



PALCO
CONNECT

TIME ENTRY USER GUIDE

OHIO COUNCIL ON AGING OF SOUTHWESTERN OHIO
ELDERLY SERVICES PROGRAM



Time Entry

Review and Approvals

Integration with the
AddnAide Application



Paystubs

Access to Paystubs for
Employers and Workers



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 Workers. Users can enter their timesheets online via this portal. The portal is integrated with the AddnAide application for those users and will import time from AddnAide directly to Connect automatically. 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 workers and workers 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 Worker 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 worker 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



In order to approve timesheets, both the employer and worker 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

A screenshot of a web page titled "Connect Portal Registration" with a "VERIFY" heading. It contains three input fields: "Email Address...", "Palco ID...", and "Social Security Number...". Below the fields is a checkbox labeled "□ Not a robot". A blue "NEXT" button is at the bottom right.

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

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

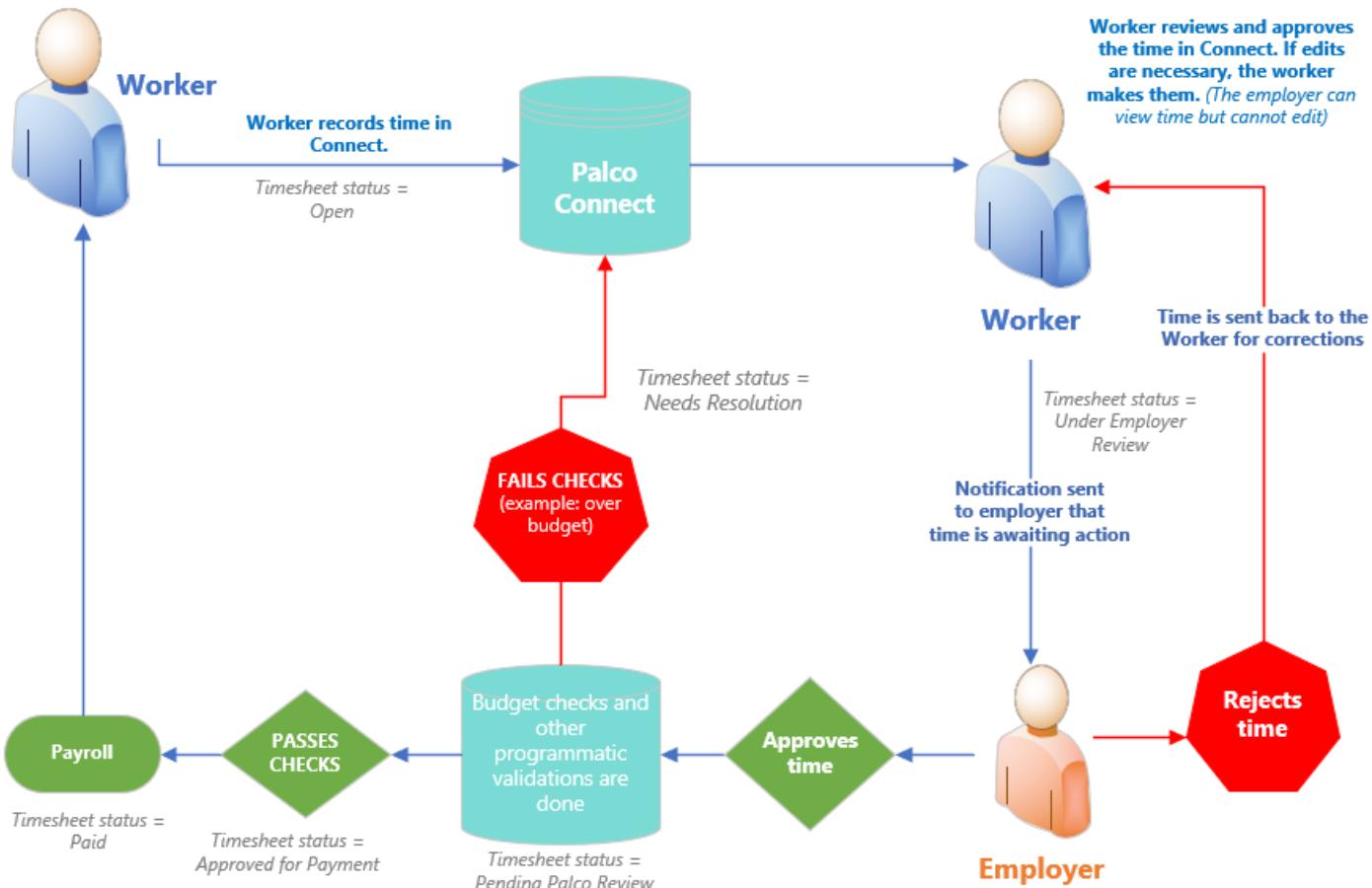


SECTION ONE- CONNECT TIME ENTRY

If you are an AddnAide user, skip to Section Two: - Connect for AddnAide Users

Online Timesheet Submission Workflow

The following workflow outlines the process to manually record time in the Connect system. A timesheet is opened by the Worker, 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.

The screenshot shows the Palco Connect portal interface. At the top, there is a navigation bar with tabs: HOME, TIME ENTRY (which is circled in red), PAYMENTS, and SPENDING. Below the navigation bar, the page title is "Palco Connect". The main content area displays a welcome message: "Hello, rachelgreen@mailinator.com! Welcome to Connect, Palco's self-service portal." It also says "Now that you're logged in, here's what you can do:" followed by a link to "View your Pay Statements". On the right side, there is a "Resources" section with a single item: a link to the Palco website (<https://palcofirst.com>).



3. If you are the employer and have more than one worker, or if you are the worker 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. Inactive Workers will be those who were previously employed or new workers 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 PAYMENTS

NAME
Joey Tribbiani at NM_MV for Rachel Green

PAY PERIOD

SELECT A PAY PERIOD

2021-11-06 - 2021-11-19 (Current)

2021-10-23 - 2021-11-05

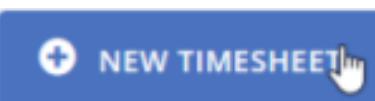
2021-10-09 - 2021-10-22

2021-09-25 - 2021-10-08

2021-09-11 - 2021-09-24

2021-08-28 - 2021-09-10

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.

WEEK 2 - 0 hrs	
11/13/2021 Saturday	+ ADD TIME
11/14/2021 Sunday	+ ADD TIME
11/15/2021 Monday	+ ADD TIME

TIME ENTRY FOR: SATURDAY 2021-NOV-13

T2007 Transportation Time

Select authorization *

CDC Blended Service (15 Min) - T2041

END TIME

AM PM 1 : 00

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.

TIME ENTRY FOR: SATURDAY 2021-NOV-13

CDC Blended Service (15 Min) - T2041

START TIME

AM PM 10 : 00

END TIME

AM PM 1 : 00

TIME ENTRY FOR: SATURDAY 2021-NOV-13

CDC Blended Service (15 Min) - T2041

START TIME

AM PM 10 : 00

END TIME

AM PM 1 : 00

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

SERVICE
CDC Blended Service (15 Min) - T2041

START
10:00 AM

END
12:00 PM

STATUS
Open

EXCEPTION REASON
Forgot to Check in/out

ACTION
Edit Delete

11/10/2021 Wednesday + ADD TIME

11/11/2021 Thursday + ADD TIME

11/12/2021 Friday + ADD TIME

WEEK 2 - 0 hrs

11/13/2021 Saturday + ADD TIME

11/14/2021 Sunday + ADD TIME

SUBMIT FOR APPROVAL CANCEL



Approving Time In Connect

Every timesheet requires two approvals- one by the Worker 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 Worker 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.

NAME	STATUS	PAY PERIOD	TOTAL HOURS
Ross Gellar at NM_MV for Rachel Green	under employer review	2021-11-06 - 2021-11-19 (Current)	2
WEEK 1 - 2 hrs			
11/06/2021 Saturday	Status does not allow entry		
11/07/2021 Sunday	Status does not allow entry		
11/08/2021 Monday	Status does not allow entry		
11/09/2021 Tuesday	Timesheet is not open		
SERVICE	START	END	STATUS
CDC Blended Service (15 Min) - T2041	10:00 AM	12:00 PM	Under Employer Review Forgot to Check in/out
11/10/2021 Wednesday	Timesheet is not open		
11/11/2021 Thursday	Timesheet is not open		

APPROVE REJECT 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 workers. 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 workers to receive timely payment.

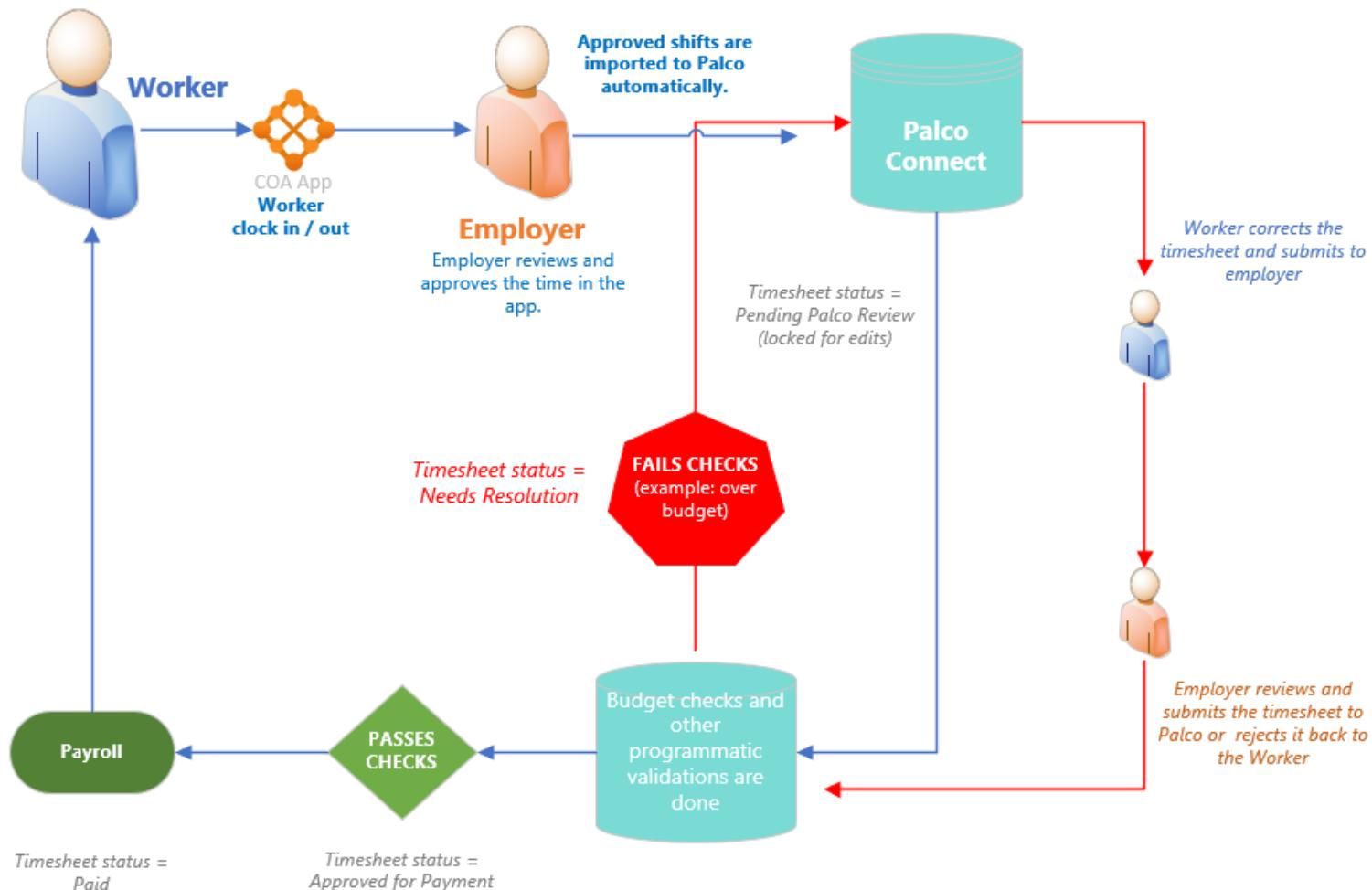
<https://palcofirst.com/ohio/>

SECTION TWO- CONNECT FOR ADDNAIDE USERS



This section will provide valuable information and a process flow for Workers and Employers who use the COA AddnAide application. Once that time is recorded via the app, the Employer can review and approve the time directly in the app. For payroll, Palco will export the time that is approved by the employer in the app and perform necessary validations and determine if the shift is payable. The Palco Connect system will perform two important functions for AddnAide App Users: 1) Provide a space for edits/corrections 2) Provide visibility to reporting and pay stubs. Let's start by reviewing the time entry and payment process.

Here is how the process works:



Assuming the time passes all validations and checks that Palco performs, logging in to Connect will be optional for the Employer and Workers.

If a timesheet fails the validation process and requires the Employer/Worker to make corrections, both parties will need to access the Connect system to do so. The rejection will be sent via email to the Employer. The Worker will then log in to Connect, correct the timesheet, and resubmit to the Employer. Visit Section One of this user guide for information on registering for Connect. If you need assistance, you can contact Palco. Instructions for editing a timesheet in Connect is covered on the following pages.



Accessing Timesheets in Connect- Worker

1. All time entries will be open under the worker's Connect account for initial review.

Workers will access the Connect website <https://connect.palcofirst.com/> and login using their credentials.

The screenshot shows the Palco Connect login interface. At the top left is the Palco Connect logo. Below it is a large input field for 'Email...'. Underneath is another input field for 'Password...'. To the right of the password field is a blue 'SIGN IN' button. A red arrow points from the text 'Click "Time Entry" located at the top right of your screen.' to the 'SIGN IN' button. Below the input fields are links for 'Forgot my password', 'Terms of use | Privacy policy', and a small 'Help' icon.

2. Click "Time Entry" located at the top right of your screen.

The screenshot shows the Palco Connect dashboard. At the top is a navigation bar with the Palco Connect logo, 'HOME', 'TIME ENTRY' (which is circled in red), 'PAYMENTS', and a user icon. Below the bar is the title 'Palco Connect'. The main content area starts with a welcome message: 'Hello, drakeremoray@mailinator.com! Welcome to Connect, Palco's self-service portal.' It then lists actions you can do: 'View your Pay Statements', 'Enter and submit timesheets', 'Check the status of your timesheets', 'Change your password', and 'And more!'. At the bottom of the content area is a note: 'Be sure to check out our Privacy Policy and Terms of Service for any update.' On the right side, there is a 'Resources' section with a single item: a link to the Palco website (<https://palcofirst.com>).

3. Select the Participant for which you are submitting time. You may see multiple options here if you are associated with more than one person.

The screenshot shows a 'SELECT A PARTICIPANT' page. At the top left is the Palco Connect logo and a 'BACK' link. The main area has a heading 'SELECT A PARTICIPANT' and a list of names: 'Rachel Green' (which is highlighted with a red arrow) and 'Jill Green'. At the top right of the page is a navigation bar with 'HOME', 'TIME ENTRY', 'PAYMENTS', and a user icon.



4. Select the pay period for which you intend to review time for. You can do this from the center of the screen, or the drop down in the top right.

PALCO CONNECT

NAME: Ross Gellar at NM_MV for Rachel Green

PAY PERIOD: Select an option

SELECT A PAY PERIOD

- 2021-11-06 - 2021-11-19 (Current)
- 2021-10-23 - 2021-11-05
- 2021-10-09 - 2021-10-22
- 2021-09-25 - 2021-10-08

Editing Time in Connect- Worker

5. Select the shift you would like to edit. Review the service type drop down and time entry. Use the drop downs and time selections to enter the correct start and end time for the shift. Ensure you have selected the correct AM and PM selections. Once done, save the shift.

TIME ENTRY FOR: SATURDAY 2021-NOV-13

SERVICE: T2007 Transportation Time

Select authorization *: CDC Blended Service (15 Min) - T2041

END TIME: AM 1 : 00

TIME ENTRY FOR: SATURDAY 2021-NOV-13

SERVICE: CDC Blended Service (15 Min) - T2041

START TIME: AM 10 : 00

END TIME: AM 1 : 00

6. Review all of the shifts for accuracy and make any edits if necessary. Once you have ensured everything on the screen is correct, click "Submit for Approval."

SERVICE	START	END	STATUS	EXCEPTION REASON	ACTION
CDC Blended Service (15 Min) - T2041	10:00 AM	12:00 PM	Open	Forgot to Check in/out	Edit Delete
11/10/2021 Wednesday					+ ADD TIME
11/11/2021 Thursday					+ ADD TIME
11/12/2021 Friday					+ ADD TIME
WEEK 2 - 0 hrs					
11/13/2021 Saturday					+ ADD TIME
11/14/2021 Sunday					+ ADD TIME

SUBMIT FOR APPROVAL CANCEL

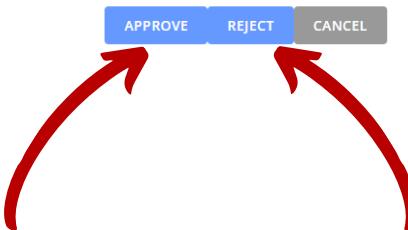


Part Two- Employer Review

Once the worker has submitted their time, the next and final step is for the employer to review and submit. The employer will follow the same 1 - 4 steps outlined above to access their Connect account and review the time entry. Once on the time entry screen there are a few options.

NAME	STATUS	PAY PERIOD	TOTAL HOURS
Ross Gellar at NM_MV for Rachel Green	under employer review	2021-11-06 - 2021-11-19 (Current)	2

WEEK 1 - 2 hrs					
11/06/2021 Saturday					Status does not allow entry
11/07/2021 Sunday					Status does not allow entry
11/08/2021 Monday					Status does not allow entry
11/09/2021 Tuesday					Timesheet is not open
SERVICE	START	END	STATUS	EXCEPTION REASON	ACTION
CDC Blended Service (15 Min) - T2041	10:00 AM	12:00 PM	Under Employer Review	Forgot to Check in/out	
11/10/2021 Wednesday					Timesheet is not open
11/11/2021 Thursday					Timesheet is not open



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 workers. 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 workers to receive timely payment.

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



SECTION THREE- VIEWING REPORTS

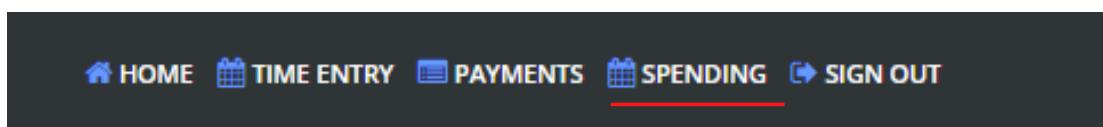
In addition to being Palco's time entry system, the Connect Portal also provides valuable reports to keep track of budget and employee payments. Two of those features are Spending Summaries and Payment Details. Both of these reports can be accessed by logging in to the Connect Portal: <https://connect.palcofirst.com/>.

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

Payment Detail provides both the employer and worker 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
SUBMIT	

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:	02/29/2020
ALLOCATION TYPE:	Funds
PERIOD: 2020-02-01 - 2020-02-29	
UNFD Undesignated Funds	Starting Allocation: 7.37
Date Of Service	Amount:
2020-02-01	-7.37
	Spent: -7.37
	Remaining: 0.00
	Utilized: 100.00%
KSPR KS WORK - Payroll	Starting Allocation: 1373.63
DAILY IADLs / ADLs	
Date Of Service	Amount:
2020-02-01	-1373.63
NIGHT Night Support	
None Found	
SUPEM Supported Employment	
None Found	
	Spent: -1373.63
	Remaining: 0.00

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

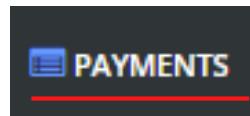
If you want to see multiple pay periods or months, enter those dates and multiple months will display. At the bottom of the results you will see a section called **Period Totals**. This section will total up all of the months within your search criteria and give you an overall snapshot of spending.

PERIOD TOTALS: 2020-02-01 - 2020-04-30	
UNFD Undesignated Funds	Total Allocation: 12.19 Total Spent: -7.37 Total Remaining: 4.82 Total Utilized: 60.46%
KSPR KS WORK - Payroll	Total Allocation: 5628.81
DAILY IADLs / ADLs	Total Spent: -5612.61
NIGHT Night Support	Total Spent: 0.00
SUPEM Supported Employment	Total Spent: 0.00 Total Remaining: 16.20 Total Utilized: 99.71%

SECTION FOUR- VIEWING PAYSTUBS



Payment details are available to both the Employer and the Worker, 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 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: 8417 view stub
June 8, 2020	\$1432.96	Jane Doe	
► PAYMENT ISSUED	NET TOTAL	PAID TO	Check No: 7602 view stub
May 22, 2020	\$1432.96	Jane Doe	
► PAYMENT ISSUED	NET TOTAL	PAID TO	Check No: 7183 view stub
May 8, 2020	\$1432.96	Jane Doe	
► PAYMENT ISSUED	NET TOTAL	PAID TO	Check No: 6609 view stub
April 23, 2020	\$1432.96	Jane Doe	
► PAYMENT ISSUED	NET TOTAL	PAID TO	Check No: 6178 view stub
April 8, 2020	\$1432.96	Jane Doe	
► PAYMENT ISSUED	NET TOTAL	PAID TO	Check No: 5811 view stub
March 23, 2020	\$1432.96	Jane Doe	

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

Payments			
History for:	from:	Last 90 days	
► PAYMENT ISSUED	NET TOTAL	PAID TO	Check No: DEMO-1758090568 view stub
Nov 14, 2021	\$116.00	Manolo Valverde Jr	
DESCRIPTION	THIS PAYROLL	YEAR TO DATE	
EARNINGS			
T2049 Transportation Miles	\$116.00	\$927.28	
	\$116	\$927.28	
DEDUCTIONS	\$0.00	\$0.00	
NET PAY	\$116.00		
► PAYMENT ISSUED	NET TOTAL	PAID TO	Check No: TEST-1454090586 view stub
Nov 13, 2021	\$601.79	Manolo Valverde Jr	

Check Number DEMO-1758090568 - Google Chrome
connect-demo-dev.palcofirst.com/#/view_stub_b8e67efb-465f-11ec-9395-42010a80002e

PALCO
PO BOX 242930
LITTLE ROCK, AR 72211

P.O. BOX 1109-87539
La Madera, NM 87539

Employer | 090567 Emma Gineva | Employee ID | 090567 | Employee Name | Manolo Valverde Jr | SSN | 501-77-0052 | Payroll Date | 11/14/2021 | Direct Deposit # | DEMO-1758090568 | Amount | \$116.00

Description | Service Dates | Hours | Rate | This Payroll | Year to Date |
EARNINGS | T2049 Transportation Miles | Pay Period 09/01/21 | 290.00 | 0.4000 | \$116.00 | \$927.28
TAX DEDUCTIONS | | | | \$0.00 | \$0.00
NET DEPOSIT | | | | \$116.00 | \$927.28



SECTION FIVE - FREQUENTLY ASKED QUESTIONS

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 Worker 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

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Little Rock, AR 72223

