Welcome to the BetterOnline™ Web Portal System!

This document will outline for you how to set up your Username and Password so that you can begin using the BetterOnline Web Portal.

As a participant, once you are registered you will be able to use the BetterOnline Web Portal for:
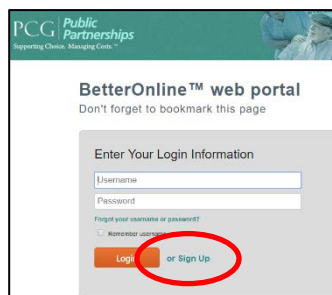- Managing your Authorizations
- Approving your DCW's E-Timesheets
- Viewing the status of your DCW's E-Timesheets

You can download additional instructions online at www.publicpartnerships.com.

- Select **Programs** on the top menu.
- Select **PA** (Pennsylvania) on the map.
- Select **Office of Long Term Living Program, Pennsylvania Department of Human Services**.
- Select the **Program Documents** tab.

❖ **Step 1: Register**

1. Open web browser (e.g., Chrome, FireFox, Internet Explorer)
2. Enter the following URL into the web browser:
   https://fms.publicpartnerships.com/PPLPortal/login.aspx
   - **NOTE: This website can be added as a Favorite in your web browser for quick access.**
3. Select the **Sign Up** link next to the login button.

4. Select Pennsylvania from the dropdown menu.
5. Select your program: **PA DPW OLTL**
6. Select your role: **Participant**
7. Click the **Next** button.

❖ **Step 2: Verify Credentials**

1. Complete the following fields.
   - **PPL ID:** This number has been generated by Public Partnerships LLC (PPL) and is unique to each participant in the program. It may also be referred to as your Participant ID.
   - **Social Security Number:** This is the participant's social security number.
   - **Last Name:** This is the participant's last name.
   - **DOB** This is the participant's date of birth. DOB must be entered in a MM/DD/YYY format.
     - **Users registering under the participant role ONLY:**
       Even though you are representing the participant, you still put the DOB of the participant in the system, not yours.

NOTE: Ensure the correct information is entered. If the system is unable to verify your information the issue could be that the participant's information was inaccurately entered at the time of enrollment. To resolve this, call customer service and provide the participant ID so that PPL can verify the demographic information on file.

❖ **Step 3: User Information**

1. Complete the following fields.
   - **Username:** PPL suggests that you use the first letter of your first name and your last name.
     - Ex. Mary Poppins = MPoppins
       - **NOTE: If the user name you selected is already in use you will need to select a different username.**
   - **Password:** Your password must be at least 6 characters long and contain at least 1 numerical character, 1 capitalized character, and 1 lowercase character. Your password will be case sensitive.
   - **Confirm Password:** Retype the password you created.
   - **Email Address:** Your email address is an optional field. Office of Long Term Living Program (OLTL), through Public Partnerships will use this to send information pertaining to your timesheets to your email account. NOTE: If you provide an email address you will receive an email confirmation of your username and password.
   - **Security Questions:** Choose three questions from the dropdown menu. Enter the answers to these questions in the data field next to it.
     - These questions provide a layer of security to protect your privacy so that only YOU can change your user registration information.

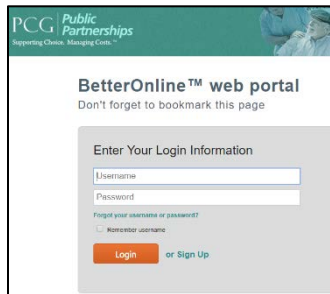2. Click the **Submit** button.

CONGRATULATIONS!
You are now registered and ready to log in to the BetterOnline Web Portal!

How to Approve, Reject, and Submit Electronic Timesheets

❖ **Step 1: View Timesheet(s)**

1. Log in to the BetterOnline Web Portal.

- ▪ **Timesheet List** is the default page when you log in.

- ▪ On the Timesheet List page you can search for timesheets based on:
    a. Timesheet Status
    b. Timesheet Start Date
    c. Timesheet Submitted Date
    d. Check Number
    e. Employee Name
- ▪ To search ALL timesheets select **All** on the dropdown. If you just want to see the ones which you need to approve select **Submitted**.

- ▪ A timesheet submitted to you for approval will have a status of SUBMITTED. You will need to either approve or reject a timesheet.
- ▪ OLTL, through Public Partnerships cannot pay timesheets unless they have been approved by you.

❖ **Step 2: Approve/Reject Timesheet(s)**

1. Select the **Approve/Reject** button on the timesheet you want to approve or reject.

Submitted Timesheets (30 results)				
Action	Timesheet ID	Timesheet Start Date	Timesheet End Date	Submitted Date
Review View Edit Approve/Reject	FL0000037089	09/16/2018	09/29/2018	09/17/2018

- The timesheet will be displayed so that you can review it prior to approving or rejecting it.
- The **Approve** button is located below the timesheet. The **Reject** button is located at the bottom of the page.
- The **Show printable version (PDF)** button allows you to print the timesheet so that you can keep a hard copy for your records.
  - Printing the timesheet is not required. Timesheets will always be maintained electronically for your review.

2. To approve the timesheet, click the **Approve** button.
   - You will still have the option to print a paper copy of the timesheets for your records. You can print the approved timesheet by selecting the **Show printable version (PDF)** at the bottom of the screen.
   - Your timesheet will now be in Approved status. OLTL, through Public Partnerships will process all approved timesheets according to your pay schedule.
3. To reject the timesheet, select the reason(s) for the rejection under the *Rejection Reasons* section.
4. Click the **Reject** button.
   - You can provide additional notes, if needed, in the *Additional Rejection Note* section.

- When a timesheet is rejected it is sent back to the DCW for correction and review. Your DCW will see the reasons you entered for rejection and will correct the timesheet based upon your reasons.

- Your DCW will need to make the correction and submit their timesheet again for approval. <u>Reminder:</u> OLTL, through Public Partnerships will not pay for timesheets that are not approved.

- By approving the timesheet, it is automatically entered into OLTL, through Public Partnerships payroll system for payment. You can track the progress of the timesheet status at any time.

- When it has been paid, the timesheet status will show **Paid**. If it has a status of **In Progress**, it means that PPL's payroll team is processing the payment to your DCW.

CONGRATULATIONS!
You now know how to approve and reject your timesheets!