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Frequently Asked Questions for California Self-Determination Program (SDP) Migration from My Account to PPL@Home

General Questions

Why is the platform changing from MyAccount to PPL@Home?

PPL is moving to PPL@Home platform to improve reliability, security, and overall user experience, and to enable enhanced features and services.

Who is affected by this change?

All external users who currently access services through MyAccount will transition to PPL@Home.

When is PPL@Home going live?

The transition is planned for mid-May. You will receive advance communication with your specific timeline before any changes affect you.

Will MyAccount still be available?

Once PPL@Home is live user access for MyAccount will be disabled.

Access & Login

Do I need to create a new account?

In most cases, no. Existing accounts will be transferred into PPL@Home. You may be asked to confirm your information the first time you log in.

Will my username and password change?

Your username will remain the same. For security reasons, you will need to set a new password. Closer to the go-live date in May you will receive specific information in your preferred contact method.

What if I forget my login information?

If you forget your login information, use the “Forgot Username” or “Forgot Password” links on the login page, or contact support for assistance.

Will I be locked out of the system during the migration?

Any planned downtime will be communicated in advance. We are working to minimize disruption.

Will the link to my login change?

You will be sent a new link to login to PPL@Home before transition. You will need to update saved links on your personal devices.



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Data & Information

Will my existing data be carried over to the new platform?

Yes! Your existing data will be carried over to the new platform. This includes demographic information, completed forms, uploaded documents, and credentials. You are encouraged to review upon logging in.

Will any information be missing or changed?

Some screens or data layouts may look different, but your core information and records will carry over.

What should I do if I notice missing or incorrect information?

Contact PPL 844-902-6665 as soon as possible so the issue can be reviewed and corrected.
844-902-6665

Using the New Platform

What will be different about the new platform?

You will notice updated navigation, new features, and a more modern design! This is designed to make it easier to find the information you need.

Will there be instructions or training?

Yes! User guides, videos, and help articles will be available before and after launch.

Do I need to take any action now?

No, not at this time. Continue using MyAccount until you receive instructions to move to PPL@Home.

Will this change affect Time4Care?

Yes, Time4Care Users will be required to change their password in Time4Care. A temporary password will be provided and to initially log in and then users can change their password.

Security & Privacy

Is my information secure?

Yes! PPL@Home meets enhanced security and data-protection standards.



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Support & Help

Who do I contact if I have questions?

Support contact options (844-902-6665, **email**, or pplfirst.com) will be shared in all communications.

Will support teams be ready to help during the transition?

Yes! Support teams will be trained on PPL@Home and be ready to assist during and after the change.

What if I have an urgent issue during the process?

Please use the primary support contact provided in your emails or on the platform login page.

After Go-Live

Do I need to do anything after I start using the new platform?

Please review your profile and information once logged in to confirm everything is accurate.

Where can I find ongoing help?

You can find help in PPL@Home, the support site, and PPLfirst.com.

Audience Specific Sections

Additional FAQ information is sorted in the following pages by audience type.



AUDIENCE 1

Participants who have separate Employer of Record (EoR)

Why do you need my Employer's email?

EoRs will have their own login in for PPL@Home. Accounts can only be tied to a unique account. Your (the participant's email) will remain your contact method, but EoR's will need to provide an email of their own to finalize setting up their account.

Why does an EoR need a separate role/login?

Having a separate login makes performing tasks easier as the EoR because their profile will be unique to them and their responsibilities. It also meets CA SDP compliance standards.

Why can't my Employer continue to login using my (the participant's) credentials?

Each role in CA SDP needs to have a separate login and account in PPL@Home for compliance purposes.

How will my employer manage my (the participant's) account?

EoRs can see their associated participants. They can select the participant they want to act on and then view the participant's profile.

Will my Employer have to re-enroll in the program?

No. Existing EoR information will transition to PPL@Home. We just need a separate email or mobile number to put on their account to complete the transition when the time comes.

Are any of my benefits or care changing?

No. Your benefits, services, and goods received will not be interrupted or changed.

Will I have to re-sign any forms?

No. Any existing signed forms and documents will transition over to PPL@Home.

Will I have to communicate this platform change to my SC or RC, Provider, etc?

No. All roles in CA SDP and Service Coordinators will be made aware of the transition in phases and supported throughout if any action must be taken.



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AUDIENCE 2

Outreach to high utilizers as identified by Support Brokers

Is this system easier to use than MyAccount?

The experience using PPL@Home will be easier to navigate, find information, and is overall more user friendly than MyAccount.

Can I keep my current MyAccount view after the migration?

MyAccount will stay active briefly at the time of go-live in view only mode, however, PPL@Home will be used going forward after go-live. There is no ability to change interfaces.

Is there an app for PPL@Home or is it only in an internet browser?

PPL@Home only works in an internet browser at this time.

Will I have specialized support on the phone to help me if I have questions?

Our call center is trained on the system and can provide any necessary support to ensure you are successful in the transition and feel comfortable using the system.



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AUDIENCE 3:

POAs and LGs

Why do you need my email?

When the transition from MyAccount to PPL@Home happens, each user and association will have their own account. Each account must have its own unique email or mobile number to transition successfully and will be used, going forward for their login.

Why can't I continue to login using the participant's credentials?

Each role in CA SDP must have their own login to be compliant.



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If you need assistance you can find support:

- Call PPL at 844-902-6665
- pplfirst.com



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