

# Online Time Sheet Instructions

Consumer Direct provides online time sheet services through a secure website, My Direct Care ([HTTPS://fl.mydirectcare.com](https://fl.mydirectcare.com)). We strongly encourage you to consider using this service. Online time entry and approval provides an efficient and error-minimizing way to enter time into the Consumer Direct payroll system. At any time you can check the status of your time and payroll entries.



Figure 1. My Direct Care Home Page with Login

**Note on terminology:** My Direct Care uses the terms "Client" and "Participant" for Medicaid program recipients. In the descriptions below, the terms "Client" and "Participant" refer to the Participant enrolled in Florida's Participant Direction Option program. The term Employer refers to either the Participant or their Representative. Employee refers to the Direct Service Worker.

## User Registration

Consumer Direct will issue My Direct Care User ID numbers to both Employers and Employees shortly after approving completed enrollment packets. Once you have your ID number you can self-register at My Direct Care and establish your Login Name, Password and User Profile. To register, follow these steps:

1. On a computer with internet access, open a browser and enter [HTTPS://fl.mydirectcare.com](https://fl.mydirectcare.com) in the address bar or click on the My Direct Care links on the Consumer Direct for Florida website, [www.consumerdirectfl.com](http://www.consumerdirectfl.com). This will take you to the opening page of My Direct Care as shown in Figure 1.



Figure 2. Opening User Registration Page

2. On the top menu, click on the User Registration link to open the User Registration page (Figure 2).

3. In the *Register As* field, select Employee if you are a Direct Service Worker. Select Participant if you are an Employer (Figure 3).

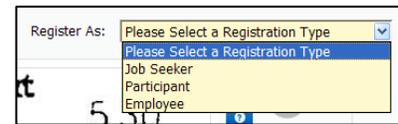


Figure 3. Selecting a Registration Type

4. After selecting a Registration Type, fill in the additional fields that appear (Figure 4).

- *State* – select Florida.
- *User ID* – enter the ID provided to you by Consumer Direct. Please call the Consumer Direct office if you have not received your ID.
- *Date of Birth* – enter in the format shown.
- *Zip Code* – enter in the format shown.
- *SSN* – this field only appears for Employees. Enter the last 4 digits of your social security number.

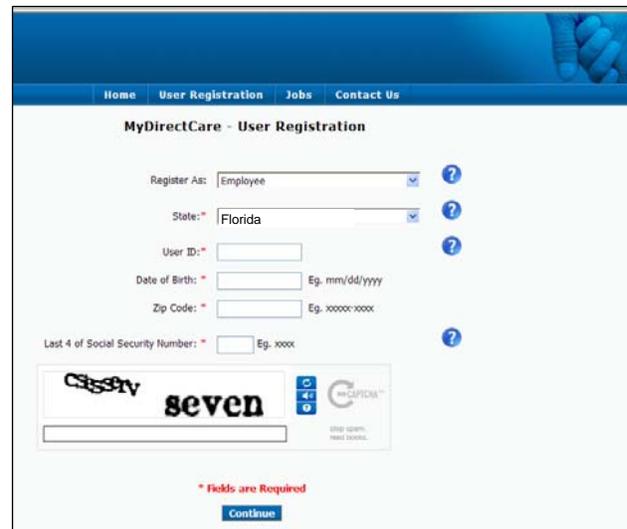


Figure 4. User Registration Page Fields

5. Enter the security phrase displayed and click Continue. Type the phrase as two unique words separated by a space. Since this is your first time using My Direct Care, you will now be directed to a User Registration Profile page (Figure 5).

6. **Complete your User Registration Profile** – This is where you will set up your Login Name (Email Address) and Password for logging into My Direct Care. You will also provide contact information and answer two security questions, which may be used later if you forget your password and need to reset it.

Your password must be at least seven characters in length, and contain at least one special character (#,%,&,\*+, etc.) and at least one number. It's a good idea to write your password down and keep in a secure location. You will enter your email address and password every time you login to My Direct Care.

**Note to Employers:** If a Representative will be managing the My Direct Care account on behalf of the Participant, enter all profile fields with the Representative's name and contact information. Do not enter contact information for the Participant.

7. **Finish the Registration Process -**  
When you have completed all the profile fields, check the “I agree to the Terms of Use” checkbox at the bottom of the page. After checking the box, a “Register” button will appear (Figure 6). Clicking the button will complete the registration process and direct you back to the home page.
8. **You can now login and begin using online services –** The login area is in the upper left corner of the home page, next to the padlock (Figure1). Enter your email address (Login Name) and password into the fields and click on the Login button.

Figure 5. User Registration Profile

After you have successfully registered, your User Profile information can be updated at any time by selecting Settings and Update Your Online Information from the main menu. To change your password, select Settings and Update Password from the main menu.

Figure 6. Register button

### Overview of the Time Entry and Approval Process

- Upon completion of a scheduled shift, the Employee (direct service worker) will log into My Direct Care and enter the shift worked in a time sheet calendar. Time entry for each shift will include the Participant’s name, the service provided (Service Code), and beginning and ending shift times. Shifts must coincide with the Participant’s Plan of Care.
- At the end of the work week when time sheets would normally be due, the **Employee** submits all shifts for approval.
- At the end of the work week when time sheets would normally be due, the **Employer** will log into My Direct Care, review, and approve the Employee’s time.
- Once the time has been approved by the Employer, entries can be processed and paid by Consumer Direct.

### Employee Time Entry

Select eTimeSheet from the top menu (Figure 7) to open the Time Sheet Calendar (Figure 8). The calendar will display one full work week – Sunday through Saturday. The current work week will display as a default. You can navigate to other

Figure 7. Employee Main Menu

work weeks by using the scroll buttons at the top of the calendar. Date and Day of Week will display across the top of the calendar, while one-hour time slots, beginning at midnight, display across the left edge of the calendar. If the Employee works for more than one Participant, they will need to select which Participant they are entering time for in the “Client Filter”.

Figure 8. Employee Time Sheet Calendar

**Create a New Time Entry** by clicking in the calendar on the date and shift starting time. This will bring up a New Calendar Service Task window (Figure 9), where you will enter the information for the shift worked:

- Client – from the drop down, select the Participant worked for.
- Service Code – from the drop down, select the code for the service provided and authorized on the care plan.
- Start Time – the starting shift time should correspond to where you clicked in the calendar. If needed, change the shift start time by clicking on the time displayed, and then selecting a time from the drop down.
- End Time: Select the shift ending time from the drop down.

End Time:

- 08:30 AM
- 08:30 AM
- 09:00 AM
- 09:30 AM
- 10:00 AM
- 10:30 AM
- 11:00 AM
- 11:30 AM
- 12:00 PM
- 12:30 PM
- 01:00 PM
- 01:30 PM
- 02:00 PM
- 02:30 PM

Figure 9. Calendar Task Window

Click on the **Save button** when you have entered all the information for the shift worked. The entry will now display in the calendar as a blue rectangle representing the time the shift was worked (Figure 10). The service code and Participant’s name will also display in the rectangle. The icon in the upper right corner of the rectangle provides the payroll status for the shift. Immediately after creating the time entry, the status icon will be a gray “S” for a scheduled shift. A legend at the bottom of the calendar defines each pay status icon (Figure 11).

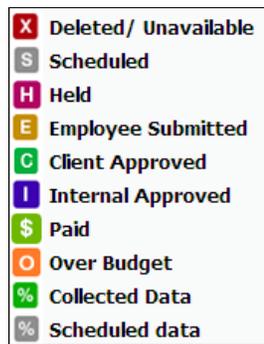


Figure 11. Shift Payroll Status Icons

<< today >> Jun 09, 2013 - Jun 15, 2013			
	Sunday Jun 09, 2013	Monday Jun 10, 2013	Tuesday Jun 11, 2013
12AM			
1AM			
2AM			
3AM			
4AM			
5AM			
6AM			
7AM			
8AM		FEA Services Ongoing Joseph Simpson	
9AM			
10AM			
11AM			
12PM			
1PM			

Figure 10. Shift entered by Employee displays as blue line

**Note:** If you accidentally save with the wrong information, click on the blue outlined entry in the calendar and edit the information in the popup window.

**Note:** Time entries can only be made after a shift is completed. Trying to enter a date or starting/ending time in the future will be denied and return an error message.

### Review and Submit Time Entries for Employer Approval

[Submit time entries for approval](#)

At the end of the work week when all shifts have been entered, the Employee will submit them to their Employer for approval. This is done by clicking the blue “Submit time entries for approval” button, located on the right side of the page above the calendar (Figure 8). Ensure the week of service that you are submitting is displayed in the calendar. After clicking the submission button, a confirmation popup will ask you to (1) verify if there was a change in the client’s health during the work week, and (2) certify you worked the hours listed in the calendar. Answer the health question and click the “OK” button to approve the time entries for the work week.

The gold colored “E” payroll status icon  will now appear in each blue shift rectangle, indicating the shift was submitted for approval by the Employee.

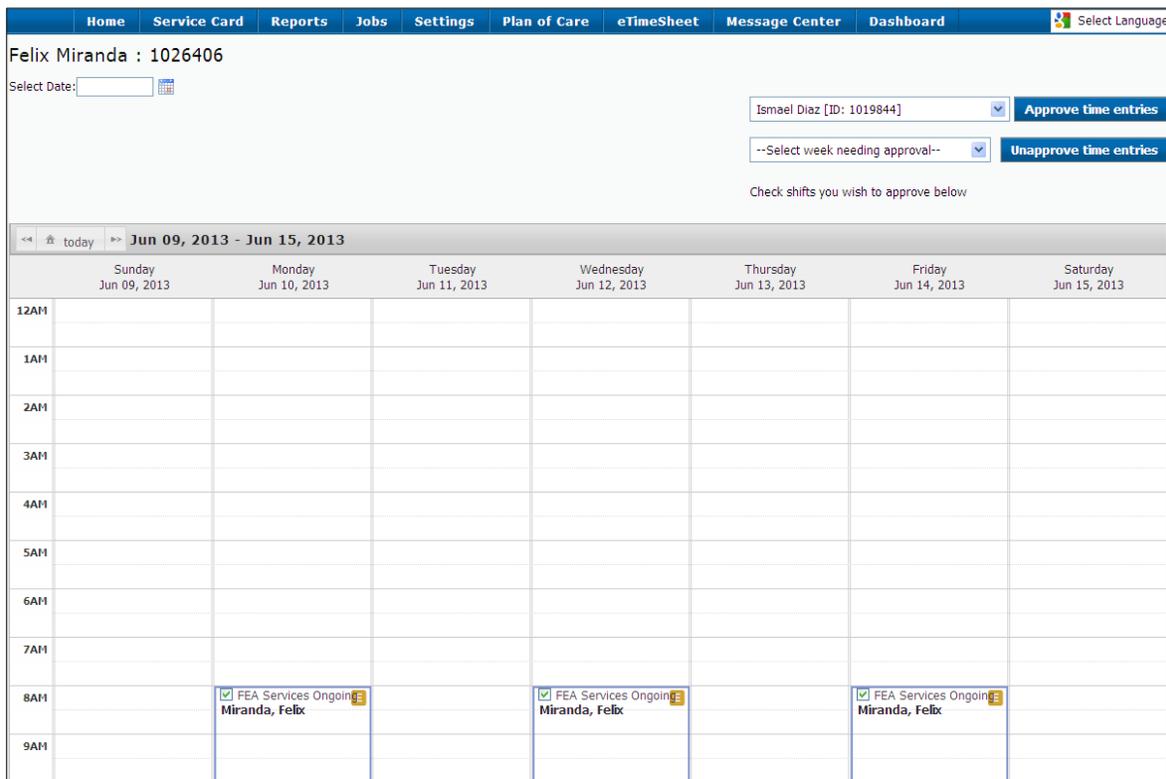
## Employer Time Approval

For Employers, the online time approval process is similar to a paper time sheet process in that both systems require review and approval of Employee time entries. The main differences are that the online time sheet system minimizes data entry errors and provides the Employer with far more information regarding the exact status of their budget, payroll, and Employee hours.

### Review and Approval of Employee-submitted time entries Approve time entries

When the Employer logs into My Direct Care and selects eTimeSheet from the top menu, the time sheet calendar will open and display shifts the Employee has submitted for approval (Figure 12). If the Participant (Employer) has more than one Employee, they will need to select the correct Employee from the dropdown above the calendar. The Employer must review all entries and verify the times are correct. Each shift (blue rectangle) needs to be selected with the green check mark  for an action to be applied (approve or not approve the shift). By default, all shifts will be selected, as shown in Figure 12. To approve selected time entries, click on the “Approve time entries” button above the calendar. A “Time Approval Verification” window will appear, asking you to verify that the time entries are correct. Click the “OK” button to complete the approval process.

The green colored “C” payroll status icon  will now appear in each blue shift rectangle, indicating the shift was approved by the “client” (Employer).



	Sunday Jun 09, 2013	Monday Jun 10, 2013	Tuesday Jun 11, 2013	Wednesday Jun 12, 2013	Thursday Jun 13, 2013	Friday Jun 14, 2013	Saturday Jun 15, 2013
12AM							
1AM							
2AM							
3AM							
4AM							
5AM							
6AM							
7AM							
8AM		<input checked="" type="checkbox"/> FEA Services Ongoing Miranda, Felix		<input checked="" type="checkbox"/> FEA Services Ongoing Miranda, Felix		<input checked="" type="checkbox"/> FEA Services Ongoing Miranda, Felix	
9AM							

Figure 12. Employer Time Sheet Calendar