

## Frequently asked questions and answers:

### **Q: How do I enter my late billing?**

A: Late Billing needs to be submitted to your Field Supervisor. It cannot be entered online.

### **Q: I worked with a new client who is not on my list of clients attached to me.**

A: Before billing day please let your field supervisor know which client you need attached under your name.

### **Q: When I try to print a time sheet I get an error.**

A: Make sure you have the most up to date version of "Adobe Reader" installed. This can be downloaded from [adobe.com](http://adobe.com).

### **Q: What if I forget my login or password?**

A: If you forget your login or password you can call Amy at the Ability Center (480) 633-8881, [amyd@gmsaz.org](mailto:amyd@gmsaz.org) or Heather at the Children's Learning Center (480) 633-8881, [heathers@gmsaz.org](mailto:heathers@gmsaz.org) to retrieve the information.

### **Q: What paperwork do I need to turn in when I Ebill?**

A: You need to turn in all of the same paperwork you turned in before you began Ebilling. Ebilling is just an additional step to help speed the billing process along.

### **Q: What time sheet should I turn in? My handwritten form or the form created on the ddreports website?**

A: Either option is fine as long as it has the required original guardian signature and initials.

### **Q: How often should I ebill my hours on line?**

A: You can submit your hours as often as you like as long as they are all inputted in the system before 10:00am on billing day. Some people choose to input hours daily, some weekly and others the night before they turn-in their paper work.

### **Q: How do I delete a line I no longer need or entered by mistake?**

A: If you need to delete an entire line click on the colored box in front of the line to be deleted. Press the delete key. The line should disappear. Make sure you push submit to save the changes.

### **Q: I only turn in billing once a month, when should I input my hours?**

A: Please wait until after the 15<sup>th</sup> of the month to input your hours and make sure the end of the month billing period is selected. (ex: 1-31-10) The hours for the entire month will go on this pay period.

### **Q: Do I have to print a copy for my records or can I save one on my computer?**

A: Yes you can save a copy to your personal computer. Press on the "print" button for the client's timesheet you would like to save. Select the save option by pressing on the floppy disk icon next to the printer icon.

### **Q: Which internet browser should I use to access the website?**

A: Internet Explore version 8 is the most compatible with the [ddreports.com](http://ddreports.com) website.

**Q: How do I do the rest of my billing online.**

A: Currently time sheets are the only portion of billing offered online. This is something we are working on and hope to change in the future.

**Q: What if I do not own a computer or have internet access?**

A: Ddreports.com can be accessed from any computer with internet including family and friends computers. Local libraries also have computer access for free. Contact your field supervisor for additional support.

**Q: What if I get an 'exceeded number of authorized hours' error while inputting my billing?**

A: If you receive this error please contact your field supervisor during the soonest business hours.