

eTime Guide

A guide to all things eTime

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Overview

What is eTime?

eTime is a web browser-based method for recording, approving, and submitting time to ISS for payment. It requires the cooperative involvement of a support staff and the participant's circle of support: the support staff to enter their time and the circle of support review and approve the time, each thereby electronically authenticating the information.

Process

There are four (4) main steps in the eTime process: Recording Time, Reviewing Time, Correcting Time, and Payroll Processing.



Record Time



Submit to Circle



Review



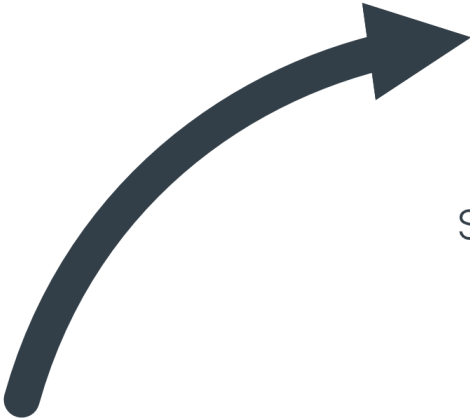
Submit to ISS



Payroll Processing



Make Corrections



Recording Time

- There are two ways, or sources, with which to record time with eTime: Live and Entry. eTime Live allows you to clock in and out in real time as you work. eTime Entry allows you to record time manually after the fact.
- **eTime Live is the preferred source for recording time with eTime.**
- For eTime Entry, the support staff records his/her time as close to the time of service as possible.
- After time has been recorded, the support staff will submit it to the circle of support for review and approval.

As of midnight 12/6/2020 you must use eTime Live and punch in and out for each shift's start and end. eTime Entry will no longer be an option for dates 12/7 and beyond except for PTO. [Learn more»](#)

Reviewing Time

- Upon submitting the shift for review, each of the following who have a portal login will receive an email notification that there is time to review: participant, primary contact, and any other individual in the circle of support designated as a “web approver”. The previous three groups of individuals are the only ones able to review and approve time.
- The circle will then review each shift, either approving or rejecting each shift. If a shift is rejected, a reason and description must be provided. This reason and description will be displayed to the support staff to make corrections.
- If a shift is rejected, it will be returned to the support staff to make corrections. If all shifts are approved, it will be marked as approved, and will be automatically submitted to ISS for processing within the next business day.

Correcting Time

- The support staff will receive an email notification if the shift is returned for corrections. They will also receive an email notification if the shift is approved.
- The support staff will log into the portal and select the shift to make corrections. After reviewing the circle comments and making the necessary corrections, they will resubmit the shift for review.

Payroll Processing

- The ISS Payroll department will process submitted time for payment.
- If Payroll identifies an error with a shift, it may be sent back to the staff to make the necessary corrections. The shift will then need to be re-submitted to the circle for approval, and then resubmitted to ISS.

General Requirements

Portal Access

In order to use eTime, support staff must have a portal login. There must also be at least one individual in the participant's circle of support who has a portal login and is designated a web approver. See the section "Web Approvers" below for more information.

Qualifying Jobs

eTime currently supports all ComHab, Job Coach, Job Developer, and Respite jobs. Paid Neighbor, Staffing Support, and Brokerage are not supported at this time.

Web Approvers

A web approver is any contact associated with a participant who is permitted to review and approve staff time. The participant and primary contact by default are always web approvers. Any other contact can also be designated as a web approver. Contact the participant's SD Coordinator to add an individual as a web approver.

Navigating and Finding Shifts

Time is organized on two levels: the shift and the job period.

- **Shift** - a block of time defined by a start and end time; you can compare this to a single line on an old paper timesheet
- **Job Period** - a dynamic collection of all shifts falling within a specific date range (pay period) that all belong to the same participant, support staff, and job
 - A support staff will have a different job period per job per participant.
 - Likewise, a participant will have a different job period per job per staff person.

-
1. In the main navigation panel, select either **My Work** (for support staff) or **My Staff Work** (for circle approvers).

Carlos Medina



My Home



My Employers



My Work



My History



My Profile



Change Password

- If you are both a support staff and a circle approver, you will see both options.
- **My Work** shows all eTime shifts that you have worked.
- **My Staff Work** shows all eTime shifts for participants for whom you are a circle approver.

2. All time entered via eTime will appear in the main body of the page.

- By default, this page will be filtered to shifts that have a status of **All**.
- Use the filter to view shifts based on their status, participant, or job.

My Work

Print/Download

Filter By: Draft Participant Job × Clear Filters

<p>Owen Ellis <i>COMHAB - Face to Face</i></p> <p>Start Time: 07/27/2022 1:09 PM End Time: 07/27/2022 1:13 PM</p> <p>Hours: 0.06</p> <p style="text-align: center;">INCOMPLETE DRAFT SHIFT</p>	<p>Owen Ellis <i>COMHAB - Face to Face</i></p> <p>Start Time: 07/27/2022 1:03 PM End Time: 07/27/2022 1:05 PM</p> <p>Hours: 0.03</p> <p style="text-align: center;">INCOMPLETE DRAFT SHIFT</p>
<p>Owen Ellis <i>COMHAB - Face to Face</i></p> <p>Start Time: 07/27/2022 12:55 PM End Time: 07/27/2022 1:02 PM</p> <p>Hours: 0.11</p> <p style="text-align: center;">INCOMPLETE DRAFT SHIFT</p>	<p>Owen Ellis <i>COMHAB - Face to Face</i></p> <p>Start Time: 07/27/2022 12:46 PM End Time: 07/27/2022 12:50 PM</p> <p>Hours: 0.06</p> <p style="text-align: center;">INCOMPLETE DRAFT SHIFT</p>

2. To view a shift, simply click on the desired shift and a window showing the details of the shift will be displayed.

Owen Ellis

[Edit in eTime »](#)

Shift ID:
688849

Job:
COMHAB

Start Time:
07/27/2022 1:09 PM

Start Location: 📍 *EW Valid - Override*
Home
123 Main St, Tiny Town, NY, 11788

End Time:
07/27/2022 1:13 PM

End Location: 📍 *EW Valid - Override*
Home
123 Main St, Tiny Town, NY, 11788

Hours:
0.06

Status:

Shift Data +

Staff Activities +

Submit in eTime

✕ Close Shift

Print/Download

✕ Clear Filters

Time: 07/27/2022 1:05 PM

AFT SHIFT

Time: 07/27/2022 12:50 PM

AFT SHIFT

3. If the shift is a draft, clicking **Submit in eTime** will submit the shift to the circle for approval. To close the window, click **Close Shift** in the top right corner.

Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Updated 07/24/23.

Recording Time

<https://player.vimeo.com/video/670799237?title=0&byline=0>

Create a Shift

1. Navigate to eTime Live by clicking **Open eTime** on the home page.
 - *On mobile, eTime Live will automatically open upon login.*
2. To start a new shift, tap **Start Shift**. You can only have one shift running at a time.
 - eTime will ask to use your location. Click **Allow** to allow location services. This is used as part of the Medicaid EVV mandate. [Learn more about EVV.](#)
3. Select an employer.
4. Select a job.
5. Select a method.
6. If the selected job and method are EVV Required, select a start location.
 1. If selecting Home, eTime will ask to use your location in order to verify that you are within an approved distance from the participant's service address. Click Allow.
 2. If you are not within the approved distance from the service address, eTime will ask you to specify an address.
7. Review the selections made. Click **Add** to finish starting the shift.
8. To fill in details for the shift, select the shift.
 - *Adding a meeting, training, or other event? See [Adding Events to a Shift](#).*
9. To end the shift, click **End Shift**.
10. Select staff activities and any other necessary details.
11. Click **Next** in the upper right corner.
12. If the shift is EVV Required, select an end location.
13. Review the selections made. Click **End** to end the shift.
14. Submit the shift by clicking **Submit Shift** at the bottom. This will take you to the My Work page to submit the shift.

[Did you accidentally start a new shift?](#)

Edit a Shift

1. From eTime Live, navigate to and select the desired shift.
2. Fill in all required information.
 - *Activities are required for ComHab and SEMP (Job Coach and Job Developer) jobs.*
 - *Activities are not required when [submitting Time Off](#).*
 - *Adding a meeting, training, or other event? See [Adding Events to a Shift](#).*
3. To request an override to the start time or end time, the shift must be ended. After ending the shift, click **Change** on the Final Review screen. [Learn more about EVV Override Requests.](#)

Submit a Shift

Shifts are submitted for approval on an individual basis.

1. Navigate to the shift on the My Work page, OR when viewing the shift in eTime Live, click the blue **Review & Submit** button at the bottom of the shift.
2. Verify all information is completed and correct for the shift.
 - *If the shift overlaps with one or more shifts that have already been submitted, you must resolved this overlap prior to submitting. Click **Resolve Overlap** to [resolve the overlap](#).*
3. Click **Submit**.
4. Add an optional comment. Then click **Submit for Approval**.
 - Shift comments are limited to 115 characters, including spaces.
5. All web approvers for the participant will receive an email notification that there is a timesheet to review.

Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Updated on 04/24/24.

Adding Events to a Shift

<https://player.vimeo.com/video/670801240?title=0&byline=0>


Events are explicitly recorded timeframes within a shift. Events within a shift must be recorded because they effect what can be billed to Medicaid. They can be added to shifts of most job and method types. There is no limit to the number of events that can be added to a shift. An event can also span a fraction of a shift or the entire shift, as might be the case with training.

There are three (3) types of events, though not all available in all circumstances:


- **Meeting** - a meeting with the circle of support
- **Training** - the staff being trained, possibly at the same time as other staff
- **Participant Absent** - a period of time during the shift that the participant is absent
 - *Example: The staff person drives the participant to a doctor's appointment, waits in the lobby while the participant is in with the doctor, and then drives the participant home. This entire scenario is recorded as one shift, and a Participant Absent event is added to the shift for the time the participant was in the with doctor.*


To add one or more events to a shift:

1. When selecting activities, the events types at the top will be listed as default options in addition to the job-specific activities. Select the appropriate event checkbox to add it to the current shift.
 - Not all events will be listed for every job and method combination. For instance, a Job Developer job will not have the Participant Absent option since it is not applicable.

ISS eTime 

Home

Shift Data 

Staff Activities * 

Events (Optional)

- Meeting (circle of support meeting, etc.)
- Training (support staff training, etc.)
- Participant Absent (doctor appointment, etc.)

2. Once an event is selected, you will be taken to the Shift Event Details form. Fill in the details of the event and then click **Update**.

- If recording a training for a participant with IDGS Non Direct Clinician in his/her budget, see [Special Cases](#).

ISS eTime 

Cancel Update

Shift Start Time
03/25/2021 7:45 PM


Event Type 
Meeting

Entire shift was the event? 
No

Event Start Time 
03/25/2021 07:45 PM

Event End Time 
03/26/2021 11:55 AM

Participant Absent? 
No

Reason 
Discussed new Staff Action Plan with Evan and
Maxine.

3. To add additional events, click on the **Shift Events** section to expand it and then select **Add Event**.



Cancel

Update Details

Update

Shift ID 258621
Employer Owen Ellis
Job COMHAB
Start Time 03/25/2021 7:45 PM
Start Location <i>EW Valid</i> Home 14901 Quorum Drive Dallas, TX 75254

Shift Data	
------------	--

Shift Events	
--------------	--

EVENT
Meeting
START
03/25/2021 07:45 PM
END

4. As before, the Shift Event Details form is shown. Simply select the desired **Event Type** and fill out the form as you previously did earlier and then click **Add** in the top right corner once finished.

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Updated 2/13/2024

Editing Start and End Times

<https://player.vimeo.com/video/670798506?title=0&byline=0>

Support staff should record their time in real time. However, there are situations in which a staff person may need to change the start time or end time. Examples include forgetting to clock in or clock out. To request a change to the start time or end time, the shift must be ended. If the shift has not yet been ended, you cannot make changes to the start or end times.

Change the start or end times from the **Final Review** screen:

- *Upon ending a shift and filling out the shift details, staff will be presented with the Final Review screen automatically. To get to this screen manually, select the shift in eTime, and then click Next on the Finalize Details screen.*

1. On the Final Review screen, click **Change**.
2. Select either start time or end time.
3. Modify the date and/or time as necessary.
 - *Note that any changes you make could result in the shift becoming EVV Invalid, depending on the relationship between the original start and end times captured when the shift was created and the modified start and end times.*
4. Provide a reason for this change. If this change is greater than 5 minutes, the circle approver will need to approve this as an Override Request and will see the reason you provide.
5. Tap **Change Start Time** or **Change End Time**, depending which one you're editing.
6. You will now see the modified time, as well as the original time listed below it.
7. To revert to the original time, select the start or end time, then click **Revert To Original**.
8. When you are done editing start and end times, tap **Done** or Back.


[See more about EVV Override Requests in user story videos on adjustments.](#)

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Updated 2/13/2024

Creating and Submitting a Forgotten Shift

Creating a shift for a previous day will render the shift **EVV Unverified**. Continuous unverified shifts will be a cause for ISS intervention, as ISS may not be able to bill for those shifts.

 Please note, you cannot submit a missed shift while another shift is actively running

1. To create and submit a forgotten shift, first navigate to eTime Live by clicking **Open eTime** on the home page.
 - *On mobile, eTime Live will automatically open upon login*
2. From eTime, click **Start Shift**



 START SHIFT

3. Next, select the employer, the job, the method and the location for the forgotten shift
 - *If selecting an EVV required job and method, eTime Live may detect that the device location lies outside of the geofence. If this is the case, confirm the address where the forgotten shift began by clicking the checkbox next to the address and click **Confirm Location***



[Back](#)

Select Location

Home 

This will require your device's location services.

Community

Your location shows that you are outside the
GeoFence Radius

Select Your Location

123 Example Ave, Tiny Town, NY, 12701
(Distance: 2248860 meters)

Other

Please specify the address of your location.

123 Example Ave, Tiny Town, NY, 12701

CONFIRM LOCATION

4. Once the details of the forgotten shift have been confirmed, click **Add** in the top right hand corner
5. Next, click **End Shift** to stop the eTime timer and verify that all Staff Activities have been logged for the forgotten shift



Select a shift to edit.

Owen Ellis

COMHAB - In Person Face to Face

Start Time: 12/30/2020 7:48 PM



End Shift

Depart Home 



6. Once all of the details have been finalized, click **Next** in the top right hand corner of the Finalize Details screen
7. Select the appropriate ending location for the shift
 - *If selecting an EVV required job and method, eTime Live may detect that the device location lies outside of the geofence. If this is the case, confirm the address where the forgotten shift ended by clicking the checkbox next to the address and click **Confirm Location***



Back

End Location

Home

This will require your device's location services.

Community

Your location shows that you are outside the GeoFence Radius

Select Your Location

23 Example Ave, Tiny Town, NY, 12701 (Distance: 2248860 meters)

Other

Please specify the address of your location.

123 Example Ave, Tiny Town, NY, 12701

CONFIRM LOCATION

8. Click **End** in the top right hand corner to advance to the Final Review screen
9. From the Final Review screen, click **Change**



[Back](#)

Final Review

Shift ID 163296
Participant Owen Ellis
Job COMHAB
Start Time 12/30/2020 7:56 PM
Location <i>EVV Valid</i> Home
End Time 12/30/2020 7:57 PM
Location <i>EVV Valid</i> Home
Change

Shift Data



10. Select the **Start Time** section to edit the start date, start time and to include a reason why the time and dates are changing for this shift



Back

Changing the details below could result in your shift being EVV Invalid.

Start Time

Wed 12/30 7:56 PM



Start Location

Home

End Time

Wed 12/30 7:57 PM



End Location

Home

Shift Status

EVV Verified Shift - Override

DONE

11. Once finished, click **Change Start Time** to confirm the changes made



Back

Change Time

Date *Required

12/28/2020

Time *Required

9:00

AM



Reason for Change *Required

Forgot to create shift for 12/28

REVERT TO ORIGINAL

CHANGE START TIME

12. Select the **End Time** section to edit the end date, end time and to include a reason why the end times are changing for this shift



Back

Changing the details below could result in your shift being EVV Invalid.

Start Time

Mon 12/28 9:00 AM



Original: Wed 12/30 7:56 PM

Start Location

Home

End Time

Wed 12/30 7:57 PM



End Location

Home

Shift Status

EVV Verified Shift - Override

DONE

13. Once finished, click **Change End Time** to confirm the changes made



[Back](#)

Change Time

Date *Required

12/28/2020

Time *Required

5:00

PM



Reason for Change *Required

Forgot to create shift for 12/28

REVERT TO ORIGINAL

CHANGE END TIME

14. After editing the Start Time and End Time for the forgotten shift, select **Done** to advance to the Final Review screen
15. From the Final Review screen, verify the accuracy of the shift's details, scroll down and click **Submit Shift** at the bottom of the screen



Start Time

12/28/2020 9:00 AM

Location *EW Valid - Override*

Home

End Time

12/28/2020 5:00 PM

Location *EW Valid - Override*

Home

[Change](#)

Shift Data



Staff Activities *



Teach skills for independent living and daily life skills

Staff will assist Owen in learning daily life skills, such as personal grooming.

SUBMIT SHIFT

16. Click **Submit** from the Confirm Submission dialog window



Confirm Submission



You are about to submit this shift for review and will be unable to edit. Are you ready to submit for review?

Cancel

Submit

In Person Face to Face

Staff Activities *



Learn to cook healthy meals

Staff will assist Owen in planning and preparing his meals.

Staff will assist Owen in learning proper food safety, such as cleaning up properly after cooking.

Comments (optional)

Forgot to create shift for 12/28

Enabling Location Services

There are two places where location services must be enabled for eTime to have access to your location. They are:

- The device's operating system
- The web browser's security and privacy settings

Below are pathways on various devices to location services

iOS

Settings > Privacy > Location Services - Ensure this is **On**, and portal.issny.org is given permission.

Settings > Safari > Location - Ensure this is set to **Ask** or **Allow**.

macOS

System Preferences > Security & Privacy > Location Services - Ensure this is enabled, and the web browser you are using is given permission.

Safari

Preferences > Websites > Location - Ensure that portal.issny.org is set to **Ask** or **Allow**.

Chrome

Preferences > Privacy & Security > Site Settings > Location - Ensure that portal.issny.org is listed under Allow.

For more information about enabling location services, please visit the [Enabling Location Services Help Guide](#) section.

Fixing Location Inaccuracies

<https://player.vimeo.com/video/670797586?title=0&byline=0>

Outside The Geofence

When beginning or ending a shift, eTime may detect that you are outside of the geofence. When this happens, eTime will provide you with a list of addresses associated with your employer.

If the correct address is shown:

- Select the checkbox next to the correct address
- Click **Confirm Location**

If the correct address is NOT shown:

- Select the checkbox next to **Other**
- Type the correct address into the box
- Click **Confirm Location**

Completely Unable To Determine Location

It is possible that eTime may display an error stating that eTime was completely unable to get your location. When this happens, check the following:

- Verify that location settings have been enabled for your phone's operating system
- Verify that location settings have been enabled for your phone's browser
 - Verify that portal.issny.org has been allowed to use your location

Once verified that all location settings have been enabled, return to eTime and click **Retry** on the error. If eTime is still unable to get your location, click **Continue Without Location** and then select **I Understand** on the second warning that appears.

***Note that selecting **Continue Without Location** will render the shift EVV Unverified. Continuous unverified shifts will be a cause for ISS intervention, as ISS may not be able to bill for those shifts.*

For more information on enabling location services, please visit the [Enabling Location Services Guide](#).

Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Updated 2/13/2024

Location Services Help

If eTime is unable to get your location when you start or end a shift, you will be presented with an error dialog.

1. Adjust your device and/or browser settings to [enable location services](#).
2. Click **Retry**.
3. If this still does not work, you can continue without a location.
 - Proceeding without a location is NOT recommended. Be aware that starting January 1, 2021, if you continue without location, the shift will be EVV Unverified. Continuous unverified shifts will be a cause for ISS intervention, as ISS may not be able to bill for those shifts.

Location ×

We were unable to get your location. Please try again.

If this problem persists, check your settings.

Retry **Continue Without Location**

Location ×

Warning: Location services are required for this shift. If you choose to continue, there may be a delay in getting paid for this shift.

Go Back **I Understand**

For more information about enabling location services, please visit the [Enabling Location Services Help Guide](#) section.

Reviewing A Shift

The job of the web approver in the circle of support ("circle approver") is to act as the supervisor of the participant's support staff. That means reviewing and then approving or returning the time submitted by staff.

Time is submitted by support staff as individual shifts. Each shift must be individually reviewed and then approved or returned.

- Approving a shift submits it to ISS for payroll processing.
- Returning a shift returns it to the support staff for corrections with a return reason and description.

While reviewing time, the circle approver should look at the following:

- **Dates and times** - This includes location, duration, and any EVV Overrides.
- **Job** - Did this staff person work this job on this date for this participant?
- **Method** - Is the selected method correct?
 - *Learn more about [method options](#).*
- **Activities** - Are the selected activities correct?
- **Events** - Are the event details present and correct when applicable?
 - *Learn more about [events](#).*
- **Overlaps** - Ensure the shift does not overlap with another support staff working for the same participant at the same time.

To review time:

1. Navigate to the **My Staff Work** page.

Maxine Ellis



My Home



My Staff Work



My Profile




Change Password



Log Out

- My Staff Work shows all eTime shifts for participants for whom you are a circle approver.
- The Shifts tab by default shows all [shifts](#) needing action.
- The Job Periods tab shows a list of all open [job periods](#); that is, all job periods that contain one or more in-progress shifts.

2. Select a shift with a status of *Pending Circle Review*. This will open the shift from within its associated job period.

MENU

Staff Work

Print/Download

Filter By: Pending Circle Review ▾ Staff ▾ Job ▾ × Clear Filters

<p>Owen Ellis <i>COMHAB - Face to Face</i></p> <p>Start Time: 12/15/2022 5:50 PM End Time: 12/15/2022 5:51 PM ▶</p> <p>Staff: Carlos Medina Hours: 0.01</p> <p>Shift ID: 688961</p> <p>PENDING CIRCLE REVIEW</p>	<p>Owen Ellis <i>COMHAB - Face to Face</i></p> <p>Start Time: 12/14/2022 4:02 PM End Time: 12/14/2022 4:02 PM ▶</p> <p>Staff: Carlos Medina Hours: 0.01</p> <p>Shift ID: 688956</p> <p>PENDING CIRCLE REVIEW</p>
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3. Review the information entered for the shift (see the list above for things to look for).
4. If the information is correct, click **Approve**. If something is incorrect, click **Return**, then select a reason and provide a description.

Staff:

Carlos Medina

Job:

COMHAB

Start Time:

12/15/2022 5:50 PM

Start Location: 📍 *EW Valid - Override*

Home

123 Example Ave., Tiny Town, NY, 12701

End Time:

12/15/2022 5:51 PM

End Location:

Location not available

Hours:

0.01

Status:

Pending Circle Review

Shift Data



Staff Activities



Approve

Return

- If the shift was returned, the staff will need to correct the shift and resubmit for approval.

EVV Override Requests

If the staff has requested an override to the start and/or end time, that will be seen as an EVV Override Request. This request must be approved before approving the shift.

Owen Ellis

Shift ID:

875485

Staff:

Carlos Medina

Job:

COMHAB

Start Time:

03/27/2023 9:00 AM

Original: 03/27/2023 3:19 PM

Start Location:

Location not available

End Time:

03/27/2023 5:00 PM

End Location:

Location not available

Hours:

8.00

Status:

Pending Circle Review

Shift Data



Staff Activities



Shift Exceptions



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Updated 07/24/23.

Viewing Shift Comments

If a comment was added by staff on a shift, you can view them in two locations: on the shift details screen and on the Print/Download PDF.


Shift Details Screen

If a comment was added, the *Shift Comments* section will display. Click the plus sign on the right to expand it. The section will **only** display if a comment was added.

Collapsed:

Job:
COMHAB

Start Time:
Mon, 07/03/2023 11:21 AM


Start Location:  *EWV Valid*
Home


End Time:
Mon, 07/03/2023 4:32 PM



End Location: *EWV Valid*
Community

Hours:
5.18

Status:
Paid

Shift Data 

Staff Activities 

Shift Comments  

Expanded:

Mon, 07/03/2023 4:32 PM

End Location: *EVV Valid*
Community

Hours:
5.18

Status:
Paid

Shift Data +

Staff Activities +

Shift Comments -

Shift Comments Show Here!

The screenshot shows a mobile application interface for shift details. At the top, it displays the date and time: 'Mon, 07/03/2023 4:32 PM'. Below this, the 'End Location' is listed as 'EVV Valid' with 'Community' underneath. The 'Hours' section shows '5.18'. The 'Status' is 'Paid'. There are three expandable sections: 'Shift Data' with a plus icon, 'Staff Activities' with a plus icon, and 'Shift Comments' with a minus icon. The 'Shift Comments' section is currently collapsed, and the text 'Shift Comments Show Here!' is overlaid in red on a blurred background of the comments area. A vertical scrollbar is visible on the right side of the screen.

Print/Download PDF

If a comment was added, the *Comments* section will display below the shift details and above the Staff Activities on the PDF.

Date: M/D/Y	Time Worked (0:00 AM/PM)		Tot Hrs Worked	Method	Signature
	From	To			
07/03/2023	11:21 AM	4:32 PM	5.18 hr	Face to Face	Submitted on 07/03/2023 04:34:40 PM
<p>Participant: [REDACTED]</p> <p>Employee: [REDACTED]</p> <p>Employee's Title: COMHAB</p> <p>Job Code: [REDACTED]</p> <p>Shift ID: [REDACTED]</p> <p>Shift Status: Paid</p> <p>EVV Status: EVV Verified Shift</p> <p>Start Location: Home</p> <p>End Location: Community</p> <p>Approved by Circle: [REDACTED] - 07/05/2023 01:10:46 PM</p> <p>Comments: Shift Comments Show Here!</p>					

Updated 02/23/24.

Correcting a Shift

<https://player.vimeo.com/video/670797215?title=0&byline=0>

A shift can be returned for corrections by either the circle approver or by the ISS Payroll department. In both cases, the support staff will receive an email notification that they have time to correct. In eTime, you can see that a shift has been returned because it shows up with a red indicator.

A shift cannot be paid until corrections are made and the shift is resubmitted and approved.

To correct a shift:

1. Navigate to eTime page.
2. Select the shift.
 - *Returned shifts will appear at the top of the list.*
3. Review the reason and description for the shift being returned and make any necessary changes.
4. Click **Submit** to resubmit the shift for approval.

Updated 2/13/2024

Requesting/Submitting Time Off

The 7 types of time off:

- PTO (Paid Time Off)
- FAPTO (Family Approved Paid Time Off)
- Holiday
- Bereavement
- Jury Duty
- VXPAY (Vaccination Paid Time Off)
- PREG

 Time Off can only be submitted **two months into the future**.

To request or enter time off from eTime:

1. Click **Add Time Off** at the bottom of eTime.

Select a shift to edit.

Luka Rask

COMHAB - Face to Face

06/07/2025 10:00 AM - 06/07/2025 4:00 PM



Fix Overlap



ADD TIME OFF

 START SHIFT



2. Choose the participant, the job, fill in a date, fill in the number of hours, select the type of time off, provide a description, and if necessary attach supporting documents.

Documentation is required for JURY (Jury Duty) pay. When you are called for Jury Duty, at the end of your service, the court clerk will give you a proof of service which lists the dates that you served. Please upload that with your JURY time off submission.

Documentation is required for BEREV (bereavement) pay. This can be in several different forms. It can be a funeral card from attending the services, an obituary or published death notice, or an official death certificate. Please upload whatever documentation you have and put in the note what your relationship to the deceased was (brother, parent, etc).

ISS eTime ☰

Cancel Add Time Off Add

Participant *Required Owen Ellis	✓
Job *Required COMHAB	✓
Date *Required 08/20/2025	✓
Hours *Required 3 Hours	✓
Time Off Type *Required PTO	✓
Description *Required Test	✓
Documents Supporting Documents	>

ISS eTime ☰

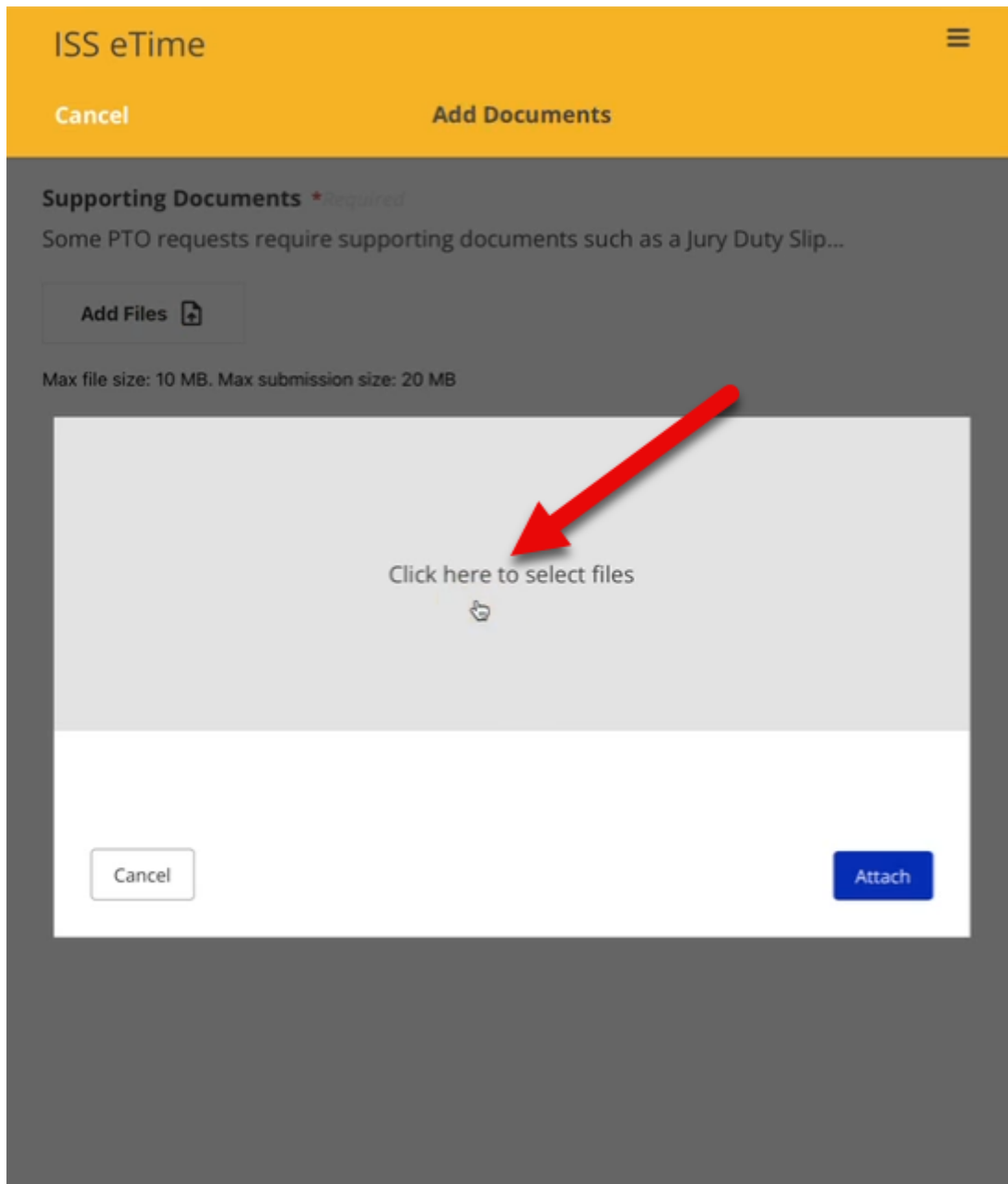
Cancel Add Documents

Supporting Documents *Required

Some PTO requests require supporting documents such as a Jury Duty Slip...

Add Files

Max file size: 10 MB. Max submission size: 20 MB




Once you have selected all the supporting documents, click "Attach" then "Confirm"

Cancel

Add Documents

Supporting Documents **Required*

Some PTO requests require supporting documents such as a Jury Duty Slip...

Add Files 

Max file size: 10 MB. Max submission size: 20 MB

Click here to select files




Cancel

Attach

ISS eTime ☰

Cancel Add Documents Confirm


Supporting Documents *Required
Some PTO requests require supporting documents such as a Jury Duty Slip...

Add Files 

Max file size: 10 MB. Max submission size: 20 MB

Zimbardi 1.jpg 0.2 MB [Remove](#)

1 files uploaded. Total size 188.02 KB. [Remove all files](#)



Once completed, click **Add**.

ISS eTime ☰

Cancel Add Time Off Add

Participant *Required Owen Ellis	✓
Job *Required COMHAB	✓
Date *Required 08/20/2025	✓
Hours *Required 3 Hours	✓
Time Off Type *Required PTO	✓
Description *Required Test	✓
Documents Supporting Documents 📎	>

3. If you need to edit the details of the time off request, click the **Edit** button in the top right, make the desired changes, and then click **Update** to save the changes. After the details have been verified, enter a comment if applicable and click **Submit Shift**.

ISS eTime ☰

Cancel **Time Off Details** **Edit**

Shift ID 2148162
Participant Owen Ellis
Job COMHAB
Date 08/25/2025
Hours 8.00
Method Time Off
Type BEREV
Description test

Comments

SUBMIT SHIFT

4. After clicking the Submit Shift button, a confirmation window pops up. Click **Submit** to finalize and send the shift for circle approval.

Confirm Submission



Are you sure you would like to submit this shift for approval?

Cancel

Submit

Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Updated 08/21/2025.

Deleting a Shift

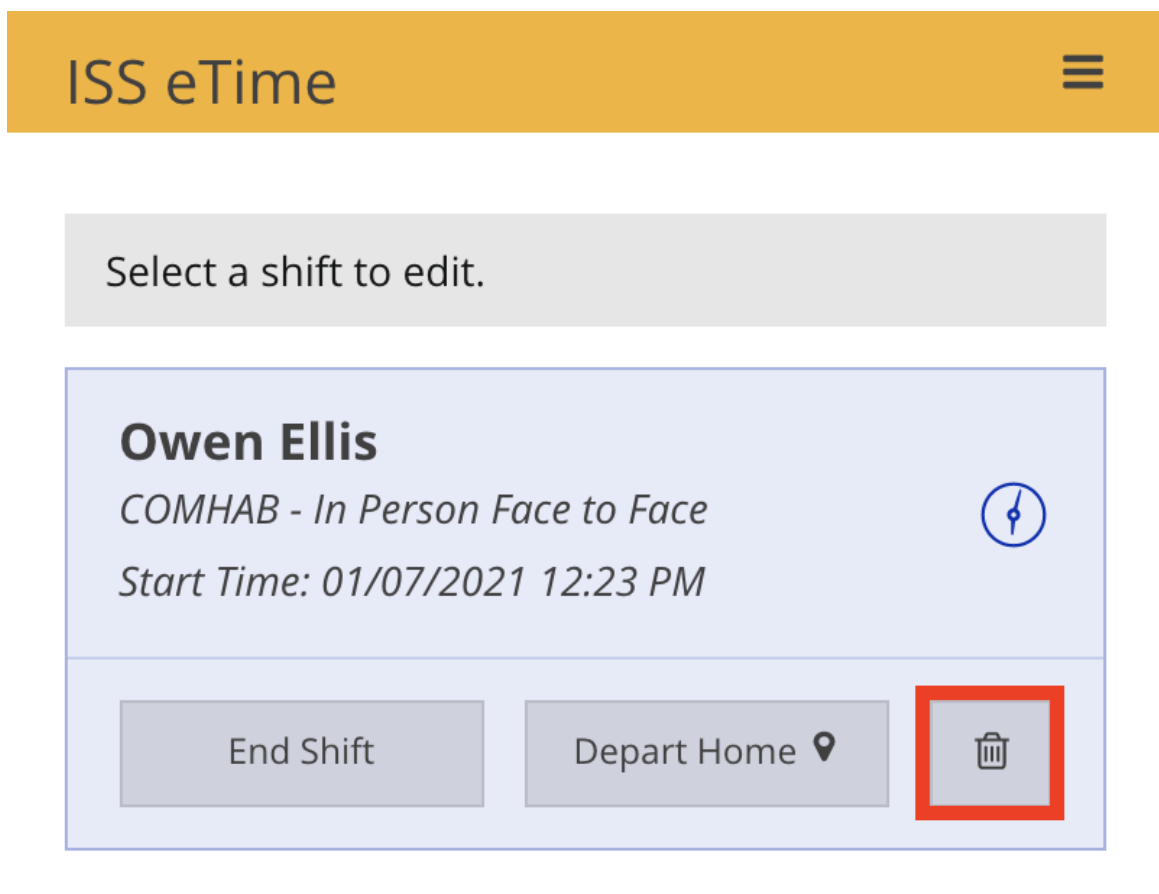
<https://player.vimeo.com/video/820974263?title=0&byline=0>

Only support staff can delete their own shifts. Only shifts marked as **Draft** and **Returned to Staff** can be deleted.

A support staff may need to delete a shift if they created the shift by accident. If you accidentally started an eTime Live shift, simply end the shift and then delete it.

To delete a shift:

1. Navigate to eTime Live and click the trash can icon on the shift to be deleted.
2. Click **Yes, delete this shift** on the shift deletion confirmation window that appears.



Delete Shift



Are you sure you want to delete this shift?

Yes, delete this shift

No, take me back

If you need to delete (or edit) a shift that is not marked as **Draft** or **Returned to Staff**, how you handle it depends on its status.

- **Being Processed at ISS** - contact Payroll immediately. Depending on the status of payroll processing, they will either be able to return the shift to you or they will need to process a payroll adjustment.
- **Pending Circle Review** - contact your circle approver immediately. They will need to return the shift to you.

Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Updated 07/24/23.

Auto-Deleted eTime Shifts

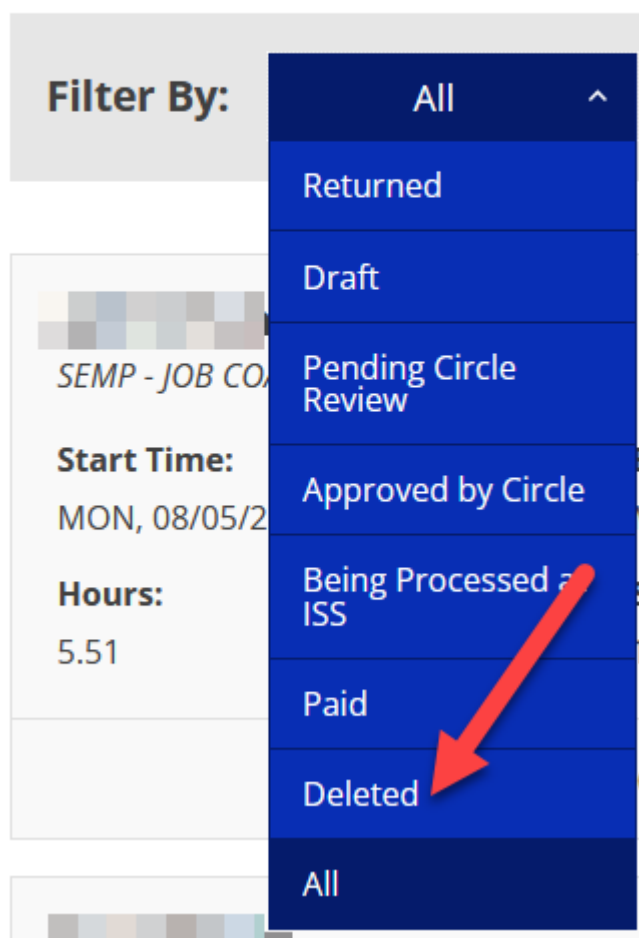
eTime shifts with the following status that have **not been modified in 30 days** will be deleted.

- Draft
- Returned by Circle
- Returned by ISS

You can find these auto-deleted shifts by going to *My Work* and filtering to all *Deleted* shifts. All deleted shifts appear here, including the ones you deleted.

Remember, you cannot view more details on deleted shifts and you cannot modify them. If a shift was deleted that shouldn't have been, use the instructions to [create a forgotten shift](#) to re-create the shift.

My Work



Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Created 08/06/24.

Method Options

In Person Face-to-Face

- Any service provided that directly involves the participant and support staff in which both are physically present. This is the most common method.
- Activities must be selected.

Virtual Face-to-Face

- Any service provided that directly involves the participant and support staff which occurs over the internet using a two-way audio-visual technology. Audio-only is NOT permitted.
- Should be used ONLY when the service can be effectuated through verbal prompting and cueing.
- Should NOT be used where a service or support requires the physical presence of a support staff for the health and safety of the participant.
- Requires additional information to be captured, including the technology used, location of both the participant and support staff, names of any additional support staff or circle of support members who attended, and if there were any technical issues.
- Activities must be selected.

Non Face-to-Face

- Any service provided or action taken on behalf of the participant, but without the participant's presence or involvement.
- Requires a description of the service provided.
- Activities must be selected.

Time Off

- Use this method for requesting/submitted all types of time off, then select the appropriate type of time off from the dropdown. Learn more about [Requesting/Submitting Time Off](#).

Recording a Virtual Face to Face Shift

<https://player.vimeo.com/video/912728067?title=0&byline=0>

Certain jobs can be worked using the virtual method. Virtual Face to Face should be used **ONLY** when the service can be effectuated through verbal prompting and cueing.

Virtual Face to Face should not be used where a service or support requires the physical presence of a support staff for the health and safety of the participant.

Audio-only is not permitted, meaning that a virtual shift cannot be done via a normal phone call.

Examples of two-way audio-visual technology:

- Skype
- FaceTime
- Zoom
- WhatsApp
- Google Duo

To record a virtual shift:

1. Log into eTime and click **Start Shift**
2. Select the employer, the job, choose **Virtual Face to Face** as the method.
3. Click **Add** in the top right corner
4. Click the shift that was just created
5. Fill in the required information for Virtual Face to Face shifts:
 - Software Used
 - Additional Attendees
 - Staff Location
 - Participant Location
 - Technical Issues

Note - Once the shift has ended, you will be able to fill these details on the Finalize Details screen
6. Once finished, click **Update** in the top right corner

Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Data Validation

Overlaps

A support staff is not allowed to submit shifts that overlap one another. Prior to submitting a shift, the eTime mechanism will check for overlaps against all the support staff's shifts, excluding those shifts with a status of Draft or Returned to Staff. A shift can be saved if overlaps exist, but it cannot be submitted.

Future Dates

Future dates are not allowed on shifts. eTime will not allow you to save or submit a shift with a future date. All time should be recorded at time of service on paper, and then transferred to eTime after the fact.

Activities

Activities must be selected for most all shifts, regardless of job or method. The only exceptions to this are Time off and Respite shifts. Activities do not need to be selected for Respite shifts since the activity, by definition, is always the same.

Special Cases

Respite

Respite shifts do not require the selection of Activities.

Recording Non Direct Clinician Services

For support staff working ComHab for a participant with IDGS Non Direct Service Provision in his or her budget (also called Non Direct Clinician), a value for “Was a Clinician Present?” must be provided when recording a training event on a shift.

- By default, this is set to **No**.
- If the clinician was present, select **Yes** and then provide the name of the clinician.

ISS eTime



Cancel

Update

Shift Start Time

03/15/2021 3:44 PM

Shift End Time

03/15/2021 5:55 PM

Event Type

Training



Entire shift was the event?

No



Event Start Time

03/15/2021 03:44 PM



Event End Time

03/15/2021 5:55 PM



Clinician Present?

Yes



Clinician Name

Leonard McCoy



Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Staff-Side Overlaps

<https://player.vimeo.com/video/670797947?title=0&byline=0>

A staff-side overlap occurs when a support staff's shift overlaps with one or more other shifts that he/she has previously submitted. An overlapping shift must be resolved before it can be submitted.

Overlap testing is only run against shifts that have already been submitted. In other words, if two shifts in *Draft* overlap each other, the overlap will not be flagged. However, as soon as one of the shifts is submitted, an overlap will be flagged on the remaining shift.

When resolving the overlap, only the *Draft* shift can be edited. Previously submitted shifts cannot be edited.

Updated 2/13/2024

Circle-Side Overlaps

While reviewing a shift, a staff's time may overlap with time submitted by another staff. An overlap occurs when two or more support staff submit overlapping time for the same participant. Common reasons for this include trainings and circle of support meetings. In this case, the shift will have an indicator that overlaps exist.

Overlaps must be resolved in order to approve a shift. As shown below, when an overlap is valid, resolving it can be as simple as reviewing and approving it.

Review an Overlap

Click **Review Overlap** to view a summary of the overlapping shifts. Review the shifts and decide whether to approve the overlap or not.

Owen Ellis

Shift ID:

875454

Staff:

Bob Exampleton

Job:

COMHAB

Start Time:

03/09/2023 9:00 AM

Start Location:

Location not available

End Time:

03/09/2023 5:00 PM

End Location:

Location not available

Hours:

8.00

Status:

Pending Circle Review

Shift Data



Staff Activities



Shift Exceptions



Reason Required

Overlap

This shift has an overlap [Review Overlap »](#)

Shift ID: 875450

Staff: Carlos Medina

Start Time: 03/09 9:31 AM

Approve an Overlap

To approve the overlap, click the **Approve** checkbox, select a reason and provide a description for the overlap at the bottom of the window. Once filled in, the larger **Approve** button below will turn green. Click the green **Approve** button to approve the shift which will submit the shift to ISS.

Owen Ellis

Shift ID:

875454

Staff:

Bob Exampleton

Job:

COMHAB

Start Time:

03/09/2023 9:00 AM

Start Location:

Location not available

End Time:

03/09/2023 5:00 PM

End Location:

Location not available

Hours:

8.00

Status:

Pending Circle Review

Shift Data



Staff Activities



Shift Exceptions



Approved

Overlap

This shift has an overlap. [Review Overlap »](#)

Shift ID: 875450

Staff: Carlos Medina

Start Time: 03/09 9:31 AM

Overlap Approval



Reason *Required

Select a reason

Description *Required

Characters Remaining: 255

Approving this overlap will approve the shift and submit it to ISS

Submit



After approving an overlapping shift and submitting it to ISS, the shift will still display that an overlap exists and that it was approved.

Return an Overlap

To reject an overlap, click **Return**, select a reason and provide a description for returning the overlap. Note that clicking Return will send the shift back to the support staff in order for them to make corrections.

Owen Ellis

Shift ID:

875454

Staff:

Bob Exampleton

Job:

COMHAB

Start Time:

03/09/2023 9:00 AM

Start Location:

Location not available

End Time:

03/09/2023 5:00 PM

End Location:

Location not available

Hours:

8.00

Status:

Pending Circle Review

Shift Data



Staff Activities



Shift Exceptions



Reason Required

Overlap

This shift has an overlap. [Review Overlap »](#)

Shift ID: 875450

Staff: Carlos Medina

Start Time: 03/09 9:31 AM

Return Reason



Reason *Required

Select a reason

Description *Required

Characters Remaining: 255

Returning this shift will return the shift to the support staff

Return Shift to Staff

Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

Updated 07/24/23.

Tips for Preventing and Solving Common Issues

All staff should be using eTime at this point in time. If you are not yet using it, you are not in compliance. Please begin using it right away.

We want to highlight a few of the most common questions and issues that staff have come across while using the system and how to resolve them.

1. Missing an entire shift

If you missed an entire shift, you must punch in, then punch out, and edit the date and times to match the shift that was missed. [Learn more »](#)

2. Training shifts

You should punch in and out at the time you are doing the training, just like any other working time. If it is an independent training (without your participant) choose Non Face to Face for Method, and then choose Training under events. Enter the details of the training when prompted. If you do not punch in and out when you did the training, follow the directions for missing an entire shift. [Learn more »](#)

3. Location Issues

Location not working

Make sure that location services are enabled on your device for both the overall device and your browser app. Visit Help for enabling location services on your device as well as guides for your device's browser apps. [Learn more »](#)

Location inaccurately puts you outside Participant's Home by X meters

If the address ISS has for the Participant is not correct, have your Supervisor contact their SDC. If location services simply cannot resolve your device's location to the Participant's address, continue to tell eTime that you are Home, select the Participant's address in the list, or provide the correct address in the comment box. These location overrides are crucial to our building tools to more accurately pinpoint the Participant's address in future updates to eTime. [Learn more »](#)


4. What to do if you made an error

If you made an error on the shift's date (start or end) or time (start or end), you can edit these by editing the shift, selecting **Change**, making your changes, indicating a reason for the edit, and then finalizing and submitting the shift. You can only change the location at the moment of a clock in or out if Home is not accurately showing the Participant's home address. If the error is in the main details of the shift (Participant, Job, Method), you are not able to edit these fields after you confirm them when you first create the shift. You will need to delete the incorrect shift, and then follow the directions for missing an entire shift to add it back in correctly. [Learn more »](#)


5. Starting a shift - incomplete


With the December 2020 updates, you must choose the shift information at the start of the shift. You used to be able to punch in, and then answer questions upon punching out. Since that update, we are not taking your location unless we need to, so we need this information up front to determine whether we need to take the location. Please answer all the prompted questions upon punching in to avoid issues with unverified shifts.


You must click **Add** on this screen to start your shift.



ISS eTime 

Cancel **Add**

Employer 
Owen Ellis

Job 
COMHAB

Method 
In Person Face to Face

Location 
Home 
123 Example Ave., Tiny Town, NY, 12701
(Distance: 1849 meters)

Shift Approval Reminder Emails

Reminders about eTime shifts requiring attention are sent to both staff and approvers as the payroll approval deadlines approach or pass.

Emails are sent regardless of the date of the shift or the pay period in which it would be paid. If a shift exists that hasn't yet been approved and sent to ISS for processing, an email will be sent to both the staff and the approver.

Staff Email Examples

Shifts Due Monday at NOON



Support staff must submit all their shifts from the previous two weeks to their circle approvers **no later than tomorrow at NOON** to be included in the upcoming payroll. We recommend submitting them each day at the end of your shift.

Submission Deadlines

S	M	T	W	T	F	S
	Submit by Noon	Approve by Midnight	Overdue			

The graphic shows a calendar grid with days of the week (S, M, T, W, T, F, S) as columns. A yellow oval at the top highlights the title 'Submission Deadlines'. The grid is mostly empty, but the row corresponding to the current date (Monday) has specific deadlines: 'Submit by Noon' for Monday, 'Approve by Midnight' for Tuesday, and 'Overdue' for Wednesday. The rest of the grid is empty.

Shifts Due Today at NOON

Support staff must submit all their shifts from the previous two weeks to their circle approvers by **today by NOON**.

Submission Deadlines

S	M	T	W	T	F	S
	Submit by Noon	Approve by Midnight	Overdue			

SHIFT APPROVALS OVERDUE!

You have shifts that are still not approved, and are now overdue! Contact the person who approves your time immediately to have them approve it. You can see your shift status in Menu > My Work. **If they do not approve it today, you will not be paid on time!**

Submission Deadlines

S	M	T	W	T	F	S
	Submit by Noon	Approve by Midnight	Overdue			

Approver Email Examples

Shifts Pending Approval – Due TUESDAY

You have one or more shifts from support staff pending your review and approval. Approval must be done by **tomorrow at midnight** to be paid this pay period.

Submission Deadlines

S	M	T	W	T	F	S
	Submit by Noon	Approve by Midnight	Overdue			

Shifts Pending Approval – Due Today

You have one or more shifts from support staff pending your review and approval. Approval must be done by **today at midnight** to guarantee timely payment.

Submission Deadlines

S	M	T	W	T	F	S
	Submit by Noon	Approve by Midnight	Overdue			

SHIFT APPROVALS OVERDUE!

There are shifts pending approval that are now overdue! **Approve today or they will not be paid on time!**

Submission Deadlines

S	M	T	W	T	F	S
	Submit by Noon	Approve by Midnight	Overdue			

Created 06/25/25.

Glossary of Terms

Shift

A block of time defined by a start and stop time; this is analogous to the previous concept of a line on a timesheet.

Job Period

A dynamic collection of all shifts falling within a specific date range (pay period) that all belong to the same participant, support staff, and job.

- A support staff will have a different job period per job per participant.
- Likewise, a participant will have a different job period per job per staff person.

eTime Ready

Refers to participants and jobs. eTime Ready participants have one or more jobs that are eTime Ready. A job is eTime Ready when the associated Staff Action Plan and Blank Timesheet is completed (“Blank Timesheet” here refers to the list of activities made available for a job). See also [Am I eTime Ready?](#).

EVV Required

Refers to and describes a shift. Per Medicaid regulations, the combination of the job and the method selected for a shift determine whether it is EVV Required.

EVV Required Job & Method Combinations:

- ComHab - Face to Face
- ComHab - Virtual Face to Face
- Respite - Face to Face

EVV Valid

Refers to and describes the start or end of a shift. It means that a valid geocode was captured for the action (i.e. starting a shift or ending a shift).

EVV Invalid

Refers to and describes the start or end of a shift. It means that a valid geocode was NOT captured for the action (i.e. starting a shift or ending a shift).

EVV Verified

Refers to and describes an entire shift. A shift is EVV Verified if the *start* and *end* are both EVV Valid.

EVV Unverified

Refers to and describes an entire shift. A shift is EVV Unverified if either the *start* or *end* is EVV Invalid.

Timesheet

A timesheet refers specifically to the artifact that ISS Payroll uses to process support staff time. It does NOT refer to the time submitted by support staff. Any number of shifts for the same support staff, participant, and job may be combined into a single timesheet, irrespective of how those shifts were submitted to ISS. Timesheets are also the artifact that is charged against a participant's budget.

Check

A check refers to the specific artifact on which ISS paid a shift or expense. Payment may have been received via physical check or direct deposit, but in both cases, there is a check and check number associated with the transaction.

Web Approver / Circle Approver

The primary job of the web approver in the circle of support ("circle approver") is to act as the supervisor of the participant's support staff; specifically, to [review and then either approve or reject the time](#) submitted by staff.

In addition to approving time, a circle approver can also:

- [Submit Monthly Summary Notes](#) on behalf of the participant
- Sign the Staff Action Plan on behalf of the participant

Glossary of eTime Icons

Source Icons:



Indicates the shift was recorded using eTime Live.



Indicates the shift was recorded using eTime Entry, which is now only used for Time Off.

Method Icons:



Indicates the shift is Face to Face.

Indicates the shift is Virtual Face to Face.



Indicates the shift is Non-Face to Face.



Indicates the shift is Time Off.

Location Icons:



Indicates a start/end location of home.

Indicates a start/end location of community.



Indicates a start/end location outside the geofence, but overridden to home.

EVV Shift Status Icons:



Indicates the shift is EVV Verified.



Indicates the shift is EVV Unverified.

Indicates the shift is EVV Valid - Override, meaning the start and/or end time and/or location was overridden.

