



WEB PORTAL

Resubmit or Delete a Shift

When a shift is rejected an Attendant can resubmit or delete the shift. Resubmitted and denied shifts show up on the Attendant's dashboard. After signing in, you can see shifts that need attention in the **My Outstanding Time Entries**. **If an Attendant needs to correct a shift, but the shift has been saved, the Attendant must delete the shift and resubmit it with the correct times.** **Please Note: shifts created in the web portal are not EW compliant.**

How to Resubmit a Shift.

- 1 Log into www.DirectMyCare.com and click the **Sign In** button.
- 2 Enter your email address and password and click the **Sign In** button.
- 3 At the top near your name, find the envelope icon.
- 4 You will get a message stating time was rejected or denied. Click the message and read. Once you've read the message, click the **Home** button.
- 5 From **My Outstanding Time Entries**, find the shift you want to resubmit. Click the **Detail** link.
- 6 Correct the shift in the box that appears on the screen.
- 7 Click **Submit**.

How to Delete a Shift.

- 1 Log into www.DirectMyCare.com and click the **Sign In** button.
- 2 Enter your email address and password and click the **Sign In** button.
- 3 From **My Outstanding Time Entries**, move to end of row and click **Detail**.
- 4 In the box that appears on the screen, click the trashcan icon.
- 5 An attestation box will pop-up. Click **OK** to delete.

Note: If a shift has been approved by the employer, Consumer Direct Care Network Virginia is unable to make corrections.