



**PASSPORT eCLAIM**

# Passport eClaim User Guide

October 2020

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## What is the Passport eClaim and who can use it?

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The Passport eClaim is a fillable PDF document that the Person Managing Funds (PMF) can use to complete and submit their Passport claims without needing to email or fax in their claims. The person responsible for managing funding can login into a website, download their personalized Purchase of Service Invoice form, fill it out directly on their computer or device, and attach all of their receipts.

## Which operating systems and platforms can the eClaim be used on?

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The eClaim system can be used on a number of different platforms and browsers including Chrome, Firefox, Edge, and Safari. The eClaim system cannot be used on Internet Explorer.

Operating System/Browser	Chrome	Safari	Firefox	Edge
Windows 10 and up	✓		✓	✓
MacOS 10.14 Mojave and up	✓	✓		
Android 10 and up*	✓			
iOS 12.4.7 and up*	✓	✓		

## Can I monitor the status of my claim?

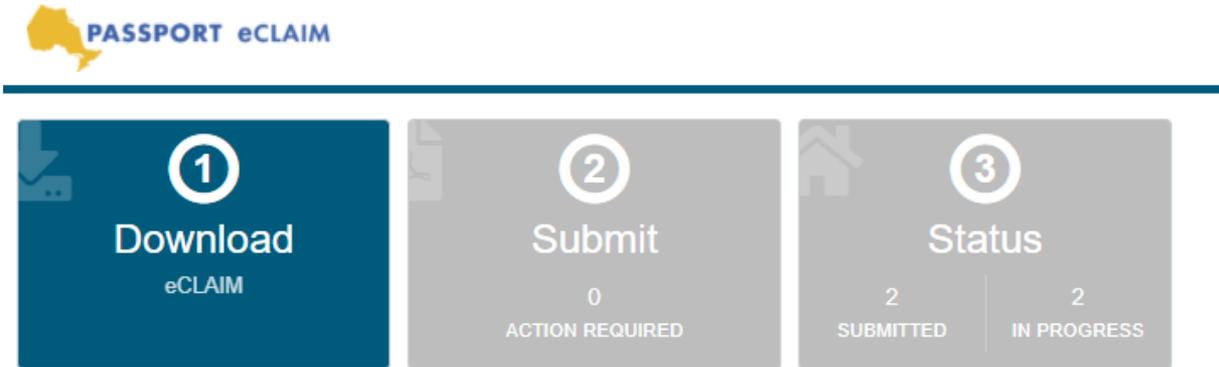
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Yes, once the person responsible for managing funding starts completing a claim and when they submit their claim, they will be able to monitor the status of their submission directly on the eClaim system. The eClaim system will automatically notify the person responsible for managing funds that a claim is in process, has been reimbursed, or requires action. This can all be viewed directly on the eClaim system.

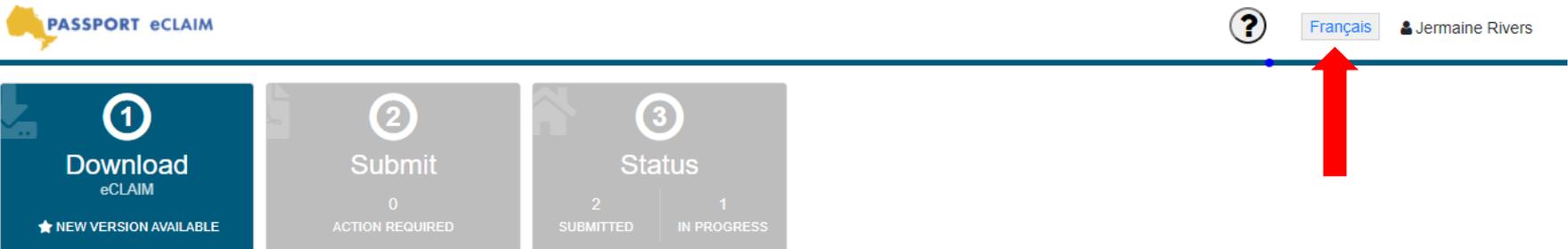
# The eClaim system – Getting Started

There are 3 main parts to the eClaim System which make it simple to submit a claim and review the status of your claim.

- **Download:** Download and complete your eClaim form.
- **Submit:** Upload your eClaim form and any required invoices/receipts.
- **Status:** You can track your claim and submission history to see if your claim is in process, has been reimbursed, or if there is action required.



The eClaim system is available in French. Please click the French button to obtain the French version.



## Registering for the eClaim System

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The Passport eClaim system can be accessed by

- Passport recipients who are managing their own funding
- Person Managing Funds (PMF) of a Passport recipient

Passport eClaim link: <https://eclaim.passportone.com>

If you are a Passport Recipient managing your own funding, please:

- Enter your First Name
- Enter your Last Name
- Click 'I am a Passport client and I manage my own funds'
- Enter your Client Code
- Read and Accept the Terms and Conditions
- Click 'Verify'



**Registration**

Please enter your information that is registered with the Passport Program so we can verify/create your eCLAIM login.

**First Name**

**Last Name**

I am a Passport client and I manage my fund  
 I am a Person Managing Fund of a Passport client

**Client Code**

[I accept the Terms and Conditions](#)

If you are a PMF of a Passport recipient, please

- Enter your First Name
- Enter your Last Name
- Click 'I am a Person Managing Funds of a Passport client'
- Enter the Client Code
- Enter the Client Name
- Read and Accept the Terms and Conditions
- Click 'Verify'



**Registration**

Please enter your information that is registered with the Passport Program so we can verify/create your eCLAIM login.

Enter First Name

Enter Last Name

I am a Passport client and I manage my fund

I am a Person Managing Fund of a Passport client

Enter Passport Client Code

Enter Passport Client Name

[I accept the Terms and Conditions](#)

Once the information is successfully verified, please

- Enter your email address
- Create a password
- Confirm the password
- Click 'Register'

The password must:

- Be at least 8 characters long
- Contain at least one upper-case letter
- Contain at least one lower-case letter
- Contain at least one number
- Contain at least one special character (!@#\$\$%^&\*?)

**PASSPORT eCLAIM**

### Registration

Your Passport record have been verified successfully. Please enter your email address and password to complete the registration process. Your email will be used as the login id. A password must be at least 8 characters long, containing mixed cases, numbers, and symbol characters.

[I accept the Terms and Conditions](#)

Once you click 'Register', you will be notified and automatically sent an email asking you to verify your account. You will only need to verify your account upon registration and not each time you login. If you do not receive an email asking you to verify your account, please check your 'Junk' folder.

## Registration



**Almost done!**

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A verification email has been sent to **[REDACTED]te@gmail.com**.

Please check your email for further instructions on verifying your account.

**Haven't received a confirmation email from us? Check the "junk" folder in your email application**

In order to activate your account you can click the 'here' link or copy and paste the link into your browser. Either option you select will activate your account.

## Passport eClaim email confirmation Inbox x



**Passport eClaim** <donotreply@passportone.com>  
to me ▾

7:03 PM (4 minutes ago)



Thank you for registering with Passport eClaim. To activate your account, please click [here](#) to confirm your email address. Your email address will be used for logging into the eClaim website.

Alternatively, copy and paste the following url into your browser: <https://eclaimuat.passportone.com/api/account/confirmemail/0/609fc780-2131-4c0f-80dc-52b761083841/2475911904>

For your security, this link expires 24 hours after you receive this e-mail.



The link you click in your verification email will activate your account and bring you to the login page.



**Login** Fr

Sign In to your account

[Forgot password?](#)

[Register a new account...](#)

# Logging In

Passport eClaim link: <https://eclaim.passportone.com>

To log in, please:

- Enter email address
- Enter password
- Click 'Login'

A screenshot of the Passport eClaim login interface. The form is titled "Login" and includes a "Fr" flag in the top right corner. Below the title is the instruction "Sign In to your account". There are two input fields: "Email Address" with a person icon and "Password" with a lock icon. Two red arrows point to these fields from the left. Below the fields are links for "Forgot password?" and "Register a new account...". A red box highlights the "Login" button, which has a right-pointing arrow icon and the text "Login".

# Downloading your eClaim Form

Submitting your eClaim to PassportONE begins with downloading the eClaim form.

## Steps to download the eClaim Form:

1. Download the most up to date eClaim Form from the 'Download' tab.

*Adobe Reader is required to download and complete your Purchase of Service Invoice form and use the eClaim System. Adobe Reader is a free program that can be downloaded here: <https://get2.adobe.com/reader/> and can be found on the eClaim System.*

The screenshot shows the Passport eCLAIM interface. At the top left is the logo with a map of Africa and the text "PASSPORT eCLAIM". At the top right are a help icon (question mark), a language dropdown set to "Français", and a user profile for "Jermaine Rivers". Below the header are three main tabs: "1 Download eCLAIM" (highlighted in dark blue with a red arrow pointing to it), "2 Submit" (greyed out), and "3 Status" (greyed out). The "Status" tab shows "2 SUBMITTED" and "2 IN PROGRESS".

Passport eClaim is a fillable PDF file personalized for individual Passport clients. Please download the eClaim PDF listed below. Although you can keep using the same eClaim form you previously downloaded, you should always download the new version when it is available. After you download the PDF file, you must use Adobe Reader to complete the form. Adobe Reader can be installed free of charge [here](#)

The screenshot shows a table with a toolbar at the top containing a download icon, a filter icon, and a refresh icon. The table has four columns: "Client Name", "Client Code", "Download", and "Client Expiry Date (mm/dd/yyyy)". There is one row of data for "Gisela Ellis" with client code "16549" and a "Download" link with a download icon.

Client Name	Client Code	Download	Client Expiry Date (mm/dd/yyyy)
Gisela Ellis	16549	Download	

Step 2: Click 'Download' in one of the two areas shown below.

**1**  
Download  
eCLAIM

**2**  
Submit  
0  
ACTION REQUIRED

**3**  
Status  
2 SUBMITTED | 2 IN PROGRESS

Passport eClaim is a fillable PDF file personalized for individual Passport clients. Please download the eClaim PDF listed below. Although you can keep using the same eClaim form you previously downloaded, you should always download the new version when it is available.

After you download the PDF file, you must use Adobe Reader to complete the form. Adobe Reader can be installed free of charge [here](#)



Client Name	Client Code	Download	Client Expiry Date (mm/dd/yyyy)
Gisela Ellis	16549	 Download	



Once the eClaim form was successfully downloaded, an automatic message of 'Succeeded' will appear. You will be able to open your personalized Purchase of Service form by opening the downloaded file.

**Each users downloaded file may not appear as shown below and dependent on your computer settings.** For example, in the screenshot below, the downloaded file appears in the bottom left corner of the browser but yours may appear in another area of the screen.

 ? Français Jermaine Rivers

**1**  
Download  
eCLAIM

**2**  
Submit  
0  
ACTION REQUIRED

**3**  
Status  
2 SUBMITTED | 2 IN PROGRESS

Passport eClaim is a fillable PDF file personalized for individual Passport clients. Please download the eClaim PDF listed below. Although you can keep using the same eClaim form you previously downloaded, you should always download the new version when it is available. After you download the PDF file, you must use Adobe Reader to complete the form. Adobe Reader can be installed free of charge [here](#)

Client Name	Client Code	Download	Client Expiry Date (mm/dd/yyyy)
Gisela Ellis	16549	 Download  Succeeded	

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 eClaim-16549 (5).pdf

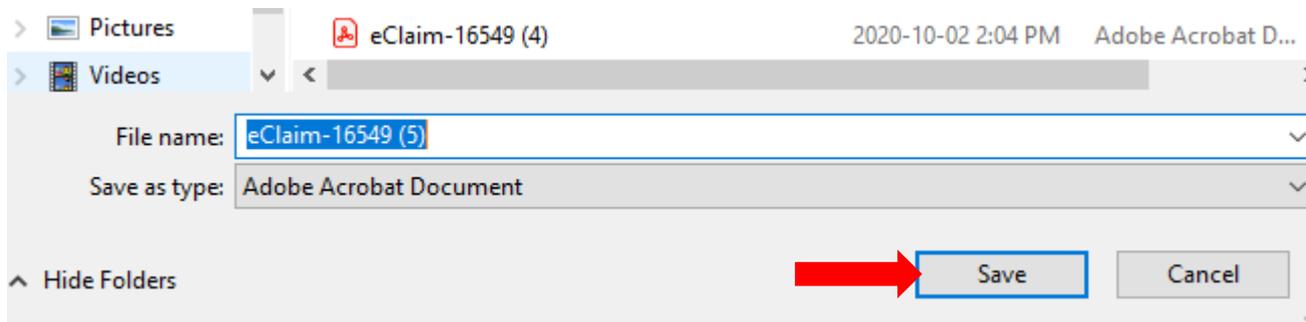
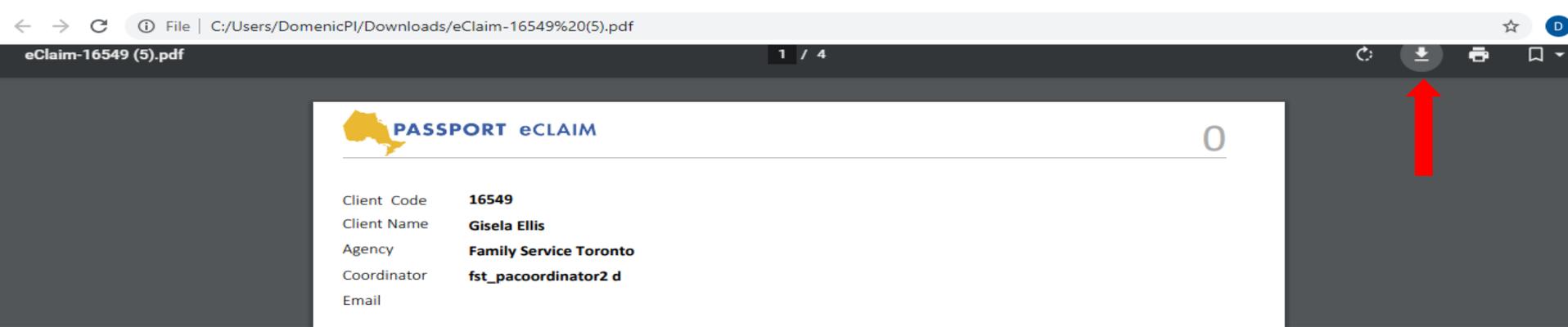


Show all ×

# Completing the eClaim Form

## Steps to complete the eClaim Form:

1. Save the eClaim Form: it is important to save the file prior to filling it out. Click the 'Download' button (An underlined arrow pointing down) and save.



2. Fill out the eClaim Form. Filling out the eClaim Form is similar to what you have done when completing printed copies of the form. This eClaim Form will provide a warning message if the mandatory field is not filled out.

Page 1 of the eClaim Form, please:

- Select the payee name from the drop down list.
- Enter the Total Number of Receipts/Invoices.
- Select your name as the Person Managing Funds from the drop down list.
- The telephone number will automatically appear once the payee is selected.
- The total amount will be automatically updated once the eClaim Form is completed.

 1

Client Code: 16549  
Client Name: Gisela Ellis  
Agency: Family Service Toronto  
Coordinator: fst\_pacoordinator2 d  
Email:

**Payee Information**

Name \*    
Telephone

**Instructions**

- ◆ Fill out and return this invoice to be reimbursed for purchase of services
- ◆ Attach official receipts / invoices as proof of purchase
- ◆ If you are submitting Support Worker hours or Mileage expenses, use page 2 of the Purchase of Service Invoice form to collect signatures of Support Work and/or Service Provider as the proof of purchase  
Important: As temporary guidelines are in place due to COVID-19, signatures are not required for support worker hours and mileage. We will be sure to update you prior to any changes being made.
- ◆ Incomplete invoice forms will not be processed and will delay payment
- ◆ Visit <https://eClaim.PassportONE.com> for on-line help of using the Passport eClaim
- ◆ If you have questions about the invoice, payment processing, or require any support, please contact your local Passport Agency

**Total Number of Receipts / Invoices**    
**Total Amount** \$ 0.00

**Person Managing Funds**

By completing this form, I acknowledge that:

- ◆ I have signed a Passport Service Agreement
- ◆ I have not previously submitted the attached expenses
- ◆ The attached expenses comply with the MOCSS Passport Program Guidelines

Person managing funds \*   Date: 02-Oct-2020

Page 2 of the eClaim Form is used to enter Support Worker hours and Mileage, if any.

**Steps to complete the Support Worker section:**

1. Select the Support Worker name from the drop down list. *If the Support Worker name has not been registered with the Passport Program yet and does not appear on the drop down list, please manually enter the Support Worker name.*
2. Select the Service Type from the drop down list.
3. Enter the Start Date and End Date. You can select the dates from a calendar or enter as MM/DD/YYYY.
4. Enter the Hours and Hourly Rate. The 'Amount' will be automatically updated.
5. Only click 'Out of Province' if the service takes place outside of Ontario.

You can submit for more than one Support Worker on a single page in another line.


2

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ClientCode 16549
02-Oct-2020

Client Name Gisela Ellis

**Support Worker Hours**

Please provide detailed invoice/receipt information in the space(s) below.  
NOTE: Support Work / Service Provider signature is required using page 2 of the Purchase of Service Invoice form.

		mm/dd/yyyy			
1	Support Worker <input type="text"/>	Start Date <input type="text"/>	End Date <input type="text"/>	Out of Province <input type="checkbox"/>	
	Service Type <input type="text"/>	Hours <input type="text"/>	Hourly Rate <input type="text"/>	Amount \$ 0.00	<input type="checkbox"/>
2	Support Worker <input type="text"/>	Start Date <input type="text"/>	End Date <input type="text"/>	Out of Province <input type="checkbox"/>	
	Service Type <input type="text"/>	Hours <input type="text"/>	Hourly Rate <input type="text"/>	Amount \$ 0.00	<input type="checkbox"/>
3	Support Worker <input type="text"/>	Start Date <input type="text"/>	End Date <input type="text"/>	Out of Province <input type="checkbox"/>	
	Service Type <input type="text"/>	Hours <input type="text"/>	Hourly Rate <input type="text"/>	Amount \$ 0.00	<input type="checkbox"/>
<b>Subtotal</b>				<b>\$ 0.00</b>	

### Steps to complete the Mileage section:

1. Select the Service Provider name from the drop down list. *If the Service Provider name has not been registered with the Passport Program yet and does not appear on the drop down list, please manually enter the Service Provider name.*
2. Enter the Start Date and End Date. You can select the dates from a calendar or enter as MM/DD/YYYY.
3. Enter the distance (in KM) and rate per KM. The 'Amount' will be automatically updated.
4. Only click 'Out of Province' if the service takes place outside of Ontario.

You can submit Mileage for more than one Service Provider on a single page in another line.

### Mileage

mm/dd/yyyy

1	Support Worker / Service Provider	Start Date	End Date	Out of Province
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Distance (km)	Rate (per km)	Amount	
	<input type="text"/>	<input type="text"/>	\$ 0.00	<input type="checkbox"/>
2	Support Worker / Service Provider	Start Date	End Date	Out of Province
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Distance (km)	Rate (per km)	Amount	
	<input type="text"/>	<input type="text"/>	\$ 0.00	<input type="checkbox"/>
<b>+</b> Click the 'plus' button for an additional page			<b>Subtotal \$ 0.00</b>	

16549.16.147

Page 3 of the eClaim Form is used to enter claims for Community Participation Supports, Person-Directed Planning, and Administration.

**Steps to complete the Community Participation section:**

1. Select the Name of Agency/Organization from the drop-down list. *If the Name of Agency/Organization does not appear on the drop-down list, please manually enter the name of agency/organization.*
2. Select the Service Type from the drop-down list.
3. Enter the Start Date and End Date. You can select the dates from a calendar or enter as MM/DD/YYYY.
4. Enter the Invoice/Receipt number. If there is not an invoice/receipt number, please enter a 'Y'.
5. Enter the Amount.
6. Only click 'Out of Province' if the service takes place outside of Ontario.

Community Participation

Please provide detailed invoice/receipt information in the space(s) below.

mm/dd/yyyy

1	Name of agency / Organization	Start Date	End Date	Out of Province
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Service Type	Invoice / Receipt Number	Amount	<input type="checkbox"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
2	Name of agency / Organization	Start Date	End Date	Out of Province
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Service Type	Invoice / Receipt Number	Amount	<input type="checkbox"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
3	Name of agency / Organization	Start Date	End Date	Out of Province
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Service Type	Invoice / Receipt Number	Amount	<input type="checkbox"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
<b>Subtotal</b>				<b>\$ 0.00</b>

### Steps to complete the Person Directed Planning section:

1. Select the Name of Agency/Organization from the drop-down list. *If the Name of Agency/Organization does not appear on the drop-down list, please manually enter the name of the agency/organization.*
2. Enter the 'Name of Facilitator'
3. Enter the Start Date and End Date. You can select the dates from a calendar or enter as MM/DD/YYYY
4. Enter the Invoice/Receipt number. If there is not an invoice/receipt number, please enter a 'Y'.
5. Enter the Amount
6. Only click 'Out of Province' if the service takes place outside of Ontario.

### Person-Directed Planning

mm/dd/yyyy

<b>1</b>	<b>Name of Agency / Organization</b> <input type="text"/>	<b>Start Date</b> <input type="text"/>	<b>End Date</b> <input type="text"/>	<b>Out of Province</b> <input type="checkbox"/>
	<b>Name of Facilitator</b> <input type="text"/>	<b>Invoice / Receipt Number</b> <input type="text"/>	<b>Amount</b> <input type="text"/>	<input type="text"/>

**Subtotal \$ 0.00**

## Steps to complete the Administration section:

1. Select the Name of Service Provider from the drop-down list. *If the Name of the Service Provider does not appear on the drop-down list, please manually enter the name of Service Provider.*
2. Enter the Start Date and End Date. You can select the dates from a calendar or enter as MM/DD/YYYY.
3. Enter the Invoice/Receipt number. If there is not an invoice/receipt number, please enter a 'Y'.
4. Enter the Amount.
5. Only click 'Out of Province' if the service takes place outside of Ontario.

## Administration

		mm/dd/yyyy		
1	Name of Service Provider	Start Date	End Date	Out of Province
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Invoice / Receipt Number	Amount		<input type="text"/>
	<input type="text"/>	<input type="text"/>		<input type="text"/>
<input type="button" value="+"/>		Click the 'plus' button for an additional page		<b>Subtotal \$ 0.00</b>

Page 4 of the eClaim Form is used to enter all 'Other' claims.

## Steps to complete the Other section:

1. Select the Name of the Service Provider from the drop-down list. *If the Name of the Service Provider does not appear on the drop-down list, please manually enter the name of Service Provider.*
2. Select the Service Type from the drop-down list. If Service Type 14 is selected, please specify the details in the Invoice/Receipt Number field.
3. Enter the Start Date and End Date. You can select the dates from a calendar or enter as MM/DD/YYYY.
4. Enter the Invoice/Receipt number. If there is not an invoice/receipt number, please enter a 'Y'.
5. Enter the Amount.
6. Only click 'Out of Province' if the service takes place outside of Ontario.

### Other Claims

Please provide detailed invoice/receipt number or expense description in the space(s) below.

		mm/dd/yyyy		
1	Name of Service Provider	Start Date	End Date	Out of Province
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Service Type	Invoice / Receipt Number	Amount	<input type="checkbox"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
2	Name of Service Provider	Start Date	End Date	Out of Province
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Service Type	Invoice / Receipt Number	Amount	<input type="checkbox"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
3	Name of Service Provider	Start Date	End Date	Out of Province
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
	Service Type	Invoice / Receipt Number	Amount	<input type="checkbox"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Click the '+' button at the bottom of each page to add an additional page.



Click the 'x' button beside a line item to remove it.

		mm/dd/yyyy			
	Support Worker	Start Date	End Date		Out of Province
	Test Name	Sep 22, 2020	Sep 22, 2020		<input type="checkbox"/>
1	Service Type	Hours	Hourly Rate	Amount	
	1. Community participation supports and activi	10.00	5.00	\$ 50.00	<input type="checkbox"/>



# Submitting your eClaim

Once the eClaim Form is completed, please upload the eClaim Form and receipts/invoices.

The screenshot shows the PASSPORT eCLAIM dashboard. A red arrow points to the 'Submit' button, which is highlighted in dark blue and labeled '2' with '0 ACTION REQUIRED'. To its left is a 'Download eCLAIM' button labeled '1' with '0' below it. To its right is a 'Status' button labeled '3' with '1 SUBMITTED' and '1 IN PROGRESS' below it. The top navigation bar contains the PASSPORT eCLAIM logo, a help icon, a language dropdown set to 'Français', and the user name 'Jermaine Rivers'.

Start a Passport submission by uploading an eCLAIM pdf. Once uploaded the eClaim will be marked as pending. You will then be asked to upload the associated receipts and/or supporting documents in order to complete the submission.

There are currently temporary changes to the requirements of submitting invoices due to COVID 19. During the temporary changes, signatures are not required for Support Worker hours or Mileage. If your claim is for Support Worker hours or Mileage ONLY, please upload Page 2 of the Purchase of Service Invoice Form without the signature.

 Upload eCLAIM PDF

eCLAIM Id	Date (mm/dd/yyyy)	Client Code	Submitted Amt.	Action	Client Name	File Name	Submission Status

## Steps to submit your eClaim.

1. Select 'Upload eClaim PDF'

**1**

Download  
eCLAIM

**2**

Submit  
0  
ACTION REQUIRED

**3**

Status  
1 SUBMITTED | 1 IN PROGRESS

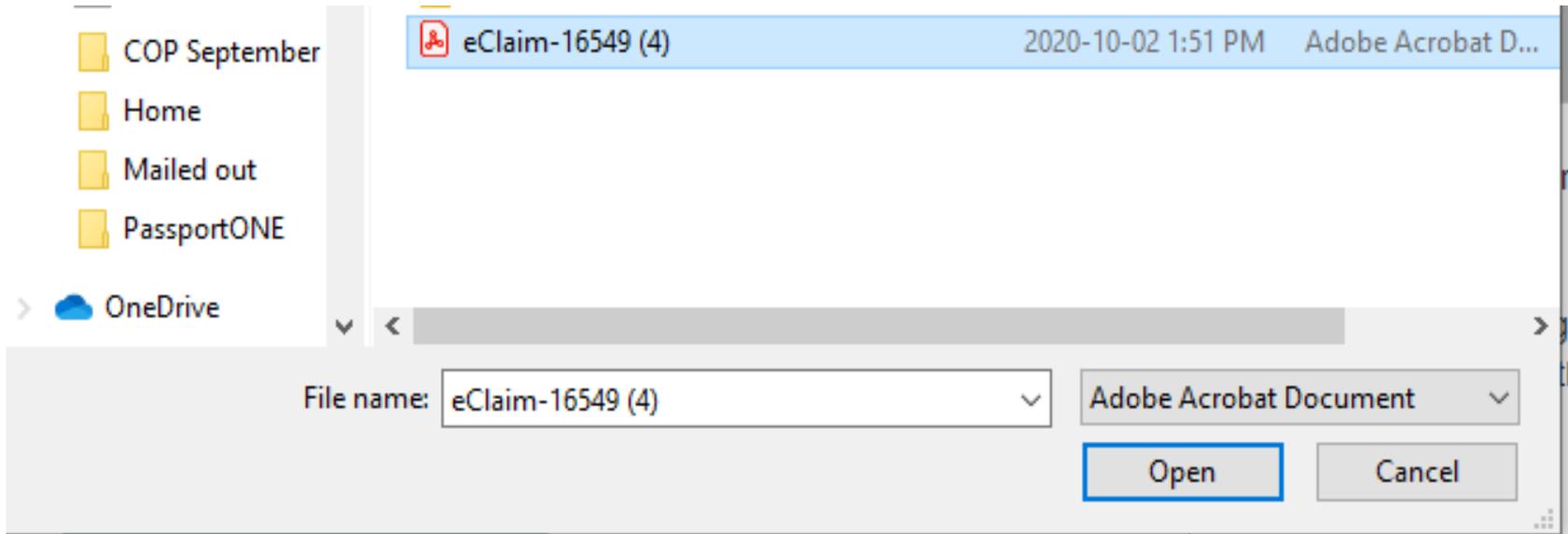
Start a Passport submission by uploading an eCLAIM pdf. Once uploaded the eClaim will be marked as pending. You will then be asked to upload the associated receipts and/or supporting documents in order to complete the submission.

There are currently temporary changes to the requirements of submitting invoices due to COVID 19. During the temporary changes, signatures are not required for Support Worker hours or Mileage. If your claim is for Support Worker hours or Mileage ONLY, please upload Page 2 of the Purchase of Service Invoice Form without the signature.

 Upload eCLAIM PDF 

eCLAIM Id	Date (mm/dd/yyyy) ↕	Client Code	Submitted Amt.	Action	Client Name	File Name	Submission Status

2. Upload the completed eClaim Form. Choose the document and click 'Open'



***Each users view of attaching invoices/receipts may differ from the screenshot below as this feature is dependent on your computer settings.***

Once the completed eClaim Form is uploaded successfully, an automatic message of *'The eCLAIM PDF file is uploaded successfully'* will display.

3. Click "Next"

## Submit



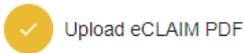
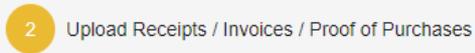
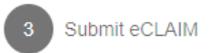
**eCLAIM Id** P10000352(QUEUED)  
**Client Name** Gisela Ellis(16549)  
**Amount Submitted** \$5.00

**eClaim-16549 (4).pdf**  
The eCLAIM PDF file is uploaded successfully

Exit

4. Upload all required receipts/invoices: on the 'Upload Receipts/Invoices/Proof of Purchases' page, click the green + button to attach your receipts/invoices.

## Submit

 Upload eCLAIM PDF —  Upload Receipts / Invoices / Proof of Purchases —  Submit eCLAIM

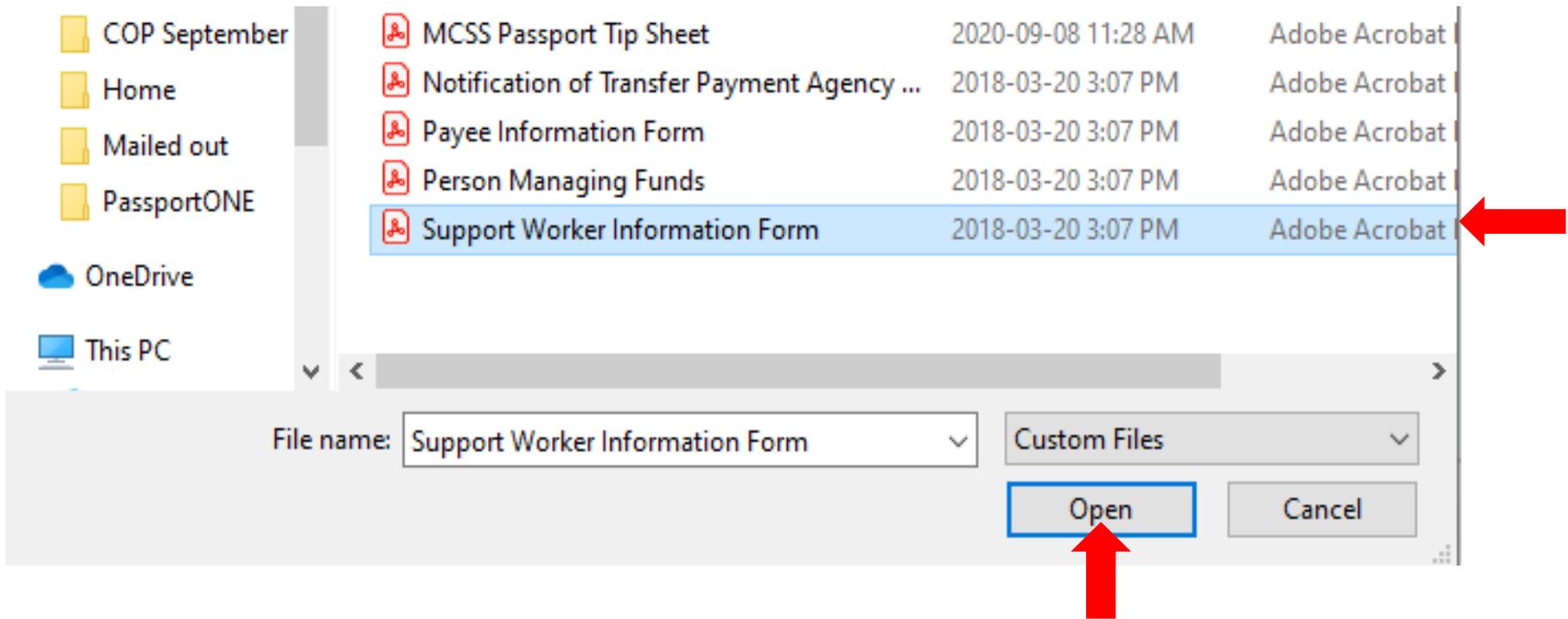
**eCLAIM Id** P10000352(QUEUED)  
**Client Name** Gisela Ellis(16549)  
**Amount Submitted** \$5.00



<input type="checkbox"/>	Filename

Exit Back **Next**

5. Select the receipts/invoices and click 'Open'.



**Each users view of attaching invoices/receipts may differ from the screenshot below as this feature is dependent on your computer settings.**

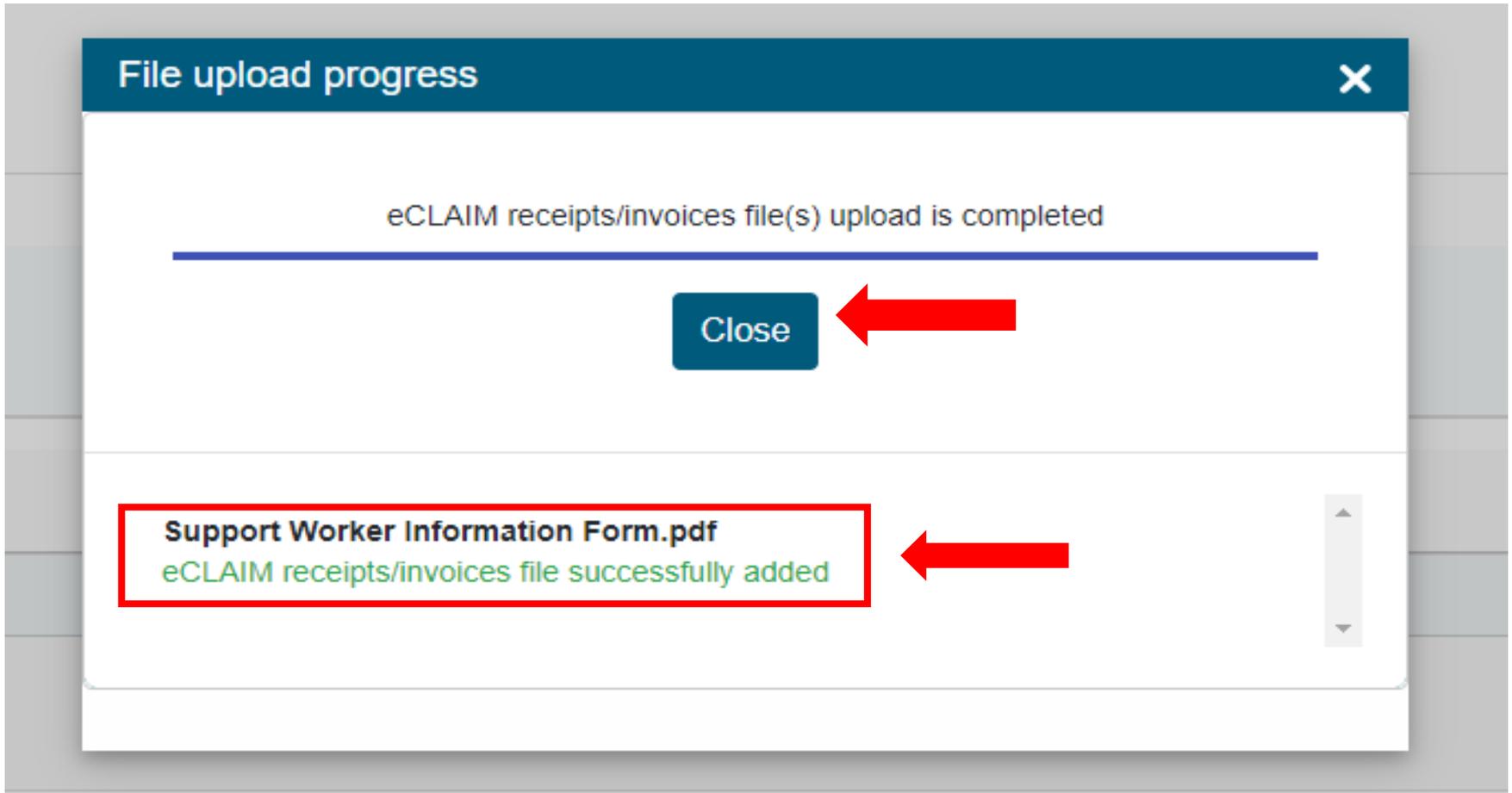
Only the eClaim PDF file and attachments of invoices/receipts can be uploaded. The eClaim System will provide a warning if the file format is not accepted.



Once the receipts/invoices are uploaded successfully, an automatic message of 'eCLAIM receipts/invoices file successfully added' will display.

6. Click 'Close'.

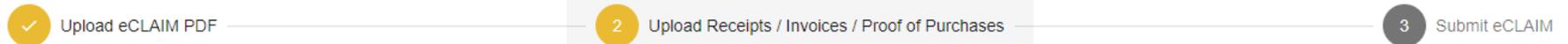
7. Repeat step 4 to 6 until all invoices/receipts have been uploaded successfully.



**The eClaim system will provide a warning if the file format is not accepted. Accepted File types are png, jpg, jpeg, bmp, gif, tif, tiff and pdf.**

## 8. Click 'Next'

### Submit



**eCLAIM Id** P10000352(QUEUED)  
**Client Name** Gisela Ellis(16549)  
**Amount Submitted** \$5.00



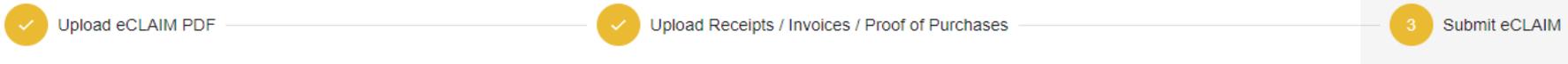
<input type="checkbox"/>	Filename
<input type="checkbox"/>	Support Worker Information Form.pdf

Exit Back **Next**



9. Click 'Submit' on the 'Submit eCLAIM page' to complete the submission. The submission status will be updated automatically.

## Submit



**eCLAIM Id** P10000352(QUEUED)  
**Client Name** Gisela Ellis(16549)  
**Amount Submitted** \$5.00

By selecting **Submit**, I confirm that all required invoices and receipts have been attached to this submission. I understand that once I confirm the submission, I cannot make edits or revise the invoice in any way.

Exit   Back   **Submit** 

10. Click 'Exit' to return to the Home Page. ***It is important that you do not click 'Exit' until you receive the message 'The eCLAIM receipts and/or invoices are submitted successfully'.***

### Submit

-  Upload eCLAIM PDF
-  Upload Receipts / Invoices / Proof of Purchases
-  **3** Submit eCLAIM

**eCLAIM Id** P10000352(QUEUED)  
**Client Name** Gisela Ellis(16549)  
**Amount Submitted** \$5.00

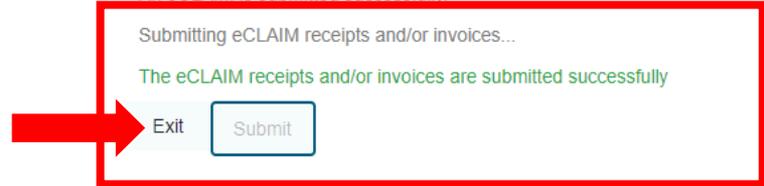
By selecting **Submit**, I confirm that all required invoices and receipts have been attached to this submission. I understand that once I confirm the submission, I cannot make edits or revise the invoice in any way.

Submitting eCLAIM...

An eCLAIM is submitted successfully.

Submitting eCLAIM receipts and/or invoices...

The eCLAIM receipts and/or invoices are submitted successfully



Exit

# eClaim Status

The status of your submissions can be viewed on the 'Status' page.

PASSPORT eCLAIM

1 Download eCLAIM

2 Submit 0 ACTION REQUIRED

3 Status 2 SUBMITTED | 1 IN PROGRESS

? Français Jermaine Rivers

## Submission History

☰ 🔍 ↻

eCLAIM Id	Date (mm/dd/yyyy)	Submission Status	Client Name	Client Code	Submitted Amt.	Approved Amt.
P10000352	10/02/2020 14:38:18	APPROVED	Gisela Ellis	16549	\$ 5.00	\$ 5.00
P10000279	09/25/2020 14:11:24	UNDER REVIEW	Gisela Ellis	16549	\$ 10.00	\$ 0.00

Each separate submission will show the following details:

- Your eClaim ID
- The date and time of the submissions
- Submission status:
  - Under Review: The eClaim has been successfully submitted to PassportONE and will be reviewed
  - Approved: The eClaim has been processed by PassportONE and you will receive reimbursement
  - Action Required: There is still a step you need to complete before the submission is sent to PassportONE.
  - Rejected: The eClaim was rejected by PassportONE
- Client Name
- Client Code
- Submitted Amount
- Approved Amount

## Submission History

eCLAIM Id	Date (mm/dd/yyyy)	Submission Status	Client Name	Client Code	Submitted Amt.	Approved Amt.
P10000481	10/06/2020 07:27:42	<b>ACTION REQUIRED</b>	Gisela Ellis	16549	\$ 50.00	\$ 0.00
P10000474	10/06/2020 07:27:24	UNDER REVIEW	Gisela Ellis	16549	\$ 50.00	\$ 0.00
P10000352	10/02/2020 14:38:18	APPROVED	Gisela Ellis	16549	\$ 5.00	\$ 5.00
P10000279	09/25/2020 14:11:24	REJECTED	Gisela Ellis	16549	\$ 10.00	\$ 0.00

***If there are any question about your eClaim, you will be contacted by your Passport Coordinator.***

# Updating your Account Information

You can change your Password by using 'Account Information' section of the eCLAIM system.

The screenshot displays the PASSPORT eCLAIM system interface. At the top left is the logo. At the top right, there is a help icon, a language selector for 'Français', and a user profile for 'Jermaine Rivers' which is highlighted with a red box. Below the header are three main action cards: '1 Download eCLAIM', '2 Submit (0 ACTION REQUIRED)', and '3 Status (1 SUBMITTED, 1 IN PROGRESS)'. To the right of these cards, text reads 'Step 1: Click 'Account Information'' with a red arrow pointing to the 'Account Information' option in the user profile dropdown menu. Below this is the 'Account Information' section with two input fields: 'Name' containing 'Jermaine Rivers' and 'Email' containing 'domicipci@familyservicetoronto.org'. At the bottom left, a 'Change Password' button with a lock icon is highlighted with a red box, and a red arrow points to it from the text 'Step 2: Click 'Change Password''.

Step 3: Enter your Current Password, your New Password, and Confirm your New Password



Change Password ×

Current Password  Enter your current password

New Password  Enter new password

Confirm Password  Confirm new password

Step 4: Click 'Change Password'



Step 5: Once your password is successfully changed, click 'Close'.

Change Password ×

Your password was changed successfully



# Getting Help

If you have any questions about the status of your eClaim or are experiencing technical difficulties, please contact your Passport Coordinator. Your Passport Coordinator will be able to assist you in resolving the issue.

Click the ‘?’ icon to access to important information regarding the Passport Program including:

- User Guide
- The Passport Program Tip Sheet
- The Passport Program Guidelines
- DSOntario.ca website



**1**  
Download  
eCLAIM

**2**  
Submit  
0  
ACTION REQUIRED

**3**  
Status  
2 SUBMITTED | 2 IN PROGRESS

## Frequently Asked Questions

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### **1) Who can use eClaim?**

Registered PMF can use the eClaim system to submit and track the submissions. If you are a PMF for multiple Passport Funding recipients, once you register for the eClaim system, all of the recipients will be available under your login.

### **2) Once I start using eClaim, can I still use other submission methods such as email, fax and/or My Direct Plan?**

Yes, if you begin using the eClaim system, you can still use other methods to submit claims by mail, fax, email and/or My Direct Plan. It is important to remember not to submit duplicate claims. If you are using the eClaim System to submit your claims, please do not submit using other methods.

### **3) Can I change my login email?**

No, once you register with your email address, you will not be able to change it.

### **4) What do I do when the eClaim form does not contain the support worker and/or service provider for me to select?**

If your personalized purchase of service invoice form does not contain the support worker name or service provider for you to select, you can manually type in the name of the support worker or service provider in the required field. Please select the support worker or service provider from the drop-down list whenever possible.

### **5) How should I collect signatures from the support worker and/or service provider that I used?**

There are currently temporary changes to the requirements of submitting invoices due to COVID-19. During the temporary changes, signatures are not required for support worker hours or mileage. If your claim is for support worker hours or mileage ONLY, please upload page 2 of the purchase of service invoice for, without the signature.

Once the temporary changes end, you will need to obtain the support worker signature on page 2 of the purchase of service invoice form and attach it to the eClaim submission.