Submitting Volunteer Hours Electronically updated 06.06.19

If you have any questions, please email Nancy Guder at nguder@hospicewr.org or call at 216.383.3731

You can use any internet browser to register and submit timesheets but, if you use Internet Explorer, whenever there are enhancements to the portal you will need to clear your cache.

1. Go to our website hospicewr.org
   Make sure you see our logo

2. Scroll to the bottom of the websites page and click on Submit Volunteer Hours

Welcome to Hospice of the Western Reserve Volunteer Timesheets

Enter your account credentials below to log in

Email
Password
Remember me?
Log In

Register as a new user

DO NOT ENTER YOUR EMAIL OR PASSWORD HERE. You need to register first. You only enter this information after you register as a new user.

3. Click on Register as a new user.
   Once you create an account, the next time you login, you will only need to enter your credentials above
Register.
Create a new volunteer timesheets account.

<table>
<thead>
<tr>
<th>Email</th>
<th><a href="mailto:ngudor@hospicewr.org">ngudor@hospicewr.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Nancy</td>
</tr>
<tr>
<td>Last Name</td>
<td>Guder</td>
</tr>
<tr>
<td>Volunteer Number</td>
<td>354853</td>
</tr>
<tr>
<td>Password</td>
<td>-----------</td>
</tr>
<tr>
<td>Confirm password</td>
<td>-----------</td>
</tr>
</tbody>
</table>

4. Complete above info & click on register.

Confirmation Email Sent
Please check your email address for the confirmation link before signing in. You must confirm your e-mail before accessing timesheets.

If you didn’t receive the email or can’t find it, you can always resend the confirmation email by clicking here.

5. Go to your emails to complete this step.
6. After you complete this you will be taken to the dashboard

7. Locate the proper program then click on the correct type of timesheet for the assignment you are submitting hours for.
REMEMBER YOUR TIMESHEET BECOMES PART OF THE PATIENTS PERMANENT RECORD SO PLEASE CHOOSE THE CORRECT PROGRAM.
**8A. Enter Patient information – Start by**

You can either start typing the patient's first name in the gray box and the autofill feature will bring up those with that first name. If you see the patient you visited, click on it. If you do not see the patient go to option B and Create a Patient Record.

**Patient:**

Enter the patient's name below using the autocorrect feature to get the correct name and patient number.

Start with the patient's first name and last name. The full name will appear with a patient number. Make sure it is the correct patient number before clicking on the correct option to select it.

**8B. Enter Patient information**

If you do not see the patient with the autofill feature above, click on Create a Patient Record. You only need to create a patient record 1 time. It will be saved the next time you enter a timesheet. See below for steps to create a patient record.

### Create a Patient Record

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holly</td>
<td>Graham</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patient Number</th>
<th>Patient Zip Code (Only Needed for Navigator Patients)</th>
</tr>
</thead>
<tbody>
<tr>
<td>55555</td>
<td></td>
</tr>
</tbody>
</table>

**Please Select a Team**

| Lakeshore Central Alt Home |

**Complete all information asked for. PLEASE NOTICE THAT YOU ONLY NEED THE PATIENT’S ZIP CODE IF THEY ARE A NAVIGATOR PATIENT.**

Click on Create Patient Record
After you click on Create a Patient Record it will look like the information disappeared, but you will see a message that the record was created.

YOU NEED TO REFRESH YOUR PAGE BY HITTING THE F5 KEY OR THE IN THE BROWSER BAR

Begin typing the first name of the patient you just created a record for. Click on the name to select it.
Complete all other information requested. Do not leave anything blank. If you have nothing to enter in a comment box, please put N/A.

**Volunteer Information**

Volunteer Name: Nancy Guder  
Volunteer Number: 33333  
E-mail Address: nguder@hospicewr.org

9. Click on Preview Timesheet and review the information for accuracy

**Patient:**

Holly Graham

Patient Number: 55555

Patient Team: Lakeshore Central Alt Home

10. Review the information, edit if necessary by clicking on Edit Timesheet. If no edits are needed, click on Submit Timesheet. The submission may take few minutes to process. DO NOT CLICK MORE THAN ONCE. You will be taken back to the dashboard and will see message of the successful submission of the timesheet. You will also get a confirmation email.

**Volunteer Timesheets Dashboard**

Success! You submitted a timesheet for a Hospice in Person Visit.

You can either submit another timesheet or logout of Volunteer Timesheets.