



# Approving Time in the DirectMyCare Web Portal

If your Caregiver enters an exception or makes an adjustment to their shift, you can use the DirectMyCare web portal to approve or reject their adjusted shift.

## Member: Time Approval

1. If you are the Member, go to [DirectMyCare.com](https://DirectMyCare.com) and sign in to the web portal by entering your email address and password. Select **Sign In** and you will be redirected to the dashboard.
2. On the dashboard, click the **Time Entry** button in the upper right of the screen and you will be redirected to the time entry approval screen (Fig. 01).
3. From the dropdown, select the **Caregiver** whose time you are reviewing (Fig. 02).
4. You can choose to approve one shift at a time, a row at a time, or an entire week at a time.
  - **To approve one shift**, select a cell where time has been submitted. (Fig. 03)  
The cell color will change and you will see a pane on the right side of the screen. Review all information in the pane and if correct and select the **Approve** button. (Fig. 04)
  - **To approve an entire row or week**, select the appropriate checkbox on the left side of the grid. (Fig. 05) Select **Approve** in the lower right of the screen.



Fig. 01

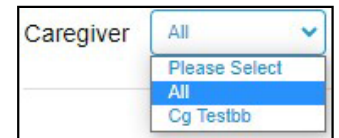


Fig. 02

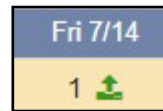


Fig. 03

Caregiver	Service Code	Sun 7/9	Mon 7/10	Tue 7/11	Wed 7/12	Thurs 7/13	Fri 7/14	Sat 7/15	Total Hrs.
Cg Testbb	TN123	2	1		1	1	1		6.00
Cg Testbb	TN123		1						1.00
		2.00	2.00	0.00	1.00	1.00	1.00	0.00	7.00

Fig. 05

Close

Cg Testbb

Service Code  
TN123 (TN123)

Date  
07/14/2023

Time In  
02:00 AM

Time Out  
03:00 AM

Time In (Actual)  
02:00 AM

Time Out (Actual)  
03:00 AM

Source  
WEBTS

Caregiver's Comments

Adjustments

Cancel Reject Approve

Fig. 04

5. After selecting the **Approve** button an attestation will open where you agree that shift details are true and accurate. Click **I Understand** to agree that the information entered is accurate (Fig. 06).

Attention

Once the shift has been approved no changes can be made. To verify the times are correct or reject the shift please select the Go Back button. To proceed with approving the shift select the I Understand button.

I Understand Go Back

Fig. 06

## Member: Time Rejection

1. If you are the Member, go to [DirectMyCare.com](https://DirectMyCare.com) and sign in to the web portal by entering your email address and password. Select **Sign In** and you will be redirected to the dashboard.



Fig. 07

2. On the dashboard, click the **Time Entry** button in the upper right of the screen (Fig. 08).

3. From the dropdown, select the **Caregiver** whose time you are reviewing (Fig. 09).

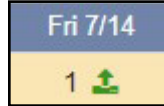


Fig. 09

4. To reject a shift, click in the cell where time has been submitted. Make sure only the shifts that you want to reject are selected. When you click in the cell, the cell color changes and a pane will appear on the right side of the screen (Fig. 10).

5. Select the **Reject** button (Fig. 10).

6. In the comments text box, enter the reason for rejecting the shift, then click **Reject** (Fig. 11).

7. The rejected shift will be returned to the Caregiver and marked with a red X. After a shift is rejected, it cannot be adjusted by the Caregiver. The Caregiver will need to submit a new shift.

**Note:** If a shift submitted in CareAttend needs to be changed, it is important that the Member reject the shift in the web portal. The rejected shift will be returned to the Caregiver. After a shift is rejected, it cannot be adjusted by the Caregiver. The Caregiver will need to delete that shift and enter a new one.

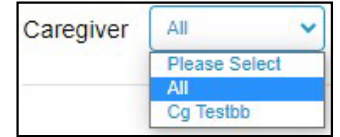


Fig. 08

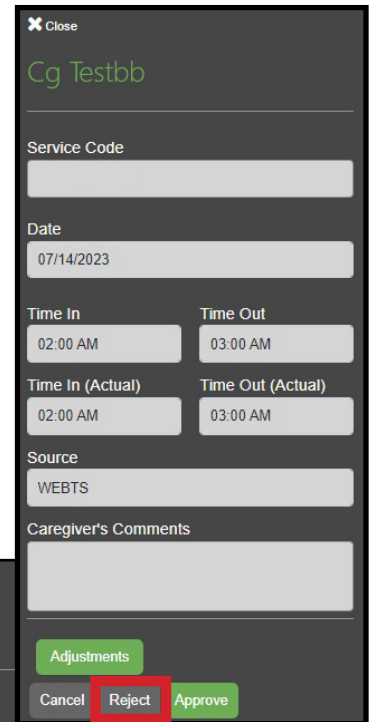


Fig. 10

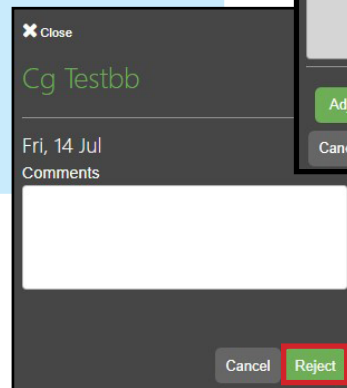


Fig. 11