



# TIME ENTRY USER GUIDE

## IDAHO



### Time Entry

Review and Approvals



### Paystubs

Access to Paystubs for  
Employers and Support  
Brokers



### Reports

Utilization and spending  
reports to help monitor your  
budget.

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# INTRODUCTION



## What is Connect?

**Connect** is Palco's external time entry system to be used by Employers and their Support Brokers. Users can enter their timesheets online via this portal. The Connect portal is built with self-direction in mind and provides a simple interface where users can: review and approve an entire timesheet, see total hours for the week before submitting, view utilization/spending, access pay stubs and view reports. This user guide will walk you through the time approval and review process.

## Timesheet Status

Timesheet Statuses are available so you can quickly and conveniently see the payment processing stage of a timesheet. An employer can see the status of all timesheets for their Support Brokers and Support Brokers can see the status of any timesheet they have submitted in the Connect application's "Timesheet Overview" screen. Consult the chart below for status definitions.

Status	Description
Open	A timesheet has been started by the Employer or Support Broker and is being edited. Only the person who started the timesheet can edit.
Under Employer Review	Time has been submitted to the Employer for approval.
Needs Resolution	The Employer has rejected the time and sent it back to the Support Broker for correction. Changes can be made to the time at this stage.
Under Palco Review	Time has been approved and submitted by the Employer to Palco. Palco is performing validations on the time to ensure it is payable.
Approved for Payment	Time has passed all Palco checks and validations. It is going through the final step of billing before it can be paid.
Paid	The timesheet is closed and paid.
Rejected	Palco rejected the timesheet for the reason listed in the portal. No changes can be made. To correct, a new timesheet must be started via Connect and will be recorded as an edited timesheet facing the same warnings as listed above.



# REGISTERING FOR CONNECT

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In order to approve timesheets, both the employer and Support Broker must be registered in Palco's Connect application. In order to do this, they must be assigned an ID number by Palco. The ID number is issued via email after the enrollment process is complete. If you need assistance or do not know your ID number, contact the Palco Customer Service Team for assistance.

Follow the steps below to register for Palco Connect.

**Step One:** Visit the Connect Registration Page: [https://connect.palcofirst.com/#/registration/data\\_verification](https://connect.palcofirst.com/#/registration/data_verification)

Connect Portal Registration

**VERIFY**

Email Address...

Palco ID...

Social Security Number...

Not a robot

NEXT

**Step Two:** Once here, enter your email address, Palco ID, and Social Security number. These must be the exact email address and social security number that were provided during enrollment and the same Palco ID you obtained after becoming enrolled. If you are having trouble, make sure you have no spaces before or after any of the data elements. If that still does not work, contact Palco to verify that the data in the Palco system is correct.

**Step Three:** After clicking "Next," the user will be asked to create their own password. Once a password has been created, the user will be registered for Connect.

To use Connect in the future, use the main landing page and log in. <https://connect.palcofirst.com/>

## Passwords

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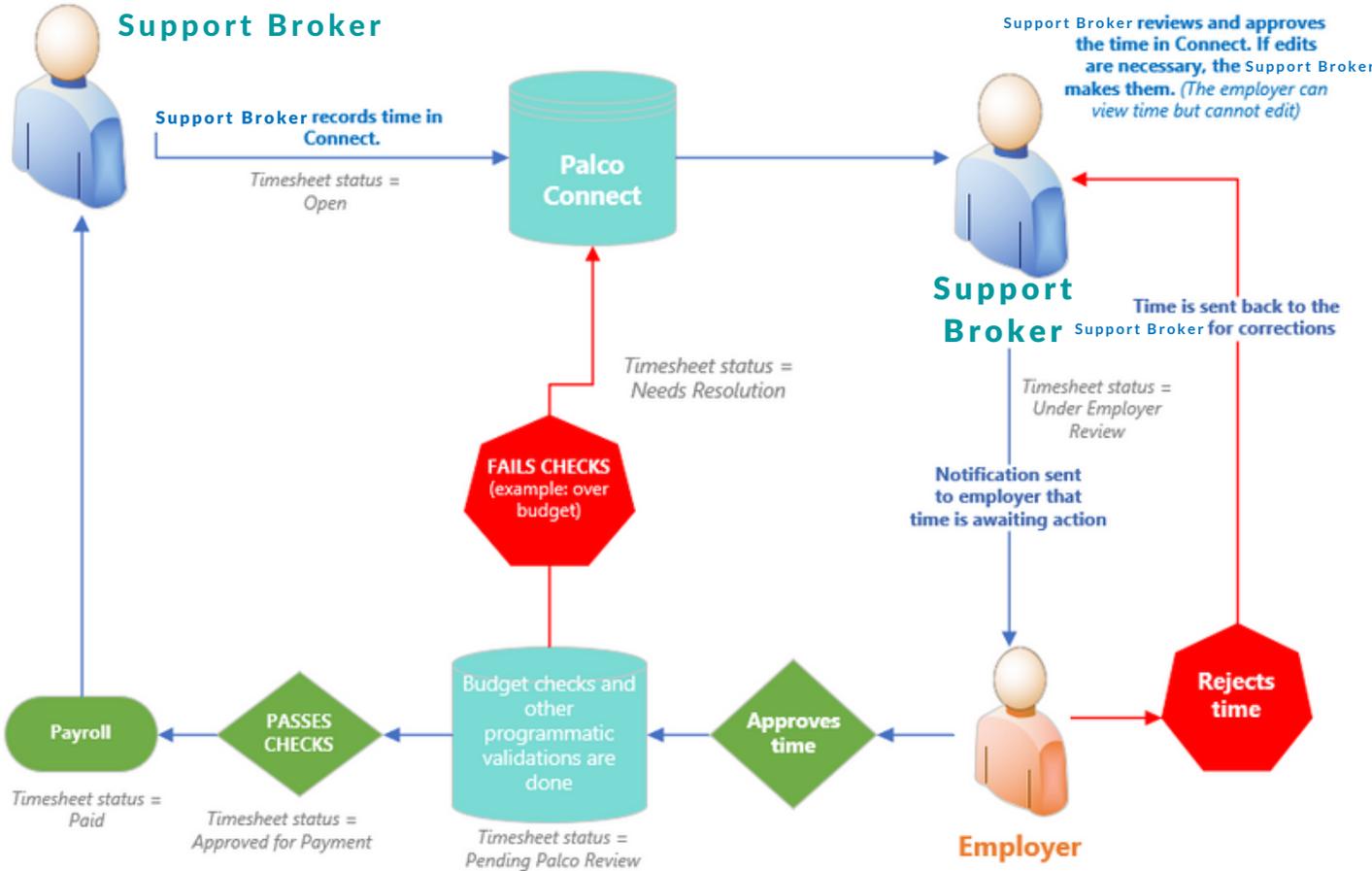
You can change your password at any time by clicking on "Forgot Password" from the main Connect landing page.

# SECTION ONE- CONNECT TIME ENTRY



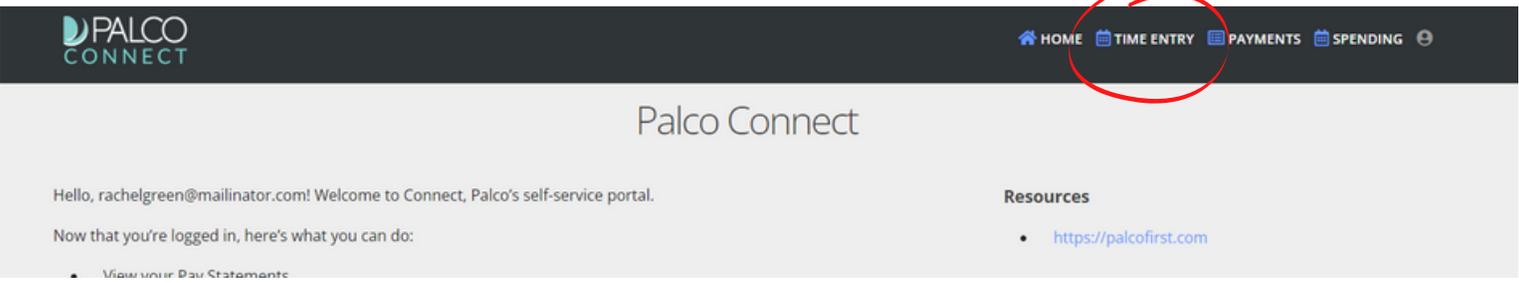
## Online Timesheet Submission Workflow

The following workflow outlines the process to manually record time in the Connect system. A timesheet is opened by the Support Broker, shifts are added and it is then submitted to the Employer for review and submission to Palco. Every timesheet requires a two approval process.



## Entering Time In Connect

1. Login to the Connect portal, <https://connect.palcofirst.com/>, with your username and password.
2. At the top of the screen, select the "Time Entry" tab.





3. If you are the employer and have more than one worker, or if you are the support broker for more than one participant, select the worker or participant for whom services were provided.

PALCO CONNECT

HOME TIME ENTRY PAYMENTS SPENDING

SELECT A WORKER

Current Status Active

Ross Gellar

Joey Tribbiani

PALCO CONNECT

HOME TIME ENTRY PAYMENTS

< BACK

SELECT A PARTICIPANT

Rachel Green

Jill Green

Employers can use the "Current Status" drop down to filter the list to view either Active or Inactive Workers and Support Brokers. Inactive Workers or Support Brokers will be those who were previously employed or new workers or Support Brokers in the process of enrolling.

4. Select the pay period from either the center of the page or the dropdown at the top right of the screen.

PALCO CONNECT

HOME TIME ENTRY PAYSTUBS DOCUMENTS

NAME Toni Jones at ID\_SD for Ben Jones

PAY PERIOD 2023-07-30 - 2023-08-12 (Current)

SELECT A PAY PERIOD

2023-07-30 - 2023-08-12 (Current)

2023-07-16 - 2023-07-29

2023-07-30 - 2023-08-12 (Current)

2023-07-16 - 2023-07-29

2023-07-02 - 2023-07-15

2023-06-18 - 2023-07-01

2023-06-04 - 2023-06-17

2023-05-21 - 2023-06-03

5. On the next screen, click the New Timesheet button:





6. Locate the date on which you would like to enter time. Select Add Time button and choose the service that was provided from the "Select authorization" drop down.

7. In the Start Time area, enter the time the shift started by selecting AM or PM, the hour, and the minutes of the shift.

8. In the End Time area, enter the time the shift started by selecting AM or PM, the hour, and the minutes of the shift.

9. Once all shifts have been entered, do a final review to ensure everything for the period is accurate. Once you have reviewed, click "Submit for Approval" at the bottom.

## Approving Time In Connect



Every timesheet requires two approvals- one by the Support Broker and one by the Employer. Once a timesheet has been created and submitted, the individual remaining to complete the approval can access Connect in order to approve. When a timesheet is pending the Employer or Support Broker review, it will be locked for edits.

1. Access Connect/ the timesheet following the same steps 1-4 listed above. Once there, you will have a few options.

The screenshot displays the Palco Connect interface. At the top left is the Palco Connect logo. The user is identified as 'Toni Jones at ID\_SD for Ben Jones'. The status is 'under employer review' for the period '2023-07-30 - 2023-08-12 (Current)'. Below this, there is a list of dates from 08/09/2023 to 08/12/2023, each with a 'Timesheet is not open' status. At the bottom, there are three buttons: 'APPROVE', 'REJECT', and 'CANCEL'.

### Approve:

Selecting "Approve" is your attestation as an employer that all of the shifts are correct and true because you are the employer and responsible for all aspects of scheduling and managing your support brokers. Once you approve, the timesheet will be submitted to Palco for processing and payment. Palco will complete the necessary checks and validations to ensure payment is approved. Once you approve, the timesheet will be submitted to Palco for processing and payment. Palco will complete the necessary checks and validations to ensure payment is approved.

### Reject:

Selecting "Reject" will deny the timesheet and send it back to the worker for corrections. You should only reject a timesheet if it is incorrect and requires an edit. Make sure the updates are done timely and resubmitted to you so you do not miss the payroll deadlines for pay day.

Please ensure you have reviewed the published payroll schedule including the date/time when all time must be submitted in order for Support Brokers to receive timely pa to rec

<https://palcofirst.com/idaho/>

# SECTION TWO- VIEWING REPORTS



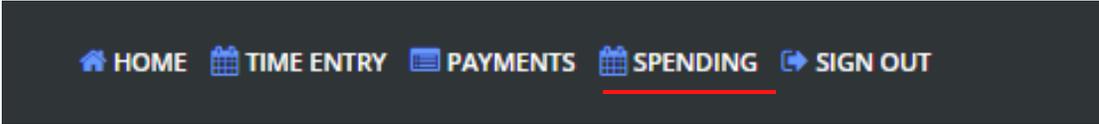
In addition to being Palco's time entry system, the Connect Portal also provides valuable reports to keep track of budget and employee payments. Two of those features are Spending Summaries and Payment Details. Both of these reports can be accessed by logging in to the Connect Portal: <https://connect.palcofirst.com/>.

**Spending Summaries** provide the employer quick information to help you easily track your utilization.

**Payment Detail** provides both the employer and support broker access to pay stub information and history.

## Spending

Spending details are available only to the Employer. To access, login to Connect and select "Spending" from the tool bar in the top right of the screen.



Once on the spending screen, you can enter the details for the date span you would like to see.

*If you are an employer for multiple participants, choose the participant you want to see utilization for.*

PARTICIPANT:	Jane Doe
SERVICE DATES FROM:	04/01/2020
SERVICE DATES THROUGH:	04/30/2020
ALLOCATION TYPE:	Funds
<b>SUBMIT</b>	

*Enter the start and end date for the span you would like to see, you can focus on one specific month or pull your entire program history if you want to see more info.*

*Under "Allocation Type" you can select either **Funds** which will display dollars or **Units/Hours** to display the number of hours used.*

*Once you have set up all of your search criteria, hit **Submit**.*



Once you click Submit, the details will display.

SERVICE DATES THROUGH:

ALLOCATION TYPE:

PERIOD: 2023-06-01 - 2024-05-31

PMPM PMPM Fee T2040		Starting Allocation:	\$1020.00
None Found		Remaining:	\$1020.00
		Utilized:	0.00%
VESS Vendor Emotional Support Services		Starting Allocation:	\$3120.00
Date Of Service		Amount:	
2023-06-14			-\$150.00
After 2023-06-30			-\$450.00
		Spent:	-\$600.00
		Remaining:	\$2520.00
		Utilized:	19.23%
VJSS Vendor Job Support Services		Starting Allocation:	\$2000.00
None Found		Remaining:	\$2000.00
		Utilized:	0.00%
VTSS Vendor Transportation Support Services		Starting Allocation:	\$500.00
Date Of Service		Amount:	
After 2023-06-30			-\$150.00
		Spent:	-\$150.00
		Remaining:	\$350.00
		Utilized:	30.00%

You will see the service code, dates, total utilized and total amount remaining for that specific period.

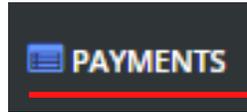
If you want to see multiple pay periods or months, enter those dates and multiple months will display. At the bottom of the results you will see a section called **All Period Totals**. This section will total up all of the months within your search criteria and give you an overall snapshot of spending.

ALL PERIOD TOTALS:			
VESS Vendor Emotional Support Services		Total Allocation:	\$3120.00
		Total Spent:	-\$600.00
		Total Remaining:	\$2520.00
		Total Utilized:	19.23%
PMPM PMPM Fee T2040		Total Allocation:	\$1020.00
		Total Spent:	\$0.00
		Total Remaining:	\$1020.00
		Total Utilized:	0.00%
VTSS Vendor Transportation Support Services		Total Allocation:	\$500.00
		Total Spent:	-\$150.00
		Total Remaining:	\$350.00
		Total Utilized:	30.00%
VJSS Vendor Job Support Services		Total Allocation:	\$2000.00
		Total Spent:	\$0.00
		Total Remaining:	\$2000.00
		Total Utilized:	0.00%

# SECTION THREE - VIEWING PAYSTUBS



Payment details are available to both the Employer and the Support Broker, employed by the participant. To access, login to Connect and select "Payments" from the tool bar in the top right of the screen.



Select the time frame for what stubs you would like to see

If you are an employer with multiple workers, you can select the worker/SB you wish to see.

Choose the black triangle on the left to expand the pay stub you would like to see more details on (shown below).

**Payments**

History from: Last 90 Days For: Jane Doe

PAYMENT ISSUED	NET TOTAL	PAID TO	Check No:
▶ June 8, 2020	\$1432.96	Jane Doe	8417 <a href="#">view stub</a>
▶ May 22, 2020	\$1432.96	Jane Doe	7602 <a href="#">view stub</a>
▶ May 8, 2020	\$1432.96	Jane Doe	7183 <a href="#">view stub</a>
▶ April 23, 2020	\$1432.96	Jane Doe	6609 <a href="#">view stub</a>
▶ April 8, 2020	\$1432.96	Jane Doe	6178 <a href="#">view stub</a>
▶ March 23, 2020	\$1432.96	Jane Doe	5811 <a href="#">view stub</a>

By clicking on the blue "View Stub" link, a pop up will open with full stub details and ability to print.

Within the expanded display more details on the payment can be seen

**Paystubs**

History for: Toni Jones from: Last 90 days

DESCRIPTION	THIS PAYROLL	YEAR TO DATE
<b>EARNINGS</b>		
vjss	\$576.00	\$1152.00
	<b>\$576</b>	<b>\$1152.00</b>
<b>DEDUCTIONS</b>		
	<b>-\$105.00</b>	<b>-\$210.00</b>
<b>NET PAY</b>	<b>\$471.00</b>	

**PALCO**  
PO BOX 242930  
LITTLE ROCK, AR 72211

Toni Jones  
1 Circle Dr.  
Boise, ID 83701

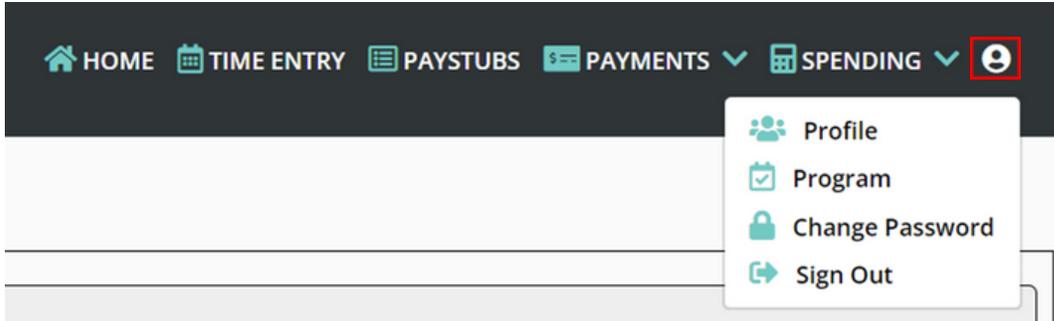
Employer	Employee ID	Employee Name	SSN	Payroll Date	Direct Deposit #	Amount
097527 Ben Jones	097529	Toni Jones	444-33-4444	07/14/2023	DEMO-230714	\$471.00

Description	Service Dates	Hours	Rate	This Payroll	Year to Date
<b>EARNINGS</b>					
vjss	Pay Period 06/18/23	48.00	12,000	\$576.00	\$1152.00
<b>TAX DEDUCTIONS</b>					
Federal Income Tax				(\$61.00)	(\$122.00)
Social Security				(\$36.00)	(\$72.00)
Medicare				(\$8.00)	(\$16.00)
ID State Income Tax				\$0.00	\$0.00
				<b>(\$105.00)</b>	<b>(\$210.00)</b>
<b>NET DEPOSIT</b>				<b>\$471.00</b>	<b>\$942.00</b>

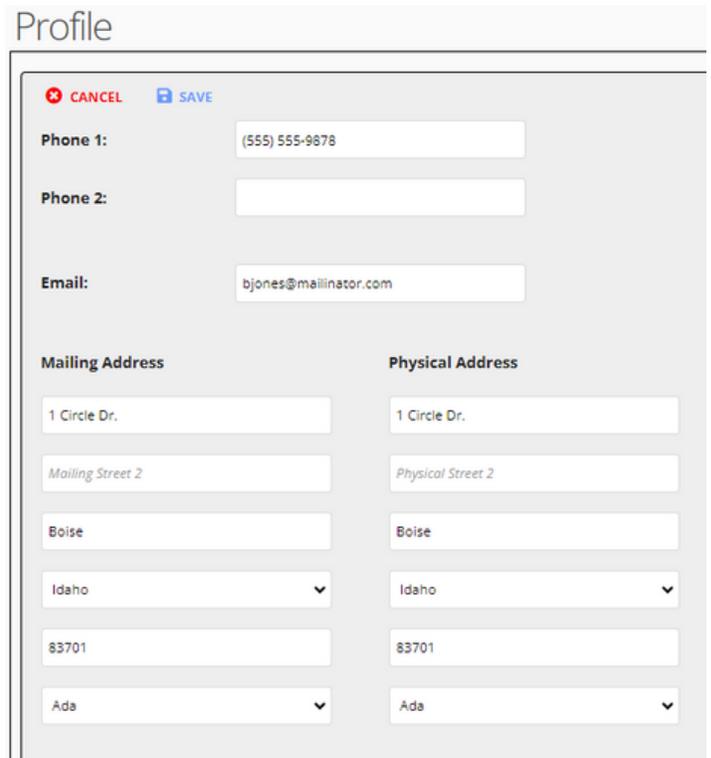
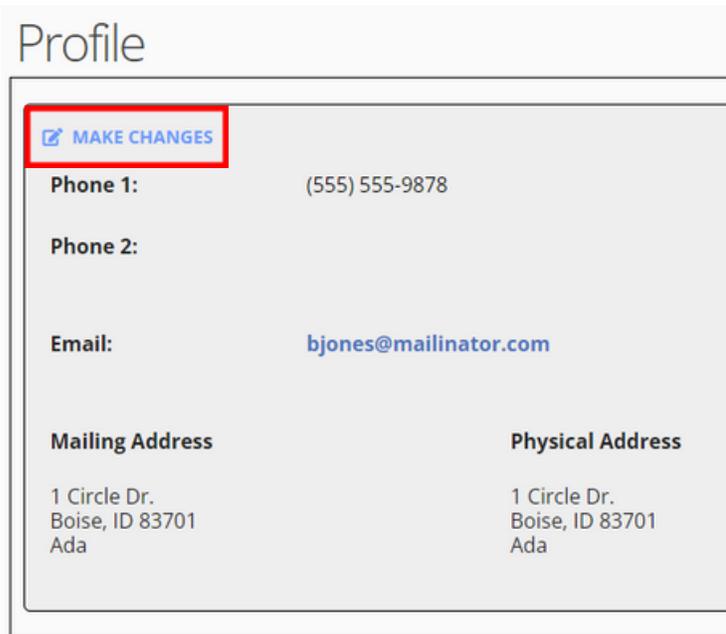
# SECTION FOUR - UPDATE PROFILE



To make Connect more self-service, Palco has added a feature where users are able to make changes to their information by navigating to their profile by clicking on the icon in the top left corner and clicking "Profile."

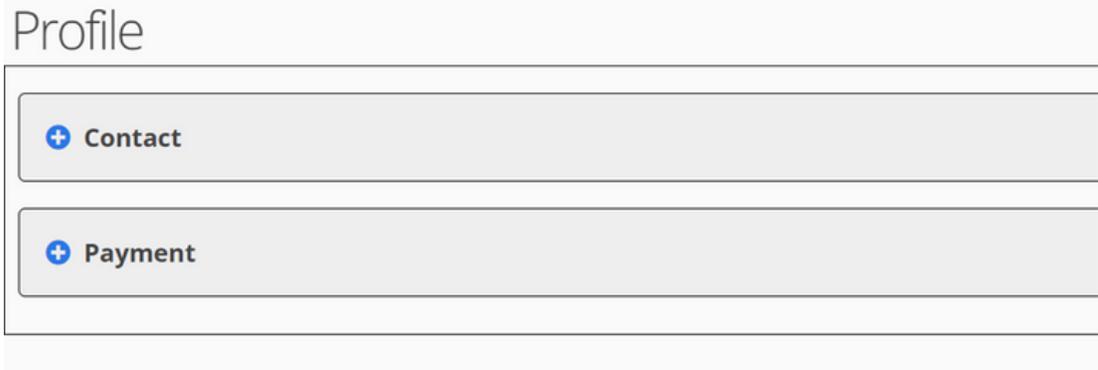


Employers will be directed to the Profile page directly where they will be able to edit their contact information. To make changes, the employer will click on "Make Changes." This will allow the users to edit their contact information which includes phone number, Email, mailing address, and physical address. Once they are finished with any edits, the user will click on the "Save" option to update their information or the "Cancel" option to discard any changes they do not wish to make.



# SECTION FOUR - UPDATE PROFILE

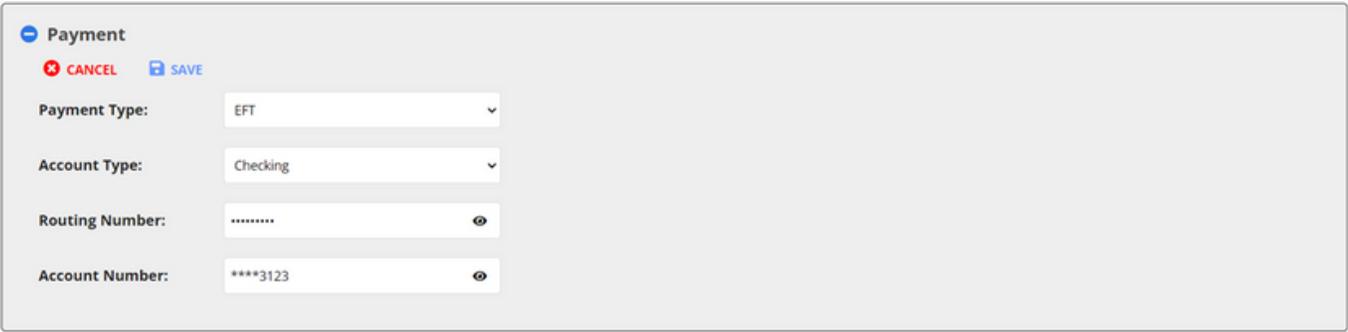
Support Brokers will be directed to a page where it gives the option to change their contact information or their payment information. To edit the contact information, the Support Broker will click on the "+" icon next to "Contact." Once they do that, the Support Broker will be able to change the information as seen in the instructions above.



To make changes to the payment information, the Support Broker will click the "+" icon next to "Payment." To make changes to the payment information, the Support Broker will click on "Make Changes."



The Support Broker can then change their payment information by inserting the information in the fields listed. To save the changes, the Support Broker must click "Save" or to discard the information, the employee can click "Cancel" at any time. When updating payment info, please allow five business days for the change to take effect.





## How can I tell where my timesheet is at in the process?

The timesheet status is visible in Connect and will tell you where your timesheet is at in the process. You can view a list of statuses and their meaning on Page 2 of this user guide.

## I am trying to register for Connect but I don't have my Palco ID.

For assistance with registering for Connect or verifying data elements for registering, contact Palco. You can also check your email to see if you received a notification from Palco containing your six digit Palco ID.

## I went in to Connect to edit my time and it is locked, how come?

Check the status of the timesheet. Once time has been submitted to the Employer, it is locked for editing. The Employer must either reject the timesheet back to the Support Broker or approve it. A timesheet can only be open under one individual at a time.

## How do I know when my timesheet will be paid or if it is payable?

Refer to the payment schedule located on the Palco website to determine when the specific pay period is scheduled to be paid. You can monitor the timesheet status to tell you where it is at in the process at any time by accessing the timesheet record in Connect.

## Other Questions? Contact Palco!

Phone: 1-866-710-0456

Fax: 501-821-0045

Email: [customersupport@palcofirst.com](mailto:customersupport@palcofirst.com)

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P.O. Box 242930  
Little Rock, AR 72223

