

# Hints and Tips

Type: FAQ  
Category: Getting Help

### Getting Help

**Q: How will I get trained on the new timesheets?**

- All providers have been sent written training materials and a link to the online training materials. In person training is available during the transition from the old payment system to IPOne.
- Training information available at [PPL's training website](#)

**Q: How will I get help when I need it?**

- The call center is available to assist you with questions about your timesheets and payment. They can also provide a list of in-person trainings available in your area. The call center is open Monday through Friday from 7 a.m. to 7 p.m. (Pacific). Saturday hours will be added in March 2016 after the system is "live".
- Find Call Center information at <http://www.ipone.org/call.htm>

**Q: Will training be in different languages?**

- Yes. Basic instructions on how to submit a timesheet and log into the IPOne portal are available in different languages. Some in-person trainings are being offered in different languages across the state.
- Training information is available at [PPL's training website](#) or by calling the [Call Center](#).

**Q: How will IPs who speak languages other than English be assisted by the call center?**

- There are 12 languages that have their own toll free number.
- All call center staff speak more than one language. If the caller speaks a language other than those spoken by call center staff, the call center will use a telephone interpreter service.
- Call center staff will also use a telecommunications (TTY) relay service to converse with those who are hearing impaired.
- Find Call Center information at <http://www.ipone.org/call.htm>