EVV-IVR Steps
For Employees
How to check in and out from a Participant’s phone

To start your shift:
STEP 1: Call the ACES$ EVV-IVR from the Participant’s phone at 1-833-832-1468. Select 1 for English, 2 for Spanish.

STEP 2: Enter your 5-digit Employee ID.

STEP 3: When prompted enter your 4-digit Employee PIN.

STEP 4: If you are calling from the Participant’s home, the system will recognize the phone number. If you are not calling from the Participant’s home*, or you serve more than one Participant, you will be prompted to select the Participant you are serving.
*Note: If you are not calling from the Participant’s home landline phone, the entry will be considered an exception and not EVV compliant.

STEP 5: Select the Service Type when prompted. You are now clocked in.

To end your shift:
Repeat Steps 1-4 above. Once the PIN is entered, press 1 to clock out or 2 to clock in for a second Participant. Press 1 and select the Task Code(s) when prompted. Once your Task Code(s) are selected, the system ends the shift.

See reverse side for Employer shift confirmation instructions.
**EVV-IVR Steps**

**For Employers**

**How to confirm an Employee’s shift**

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**STEP 1:** Employee calls the ACES$ EVV-IVR from the Participant’s phone at **1-833-832-1468**. Select 1 for English, 2 for Spanish.

**STEP 2:** Employee enters their Employee ID and PIN, task codes and clocks out. Once the 4-digit Employee PIN is entered, the system will prompt you to confirm the shift.

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**STEP 3: Shift Confirmation**

Employer will need to enter the Participant 4-digit PIN during confirmation.

**Press 1:**
If the Employer is available and wants to **confirm the shift during the clock out call**.

**Press 2:**
If the Employer is available and wants to **receive a confirmation call**.

**Press 3:**
If the Employer is **unavailable** and you must complete the visit without verification, the Employer **must verify the visit by calling 1-833-832-1492**, or they may verify the visit in the ACES$ Online portal.

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**Need help?**
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