

Connect Online Portal User Guide

Updated August 2025

Connect is Palco's time entry portal for both Employers and Workers. You can use it anytime, day or night. On Connect, users can:

- Log, edit and approve hours worked.
- Review Electronic Visit Verification (EVV) shifts.
- Monitor spending and budget utilization.
- Update personal information.
- View important documents like W-2s and paystubs.

This guide covers all the features of Connect and gives instructions on how to use them. It's important to know that not everyone will see every feature. For example, if a program doesn't allow vendor payments, that option won't show in the system. If you have questions, contact a Palco Customer Support Representative at 1-866-710-0456.

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Different Languages

Most web browsers allow you to change the language of a webpage. This means you can use tools like Palco Connect in your own language. Palco recommends using Google Chrome for all its web pages. If you need help translating a page, you can use [this resource](#).

Registering for Connect

To approve timesheets on Palco's Connect portal, both the employer and worker need to be registered. Palco will email your ID number once you've finished signing up. If you have questions or don't know your ID number, just reach out to Palco Customer Support.

Here are the steps to register for Palco Connect.

Step 1: Visit the [Connect Registration Page](#).

Create an account

Already have an account?

[Sign In](#)

Email *

email@example.com

Palco ID *

XXXXXX



Social Security Number *

XXX-XX-XXXX



☐ Not a robot

Continue

Step 2: Enter your email address, Palco ID, and Social Security number exactly as you provided them during enrollment. Make sure there are no extra spaces before or after any of the information. If you have problems, reach out to Palco Customer Support to ensure your information in Palco's system is correct.

Step 3: After clicking **Next**, you will be asked to create a password. Once you've set your password, you'll be registered for Connect. In the future, to log in to Connect, visit the main landing page and use your credentials.

Passwords

You can change your password anytime by clicking on [Forgot Password](#) on the main Connect landing page.

Section One: Time Entry and Submissions

Electronic Visit Verification (EVV)

EVV is a system which electronically verifies that home and community-based service visits occur by capturing and documenting six points of data:

1. Type of service
2. Individual receiving services
3. Individual providing service
4. Date of the service
5. Location of the service
6. Time the service begins and ends.

Here is how EVV and time entry work together:

After you log your work hours using the EVV mobile app or telephone reporting, the details are sent to Connect. This happens several times each day. To get paid at the end of the pay period, everyone in the program, including workers and their employers, must be registered for and using Connect. If you need to edit your work hours, you can do it in Connect.

1

EVV time entries will appear in Connect with an **Open** status for the worker to check. Workers should log in to Connect, review their timesheet to make sure it's correct and then submit it to their employer. If any changes are needed, they can make them at this stage.

2

Next, the employer will log in to Connect, review the timesheet to make sure it's accurate, and then submit it to Palco for processing.

3

If some shifts are not uploaded from AuthentiCare before a timesheet is sent to the employer or Palco, a new timesheet will be generated in Connect for that pay period. The worker must then review the new timesheets and submit them to their employer as well.

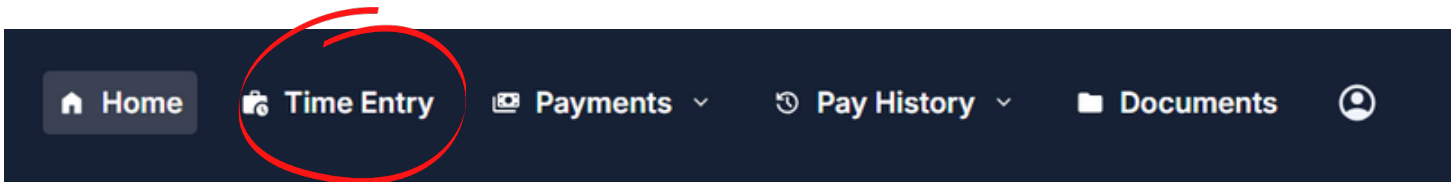
Online Timesheet Submission Workflow

Workers open a timesheet. Their shifts are added either automatically from AuthentiCare or manually by the worker in Connect. Once complete, the worker sends the timesheet to their employer for review. Both the worker and employer must agree on the timesheet before it's sent to Palco for processing.

Entering Time In Connect

Step 1: Log in to [Connect](#) with your username and password.

Step 2: At the top of the screen, select the **Time Entry** tab.



Step 3: If you're the employer with multiple workers, or if you're a worker serving multiple members, choose the specific worker or member you provided services for.

Two screenshots of web forms. The top screenshot is titled 'SELECT A WORKER' and shows a 'Current Status' dropdown set to 'Active'. Below it are two search bars; the first one contains 'Ross Gellar' and is circled in red. The bottom screenshot is titled 'SELECT A PARTICIPANT' and shows two search bars; the first one contains 'Rachel Green' and is circled in red. A '< BACK' link is visible at the top left of the bottom form.

Employers can use the **Current Status** drop down to filter the list to view either Active or Inactive Workers. Inactive Workers include those who were previously employed or new workers who are in the process of enrolling.

Step 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 Pay History Spending Worker Info Documents

[BACK](#)

NAME: Isildur Celeborn at CO_CDASS for Rossie Cotton

PAY PERIOD: 2025-05-16 - 2025-05-31 (Current)

Select a pay period

2025-05-16 - 2025-05-31 (Current)

2025-05-01 - 2025-05-15

Step 5: On the next screen, click the **New Timesheet** button:

Step 6: Find the date you want to enter time for. Click on the **Add Time** button and choose the service you provided from the **Select Authorization** dropdown menu.

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: SUNDAY 2024-JUN-16

Select authorization *

CDASS3 CDASS Rate 3

CDASS1 CDASS Rate 1

CDASS2 CDASS Rate 2

END TIME

AM PM 12 : 00

When entering a shift manually that requires EVV, the system will ask the worker to choose an exception reason that best explains why the entry is being made manually. Workers who are exempt from EVV won't see this prompt.

The screenshot shows a web form titled "TIME ENTRY FOR: TUESDAY 2022-MAR-01". A red warning banner at the top states: "Warning! This authorization requires EVV. Any changes made to this entry will result in an exception." Below the banner is a dropdown menu currently set to "CDASS1 CDASS Rate 1". The form has two time selection sections: "START TIME" and "END TIME". Each section has "AM" and "PM" radio buttons and a time picker showing "12 : 00". To the right of the time sections is a dropdown menu labeled "Exception Reason *". This menu is open, displaying a list of reasons: "Wrong Service Selected", "Wrong Member Selected", "TVV - Phone in use by Member/Family", "TVV - Phone Disconnected", "TVV - Client Known - Called from phone number not associated with client", "Staff Forgot to Check In/Out", "Other: Reason not listed", "No Cell Coverage", "Manual Entry", and "Cell Phone Not Charged". Below the list is a text input field containing "815010000". At the bottom right of the form are two buttons: "ADD" (blue) and "CANCEL" (grey).

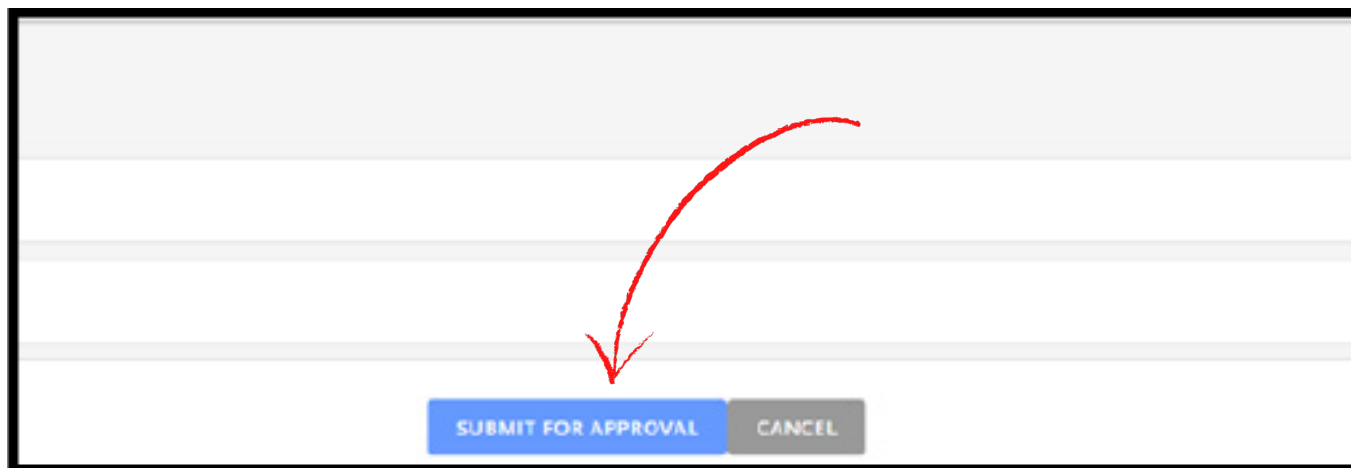
Step 7: In the Start Time section, choose either AM or PM and enter the hour and minutes when the shift started.

Step 8: In the End Time section, choose either AM or PM and enter the hour and minutes when the shift ended.

This screenshot shows the "TIME ENTRY FOR: SATURDAY 2021-NOV-13" form. The rate dropdown is "CDASS1 CDASS Rate 1". In the "START TIME" section, "AM" is selected and the time is "10 : 00". In the "END TIME" section, "PM" is selected and the time is "1 : 00".

This screenshot is identical to the previous one, showing the "TIME ENTRY FOR: SATURDAY 2021-NOV-13" form with "START TIME" at 10:00 AM and "END TIME" at 1:00 PM.

Step 9: After you've entered all your shifts for this pay period, double-check them to make sure they show your hours correctly for each day. When everything looks right, click **Submit for Approval** at the bottom. This sends your timesheet to your employer for them to review and approve. You won't be able to make changes until your employer completes their review.



Approving Time In Connect

Each timesheet requires approval from both the worker and the employer. After the worker reviews and approves the timesheet, it moves on to the employer for their review.

Step 1: Visit the timesheet using the steps mentioned in the previous section. Once you're there, you'll have a few options to choose from.

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

CDASS1 CDASS Rate 1	START	END	STATUS	EXCEPTION REASON	ACTION
	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:

When you click **Approve**, you're confirming that all shifts are correct. Review them carefully because you're responsible for scheduling and managing your workers. After you approve it, Palco will process and pay your worker.

Reject:

If you choose **Reject**, the timesheet will be sent back to the worker for corrections and resubmission. Only reject it if there are mistakes on the timesheet. Ensure they fix it promptly and send it back to you so Palco can make timely payments to everyone.

Please make sure you've checked the [payroll schedule on the Colorado webpage](#) to know when all time must be submitted for workers to get paid on time.

Timesheet Status

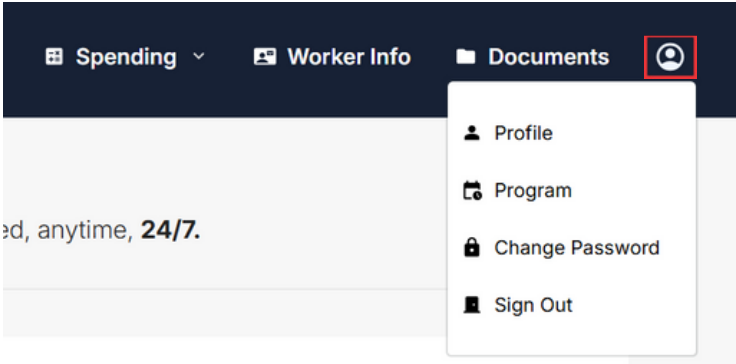
Employers can check the status of all their workers' timesheets and workers can see the status of any timesheet they've submitted on the **Timesheet Overview** screen in Connect. Look at the chart below to understand what each timesheet status means.

Status	Description
Open	Timesheets in an open status can be revised. Workers can make any necessary edits before submitting it to the Employer.
Under Employer Review	The Worker has checked the timesheet for accuracy and sent it to the Employer for review and approval. You can't make changes to timesheets in this status.
Needs Resolution	The Employer has rejected the timesheet and returned it to the Worker for changes and resubmission.
Under Palco Review	The Employer has approved the timesheet and submitted it to Palco for processing. Palco is verifying that the timesheet is ready to be paid.
Approved for Payment	The timesheet has passed all the quality checks and validations performed by Palco. It is now in the final billing step before it can be marked as paid.
Paid	The timesheet is closed and paid.
Rejected	Palco has rejected the timesheet. Both the worker and employer can see why in the Connect portal. The worker will need to open a new timesheet, marked as edited. It will go through the same review, approval, and quality checks again before it can be processed.

Section Two: Viewing and Updating Information

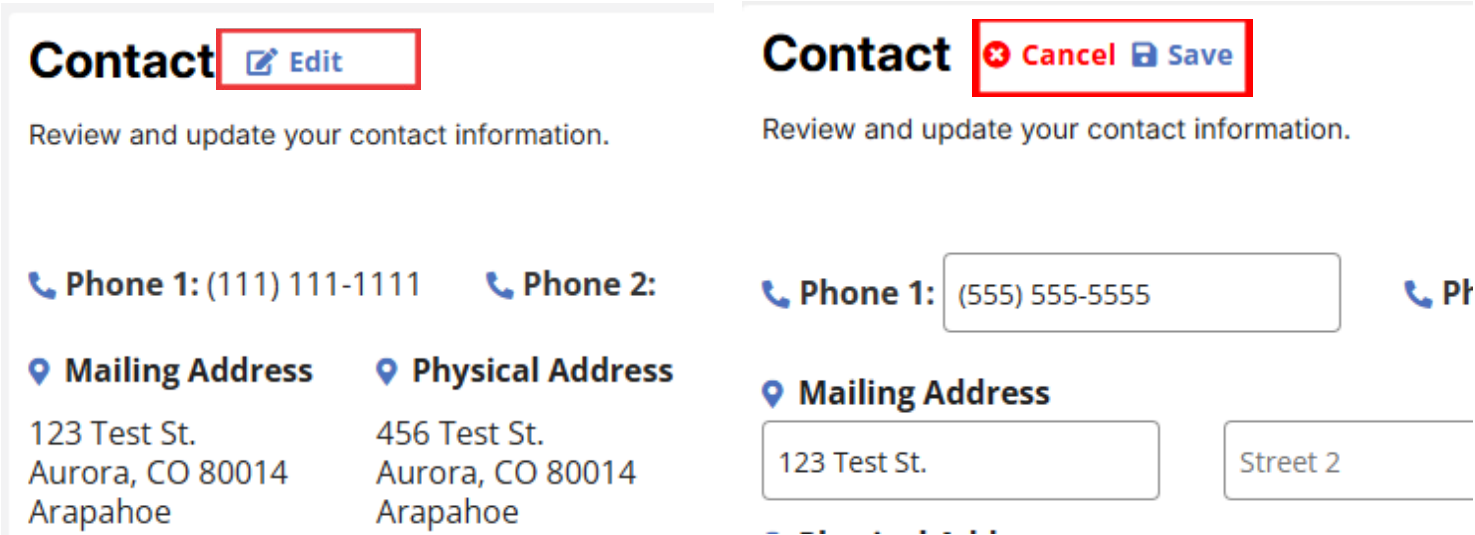
Updating Profile

To improve self-service options, Palco allows users to update their information such as their contact information and direct deposit details directly in Connect. To access the menu, click on the circle in the top right corner and select **Profile** to make changes.



For Employers:

Employers will go directly to the Profile page where they can update their contact information. To make changes, click on **Edit**. You can edit your phone number, email, mailing address, physical address, and preferred communication method. After making edits, click **Save** to keep the changes or **Cancel** to discard them.



For Workers:

Workers will be taken to a page where they can choose to update their contact or payment information. To edit contact details, click the Edit option next to **Contact**. Follow the instructions above to make any necessary changes to your information.

Contact  Edit

Review and update your contact information.

 **Phone 1:** (111) 111-1111  **Phone 2:**

 **Mailing Address**  **Physical Address**

123 Test St. 456 Test St.

To update payment information, click the Edit option next to **Payment**.

Payment  Edit

Review and update your payment information.

Payment Type: EFT **Account Type:** Checking

Routing Number: ***** 

Account Number: *****1 23 

To update payment information, enter the new details in the provided fields. Click **Save** to keep the changes or **Cancel** to discard them. Please note that it may take up to five business days for the updated payment information to become effective.

Payment  Cancel  Save

Review and update your payment information.

Payment Type: EFT **Account Type ***

Checking 

Routing Number *

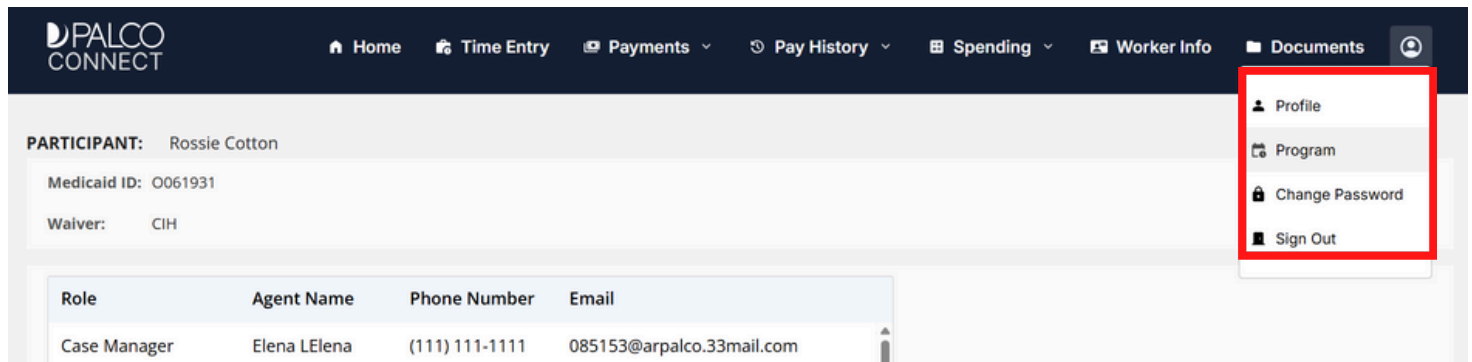
..... 

Account Number *

123 1651 618 687 

Viewing Program Information

Employers can see the member's program details by clicking the circle in the top right corner and choosing **Program**.



The screenshot shows the PALCO CONNECT portal. The top navigation bar includes links for Home, Time Entry, Payments, Pay History, Spending, Worker Info, Documents, and a user profile icon. The user profile icon is highlighted with a red box, and a dropdown menu is visible with options: Profile, Program, Change Password, and Sign Out. The 'Program' option is highlighted. Below the navigation bar, the participant information for 'Rossie Cotton' is displayed, including Medicaid ID: 0061931 and Waiver: CIH. A table below shows the role of the Case Manager, Elena LElena, with phone number (111) 111-1111 and email 085153@arpalco.33mail.com.

Role	Agent Name	Phone Number	Email
Case Manager	Elena LElena	(111) 111-1111	085153@arpalco.33mail.com

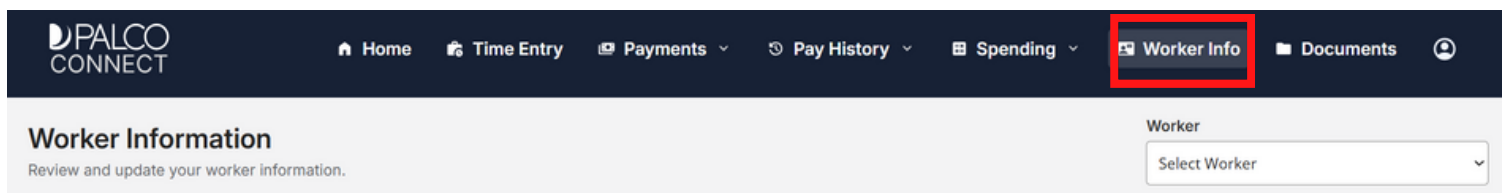
Clicking on **Program** allows workers to access information about EVV. Here, they can see exemptions and update their device ID if needed.



The screenshot shows the 'Program' information form. It includes a 'Program' tab, a 'CANCEL' button, and a 'SAVE' button. The 'Exemption' section shows 'Exempt - IRS Determination'. The 'Device ID' field is highlighted with a red box, and it contains the text 'Device ID'.

Viewing Worker Info

Employers can see worker information by clicking on the **Worker Info tab** at the top of the page. If they have multiple workers, they can choose a specific worker from a drop-down menu. Once selected, the employer can view the worker's contact details, employment status, overtime exemption status, and current pay rates.



The screenshot shows the PALCO CONNECT portal with the 'Worker Info' tab selected. The 'Worker Information' section is visible, with the text 'Review and update your worker information.' and a dropdown menu labeled 'Select Worker'.

Viewing Pay Rates

Workers can see their current pay rates by clicking on the **Pay History tab** at the top of the screen. If they work for multiple employers, they can select a specific employer from the drop-down menu to view their hourly pay rates for that employer.

PALCO

CONNECT

Home

Time Entry

Payments

Pay History

Documents

Pay Stubs

Pay Rates

ossie Cotton

Pay Rates

Overtime Exempt: Yes

Authorization	Code	Base Rate	Overtime Rate	Effective Date
CDASS Rate 1	CDASS1	\$19.00	\$19.00	July 16, 2023
CDASS Rate 3	CDASS3	\$18.00	\$18.00	May 1, 2023

Viewing W-2 Documents

Workers can access their past and current W-2 tax documents by clicking on the **Documents tab** at the top of the page. From there, they can select the tax document they want to see by clicking on the blue link. This will open a new window where they can view, download, and print the document for their records.

PALCO

CONNECT

Home

Time Entry

Payments

Pay History

Documents

Documents

Tax Documents

Review and securely download your essential tax documents hassle-free. Access previous W-4s, 1099s, and more.

No documents available to display.

WWW.PALCOFIRST.COM

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Viewing Enrollment Documents

Both employers and workers can access enrollment and employment documents by clicking on the **Documents tab** at the top of the screen. From there, they can select the document they want to view by clicking on the blue link. This opens a new window where they can view, download, and print the document for their records.

PALCO CONNECT

Home Time Entry Payments Pay History **Documents**

My Enrollment Forms

Retrieve and view the enrollment forms you completed during your enrollment process.

EVV EXEMPT

Worker for Rossie Cotton
Started: 2020-06-09
Completed: 2020-07-29

ENROLLMENT

Worker for Rossie Cotton
Started: 2019-06-06
Completed: 2019-06-25

[Electronic Visit Verification \(EVV\)](#)

[Attendant Information & Qualification](#)

[Form I-9, Employment Eligibility Verification](#)

[Payroll Information Worksheet](#)

[W-4 2021 Employees Withholding Certificate](#)

[Direct Deposit Authorization Form](#)

[Attendant Pay Rate](#)

[Electronic Visit Verification \(EVV\)](#)

PALCO CONNECT

Home Time Entry Payments Pay History Spending Worker Info **Documents**

Worker Enrollment Forms

Retrieve and view the enrollment forms completed by your workers during enrollment process.

Worker

Isildur Celeborn 062238 worker for Rossie Cotton 061931

EVV EXEMPT

Worker for Rossie Cotton
Started: 2020-06-09
Completed: 2020-07-29

ENROLLMENT

Worker for Rossie Cotton
Started: 2019-06-06
Completed: 2019-06-25

[Electronic Visit Verification \(EVV\)](#)

[Attendant Information & Qualification](#)

[Form I-9, Employment Eligibility Verification](#)

[Payroll Information Worksheet](#)

[W-4 2021 Employees Withholding Certificate](#)

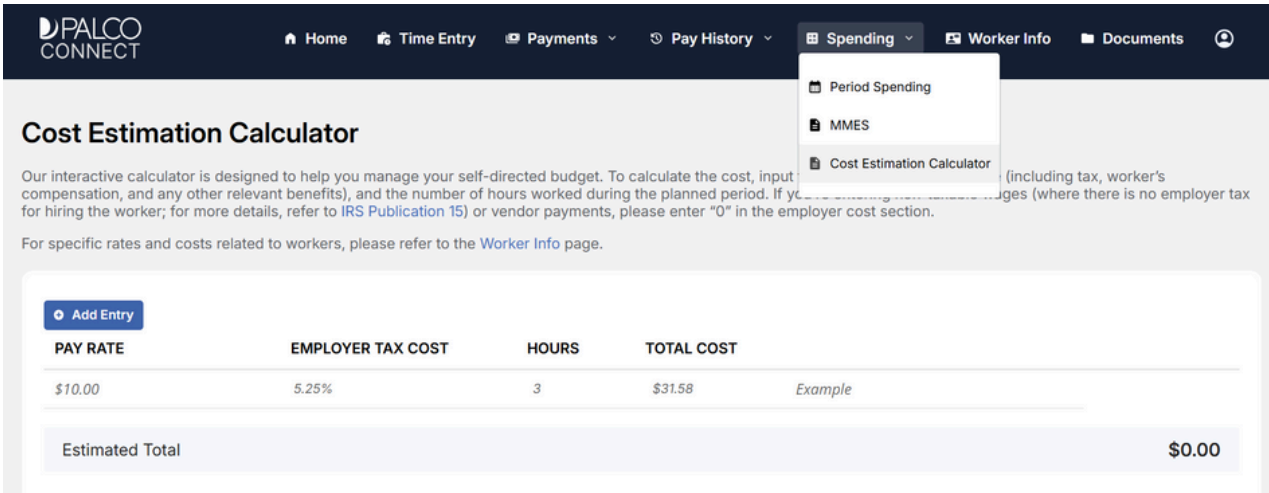
[Direct Deposit Authorization Form](#)

[Attendant Pay Rate](#)

[Electronic Visit Verification \(EVV\)](#)

Section Three: Budget Calculator

The Cost Estimation Calculator is a tool for employers to estimate and plan budget expenses. To access the calculator, click on the **Spending tab** and then select **Cost Estimation Calculator**.



You can enter different pay rates, cost percentages, and hours worked into each field to estimate total expenses. This calculator is useful for planning pay increases, calculating employer costs, scheduling workers, and managing budgets.

Example:

Cost Estimation Calculator

Our interactive calculator is designed to help you manage your self-directed budget. To calculate the cost, input the pay rate, cost percentage (including tax, worker's compensation, and any other relevant benefits), and the number of hours worked during the planned period. If you're entering non-taxable wages (where there is no employer tax for hiring the worker; for more details, refer to [IRS Publication 15](#)) or vendor payments, please enter "0" in the employer cost section.

For specific rates and costs related to workers, please refer to the [Worker Info](#) page.

Add Entry

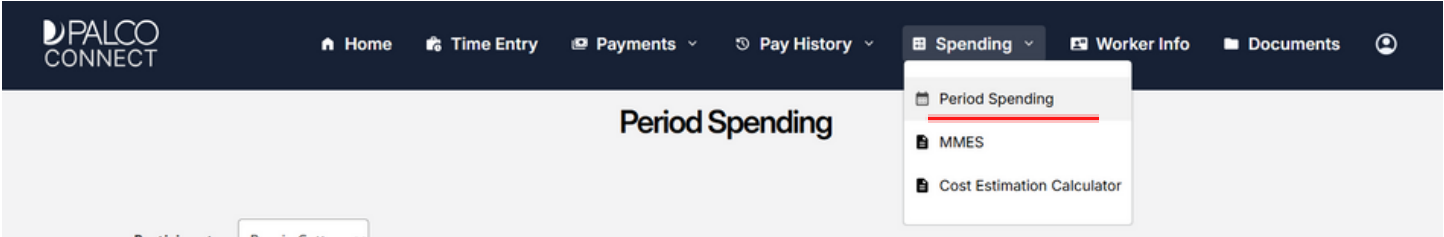
PAY RATE	EMPLOYER TAX COST	HOURS	TOTAL COST	☐ Exclude All	Delete All
\$10.00	5.25%	3	\$31.58		<i>Example</i>
20	5.25	40	\$842.00	☐ Exclude from Total	Delete
\$15.00	5.25%	40	\$631.50	☒ Exclude from Total	Delete
21	5.25	40	\$884.10	☐ Exclude from Total	Delete
Estimated Total				\$1726.10	

Section Four: Spending Summary

In addition to being Palco's time entry system, the Connect portal also offers useful reports to monitor budgets and worker payments. Period Spending gives employers a quick overview to help track spending efficiently.

Spending

Only employers can access spending details. To view them, log in to Connect and click on the **Spending tab** at the top of the screen. Then select **Period Spending**.



Once on the spending screen, you can enter the details for the date span you would like to review. If you are an employer for multiple members, select the member 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	

Please enter the start and end dates to specify the time period you want to view. You can focus on a specific month or review your entire program history for more detailed information.

Under **Allocation Type**, you can choose between **Funds**, which shows dollars, or **Units/Hours**, which shows the number of hours used.

Once you've entered all your search criteria, click **Submit**.

After you click Submit, the spending details will appear. You'll see the service code, dates, total utilized, and total amount remaining for that specific period.

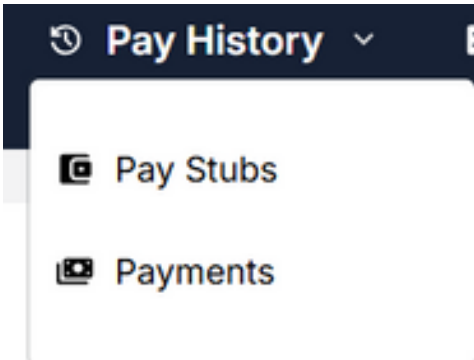
SERVICE DATES THROUGH:	02/29/2020
ALLOCATION TYPE:	Funds
PERIOD: 2020-02-01 - 2020-02-29	
UNFD Undesignated Funds	Starting Allocation: 7.37
Date Of Service	Amount:
2020-02-01	-7.37
	Spent: -7.37
	Remaining: 0.00
	Utilized: 100.00%
KSPR KS WORK - Payroll	Starting Allocation: 1373.63
DAILY IADLs / ADLs	
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

If you want to see information from different pay periods or months, enter the dates you're interested in. The system will show you details for each month you've chosen. At the bottom of the screen, there's a part called **Period Totals**. This shows the total amounts for all the months you selected, giving you a summary of your overall 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 Five: Viewing Paystubs

Both employers and workers can access payment details. Log in to Connect and click on the **Pay History** tab at the top of the screen. Then, choose **Pay Stubs** from the options that appear.



- Step 1:** Specify the period for the pay stubs you wish to see.
- Step 2:** If you are an employer with multiple workers, you can select the worker you wish to see.
- Step 3:** Choose the black arrow on the right to expand the payment details. An example view is shown below.
- Step 4:** Within this expanded display, you can view more details about the payment.
- Step 5:** By clicking on the **View Statement** link, a pop up will open with full stub details and ability to print.

Pay Stubs

Isildur Celeborn

Last 90 days

\$

Feb 24, 2025

Check No: 174353

\$1507.00

\$

Feb 10, 2025

Check No: 172486

\$1542.10

\$

Feb 24, 2025

Check No: 174353

\$1507.00

Take Home

\$1507.00

DESCRIPTION

Earnings

CDASS 1

PTO Accrued

Deductions

Take Home Pay

THIS PAYROLL

\$1634.00

\$1634.00

\$0.00

-\$127.00

\$1507.00

YEAR TO DATE

\$6726.00

\$6726.00

\$0.00

-\$520.54

View Statement

Section Six: Frequently Asked Questions

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

In Connect, you can see the status of your timesheet, which shows where it is in the process. You can find a list of statuses and their meanings on Page 9 of this user guide.

How do I register for Connect if I don't have my Palco ID?

If you need help registering for Connect or verifying your registration details, please contact Palco Customer Support. You can also check your email for a notification from Palco containing your six-digit Palco ID.

How can I edit my timesheet if it's locked?

Once the worker submits the timesheet to the employer, the timesheet is locked and the worker cannot make any changes. The employer would need to reject the timesheet, sending it back to the worker to allow the worker to make changes.

How can I tell if my timesheet will be paid?

You can track the status of a timesheet and its progress through the approval process by viewing the timesheet record in Connect. To find out when a timesheet for a specific pay period will be paid, check the payment schedule on the [Palco website](#).

How do I tell Palco that I want them to call me instead of sending emails when they need to reach out?

You can change your preferred communication by editing your profile in Connect. You can find instructions on how to do this on Page 10.

What do I do if Palco rejects my worker's timesheet?

The worker will need to open a new timesheet, marked as edited. It will go through the same review, approval, and quality checks again before it can be processed.

My case manager told me I overspent my budget, where can I see how much I overspent?

After each payday, you can check your Monthly Member Expenditure Statement (MMES) to track your spending and balance.

Other Questions? Contact Palco!

Phone: 1-866-710-0456

Email: customersupport@palcofirst.com