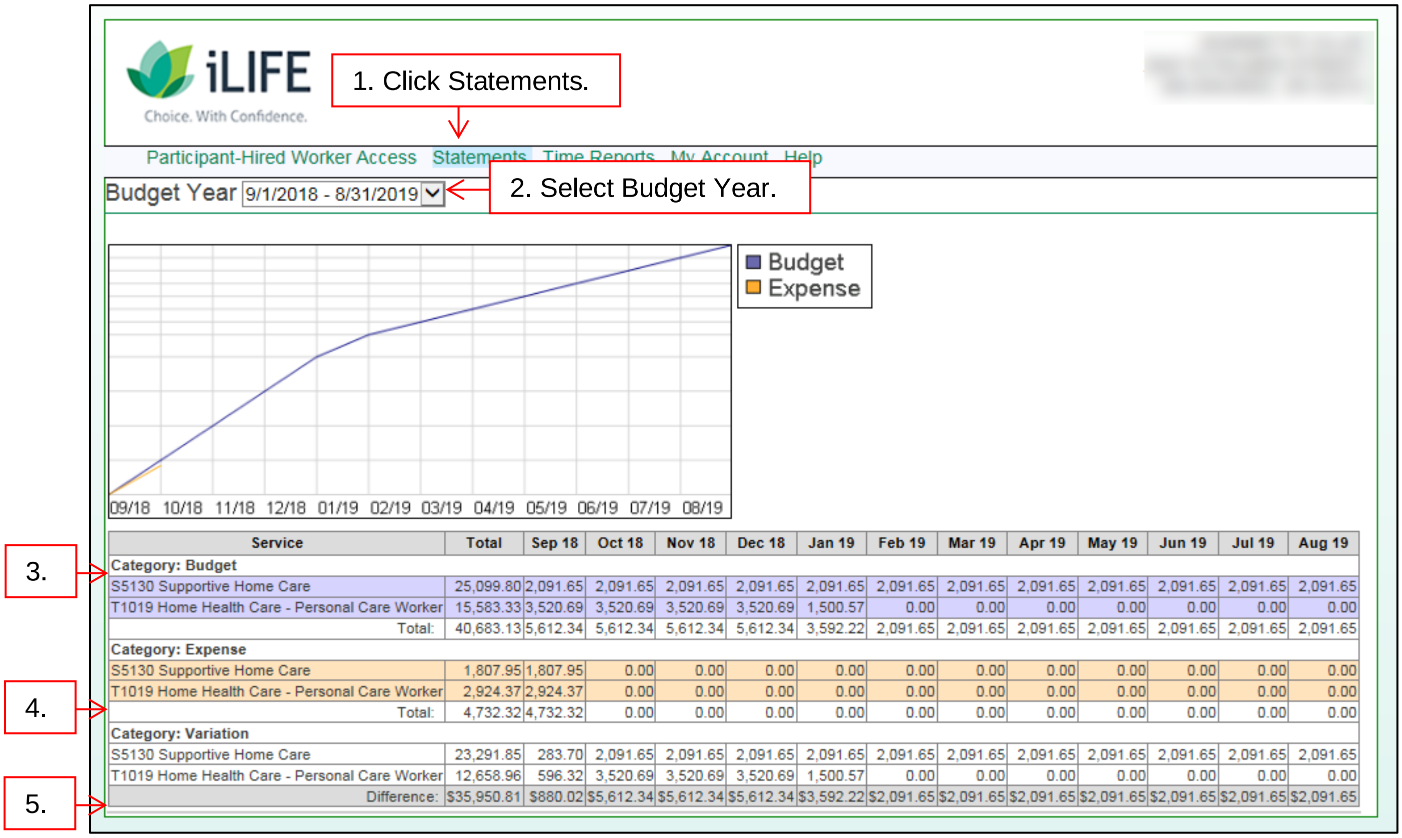
Instructions:

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.



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.

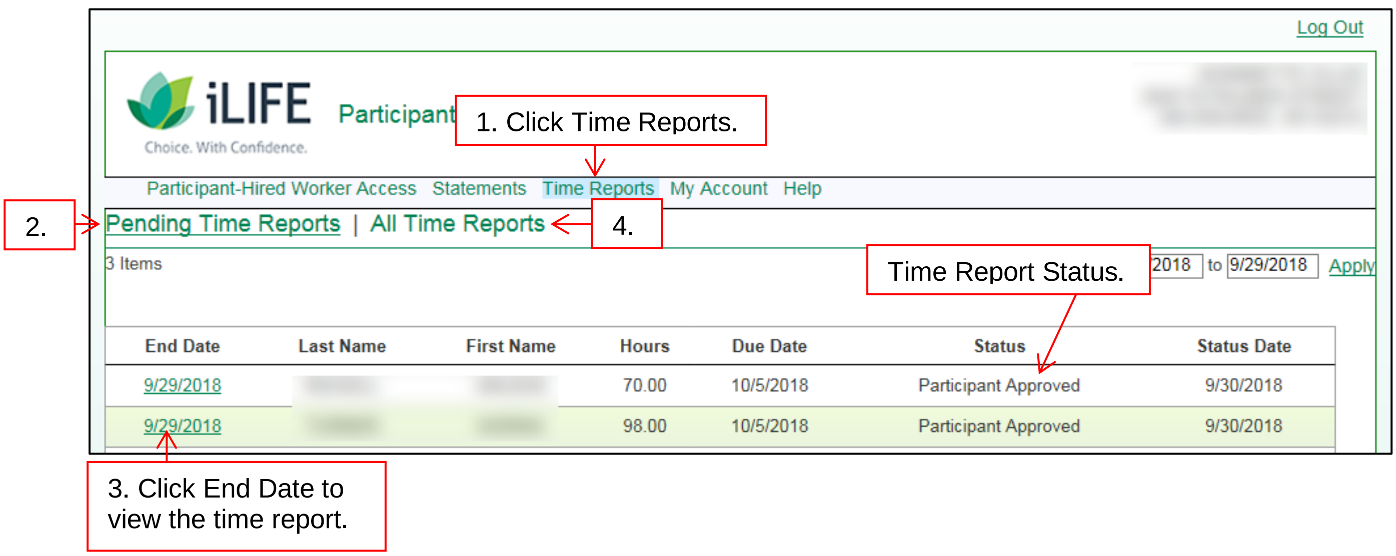


Service	Total	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
Category: Budget													
S5130 Supportive Home Care	25,099.80	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65	2,091.65
T1019 Home Health Care - Personal 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

How to Review Time Reports

Instructions:

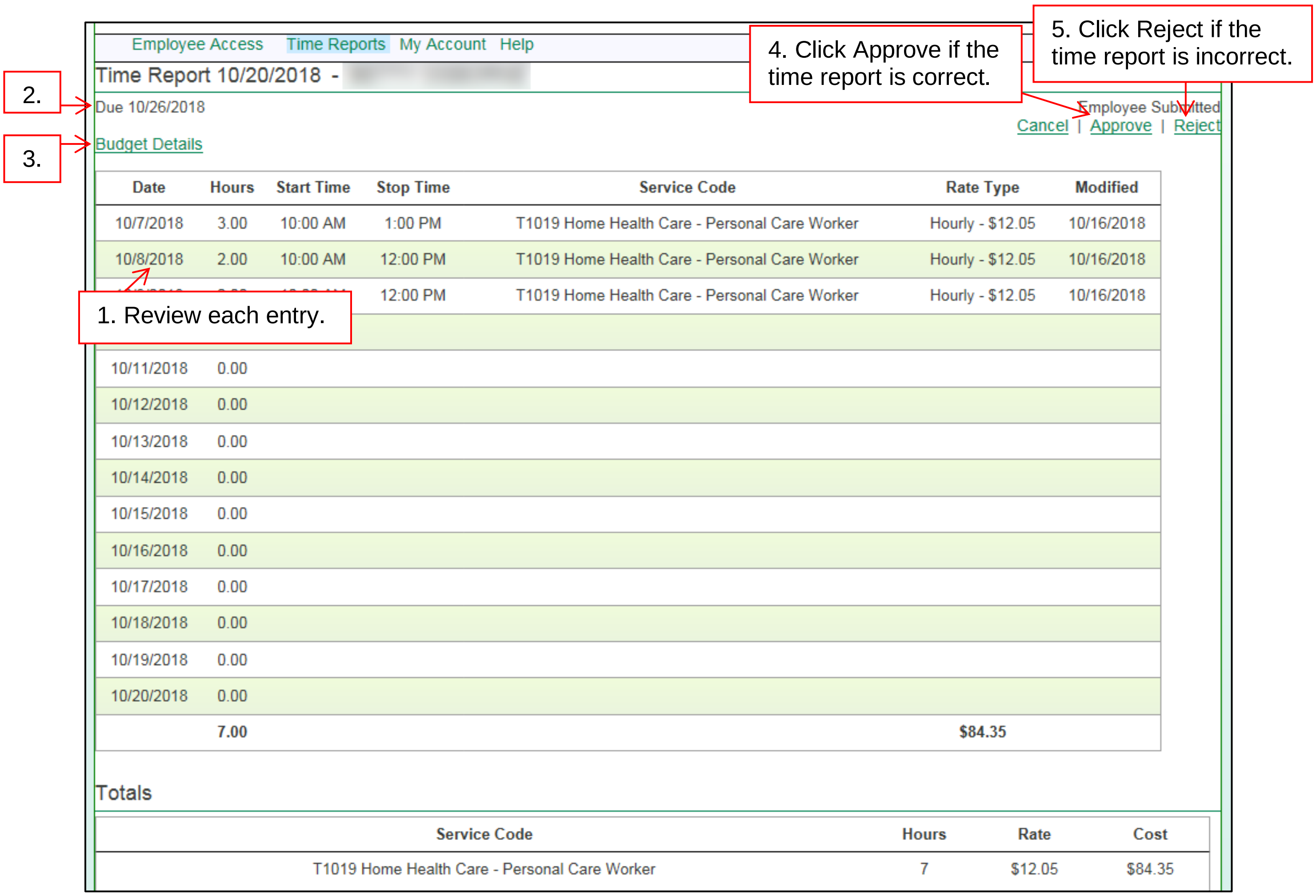
1. Click Time Reports.
2. Pending Time Reports shows time reports that have yet to be processed for payment.
3. Click the End Date to view the time report.
4. All Time Reports shows all the time reports that have been processed for the past several months.
5. Throughout the time report process, each 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.



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.



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.

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.