ACES$ Online™ Participant Manual
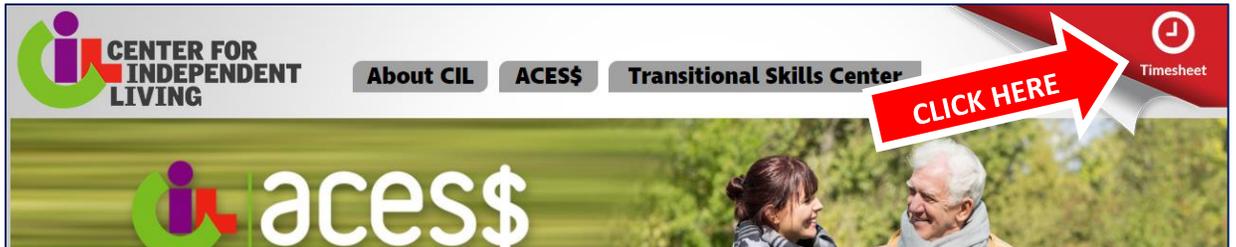
Washington

Contents
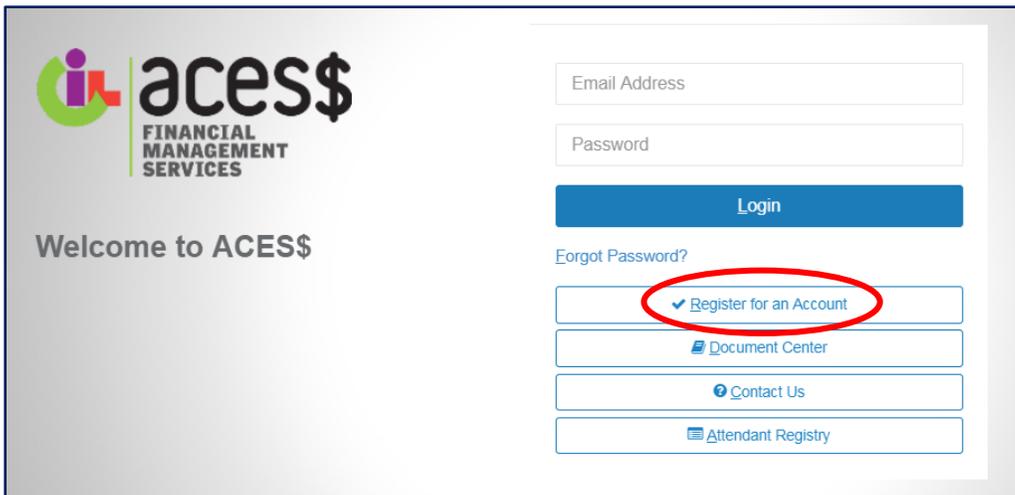
Register for an Account

1. Go to ACES$ Online: www.mycil.org
2. Click the top right corner on "**Timesheet**" near the clock.

3. Click "**Register for Account**."

4. Select Organization from drop down menu.
    a) For New Freedom, select "Washington Department of Social and Health Services."
    b) For Veteran Directed Home and Community Based Services, select "Washington Veteran Directed Home Services Program."

5. Select Account Type (Role): **Client**

6. Complete the registration page
   a) Client Code:
   You will need a Client Code, provided by ACES$, as an identifier for your ACES$ Online™ account. If you do not have your Client Code, please contact Customer Support at: 1-888-224-0115 or SupportGoodServiceWA@mycil.org.

Please note:

- Emails cannot be the same as any other user.
- Security questions are not case sensitive.
- If you have a Designated Representative, use all of the client information (birth date, address, social security number, etc.), except the client EMAIL. The email must be the Designated Representative's.

7. Certify and click "**register.**"

I hereby certify that the above information is true and correct to the best of my knowledge. I understand I am representing myself as employed in the role of Case Manager / Service Facilitator for an accredited organization with respect to the functions of this website, and fraudulent use of this website may be legally actionable.

If you have any questions please contact us at (844) 500-3815 or email us at supportWY@mycil.org

Register

8. Verify the ACES$ Online™ account email.

Please note *the verification link is only valid for 24 hours.*

Dear ▇▇▇▇▇,

Thank you for registering! You must click the link below to access your account. Once you are on the website, you will be asked to create a new password for your account.

Click here to verify and set your password › ← **CLICK HERE**

By registering online you also agree to use the Budget screen provided online in lieu of receiving mailed budget statements. We are doing this to reduce waste. If you prefer to have a paper copy mailed to you, please uncheck the box on the Budget screen.

If you encounter any problems resetting your password, please contact us at (888) 224-0115.

(888) 224-0115.

Sincerely,
Center for Independent Living/ACES$
mycil.org

"We can be independent when we do it together."

9. Set password for ACES$ Online™. The password must:
- be at least eight (8) characters in length,
- have at least one (1) upper-case letter,
- have one (1) number, and;
- Have one (1) special character.

10. Confirmation message displays. Click the **"Please click here to log in"** link.

Login

1. Go to ACES$ Online: www.mycil.org.
2. Click the top right corner on "Timesheet" near the clock.

3. Enter your email address and password.

4. Click "Login."

ACES$ Online™ Overview

Use ACES$ Online™ to view documents, goods and services requests, view contact information, view budgets, and view payment schedules.

This information can be found along the **left column menu** as pictured below:

Dashboard: Your homepage

Contact Us: ACES$ Contact Information

Document Center: Download/view related documents such as payment calendar, contact change form, vendor packet, etc.
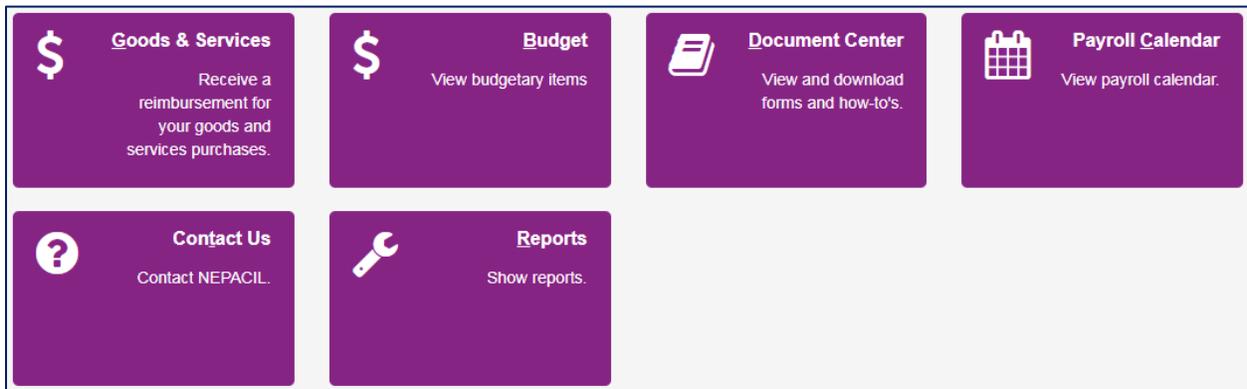
Goods & Services: Create goods and services request and view history.

**Budget**: View budget, monthly expenditure(s), and print a budget.

Payment Calendar: Invoice due dates and corresponding check/EFT pay dates. Click here for a downloadable yearly payment calendar.
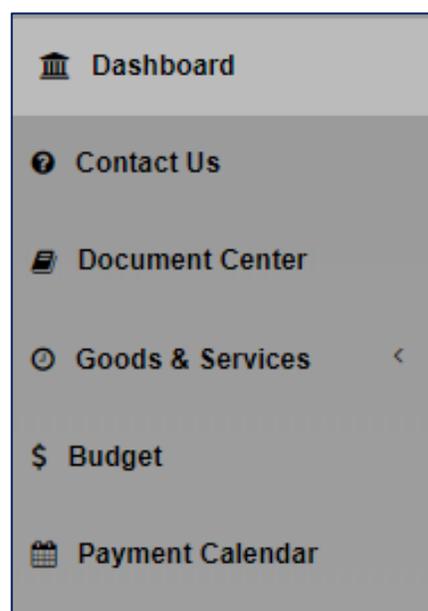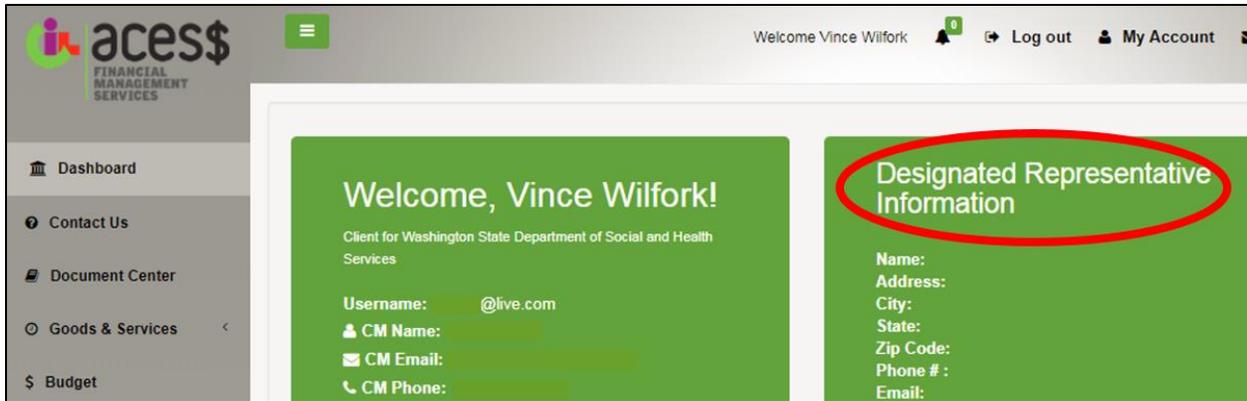
Information is also organized by **clickable tiles** on your dashboard:

Any important announcements will display on the dashboard in the **red alert box**. If there are no announcements, this box will not be present.
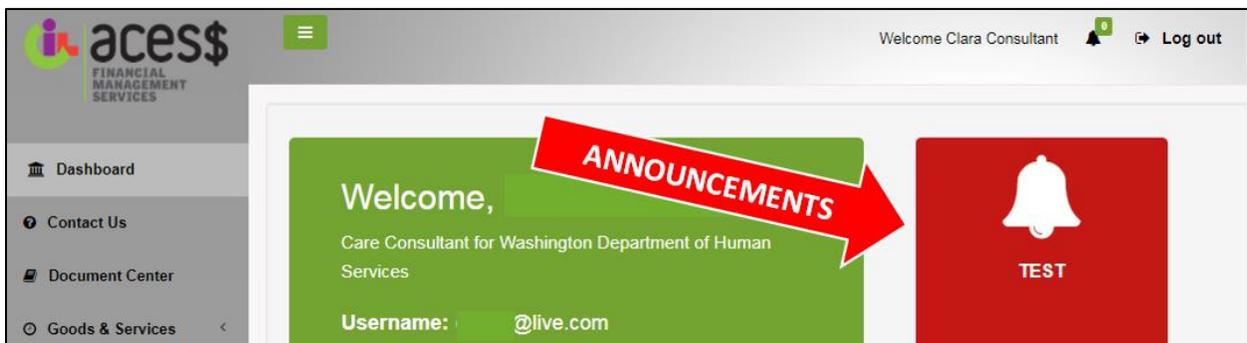
If you have a Designated Representative, their information will be shown in a box next to yours on the dashboard:

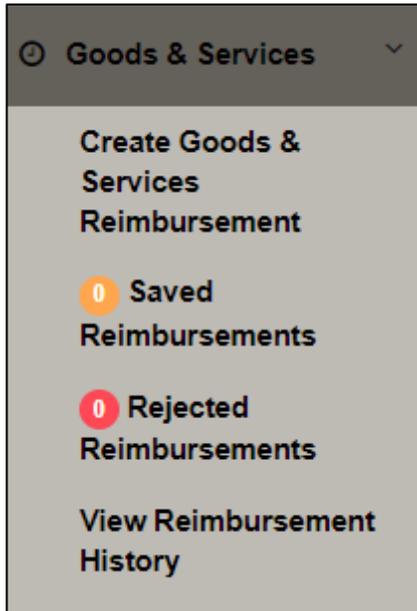Click "**My Account**" to:

1. Change your **password** or security questions. You can also click "Change Password."
2. Change your **email** (login username).

Change the text size: Click the "**A**" next to "**Text Size**" to make font smaller/larger.

Goods and Services Navigation:

To create, view saved, rejected, and reimbursement history, click the following:

Create Goods & Services Reimbursement.

View **saved reimbursements** in progress but not submitted. The " 0 " number will update as saved reimbursements appear.

View reimbursements that have been submitted and **rejected**. The " 0 " number will update as unread rejections appear.

View **Reimbursement History** and details.

View or Print a Budget

1. **Log into ACES$ Online™** at www.mycil.org by following the "How to Login" instructions.
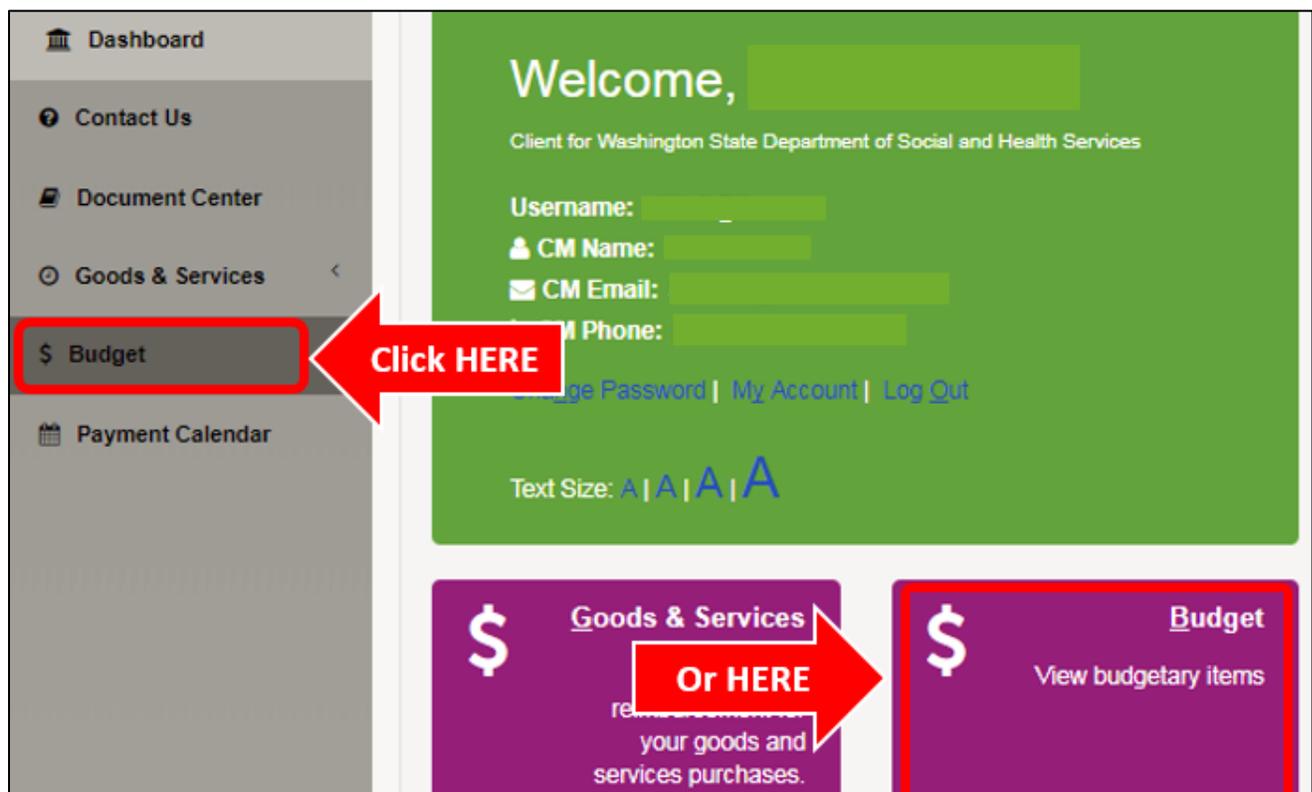
2. **Click Budget.**
   From your homepage (dashboard), you have two options:
   a. Click "**Budget**" in the left column
      OR
   b. Click purple box that says "**Budget**."

3. Select the month for which you would like to view a budget. Please note: In an effort to "go green," ACES$ offers online budget statements. If you prefer to have a **paper copy** mailed to you, **uncheck** the box and click **save**.

Monthly Budget Selection

January 2018 📅 **◀ SELECT MONTH**

Client: Vince Wilfork - W517 👤

YTD Amounts reflect **fiscal** year totals ℹ

☑ In an effort to Go Green, we are offering Online Budget Statements. If you prefer to have a paper copy mailed to you, please uncheck the box. 🍃

Save

4. View the **monthly** or fiscal **year** budget starting balance, amount used, and your current balance.

January Monthly Budget

$ Starting Balance
1000.00

🏛 Amount Used
0.0

👍 Current Balance
1000.00

Fiscal Year Budget

$ Total Annual Amount
0

🏛 Budget Amount Used YTD
0

👍 Current Balance YTD
0

5. View **Budget Allocations** and allocated service types.

Budget Service Type	Billing Level	Units	Unit Rate	Total
		0	$0.00	$0.00

Budget Allocations

6. View total **Monthly Expenditures**

Total Monthly Expenditures

Pay Period	Allocation	Approved Hours	Approved Amount	Billed Hours	Billed Amount	Remaining Amount	Percent Utilization
1/1/2018 - 1/31/2018	$1,000.00	0.00	$0.00	0.00	$0.00	$1,000.00	0.00%

7. Monthly **Goods and Services** Budget

Click the red "**Print**" button to print your budget.

Monthly Goods and Services Budget

Pay Period	Allocation	Purchase Frequency	Approved Amount	G+S Item	Billed Amount	Remaining Amount
1/1/2018 - 1/31/2018	$100.00	Monthly (M)	$0.00	Cleaning Services	$0.00	$100.00

Print Budget

SELECT PRINT

Submit a Goods or Services Request Online

1. **Log into ACES$ Online™** at www.mycil.org by following the "How to Login" instructions.
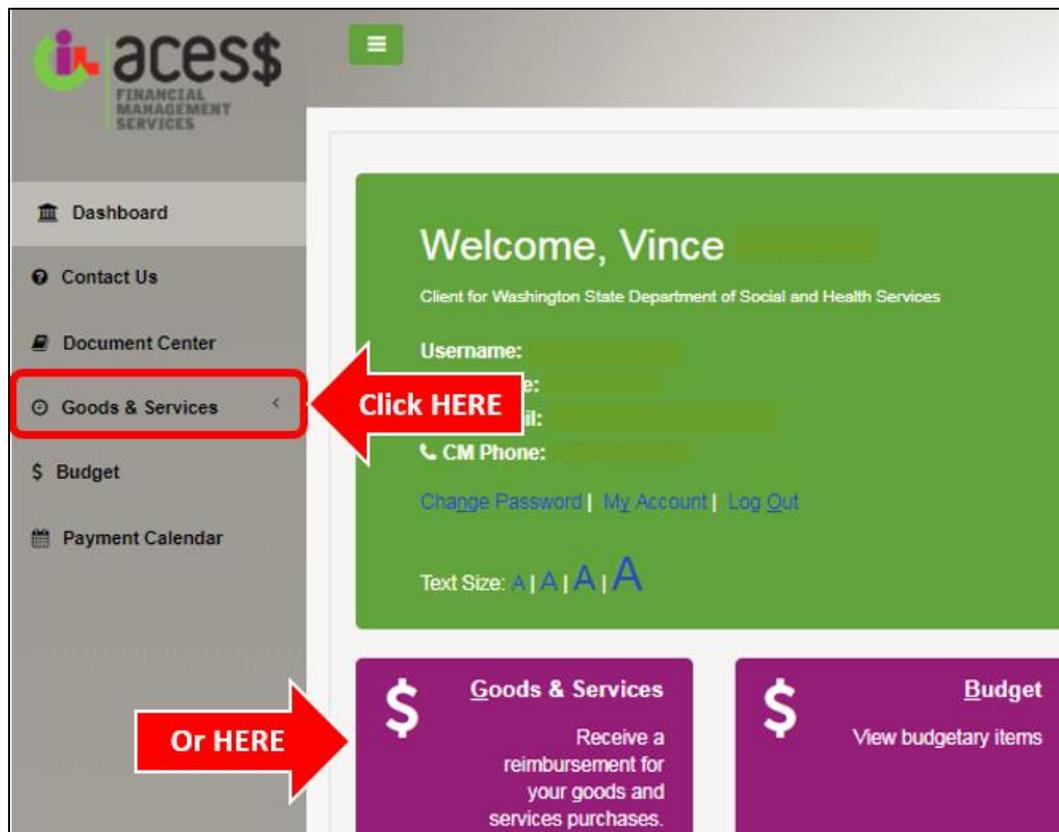
2. **Click Goods & Services.**
   From your homepage (dashboard), you have two options:
   a. Click "**Goods & Services**" in the left column and then "**Create Goods & Services Reimbursement**"
      OR
   b. Click purple box that says "Goods & Services."

3. **Complete the Details section**:
    a. **Purchase Date**: Date good/service was purchased.
    b. **Choose Service/Items**: Select from the pre-populated list. This list is based on the previously approved service/items.
    c. **Select Vendor**: Select the Vendor used, which should match the receipt.
        i. Vendors with *** are preferred but not mandatory. All vendors listed have been credentialed to provide service/items.
        ii. If the request is a **reimbursement,** select yourself (participant) as the vendor.
    d. **Select Type of Request**:
        i. **Purchase-** Mail Check to <u>Participant</u>
        ii. **Purchase-** Mail Check to <u>Vendor</u>
        iii. **Online Purchase-** ACES$ makes purchase on behalf of participant.
        iv. **Reimbursement Request**- Purchase has already been made and a reimbursement is sent to selected vendor.
    e. **Invoice Number**: Enter the invoice or purchase number if applicable
    f. **Quantity**: Select the amount of goods/services purchased.
    g. **Cost Per Unit**: Enter the cost per unit in USD.
    h. **Tax**: Enter the tax applied to the purchase.

i. **Total**: The total populates automatically by calculating (Quantity X Cost Per Unit) + Tax.

4. **Upload receipt image.**
   Use an accepted format such as a JPEG/JPG, PNG, TIFF/TIF, BMP or PDF file.
   a. **A receipt is required to complete a reimbursement request. **
   b. If you are requesting ACES$ complete an online purchase, include an image (screenshot) of the shopping cart or quote with the item details and price.

Receipt Image:		Select file

   Either a JPEG/JPG, PNG, TIFF/TIF, BMP or PDF file type required.

   Click 'Choose File' to select the image of your receipt. Please be sure to scan, upload and save the receipt; otherwise the reimbursement will be delayed.

5. **Certify the authenticity of the goods and service request by checking the box.**

   ☑ I, Clara hereby certify that I purchased the service or item listed on the date(s) above. I understand that payment for this service or item will be from Federal and State funds, and that any false claims, statements, documents, or concealment of material facts may be prosecuted under applicable Federal and State Laws.
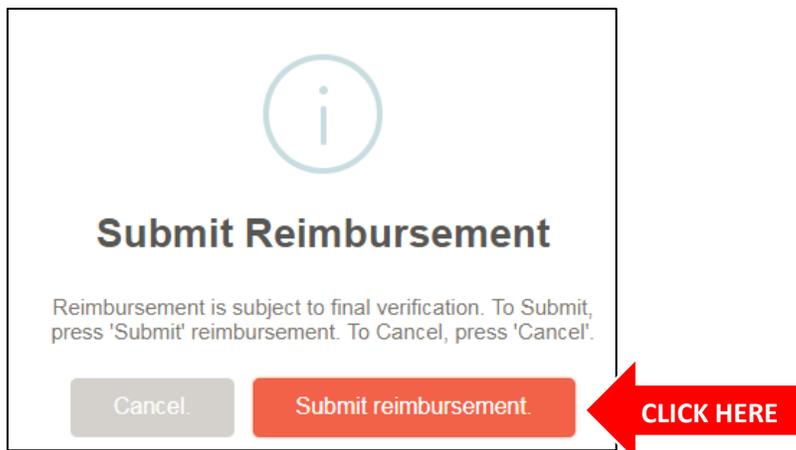
6. **Save, Submit, and/or Print**

   Save   Submit   Print

a. **Click SAVE** to save the request and return later to complete. Please note that you will have to re-upload any receipt images again.

b. **Click SUBMIT** to submit the request online to ACES$ for review.

7. **Submit by clicking "Yes, submit reimbursement."** All reimbursements are subject to final verification before it is processed.

8. The system will process the requested and show a "processing" icon. **Do not** exit or reload the page until processing is complete.


9. Success! Click "Ok" to continue.

Success!

Your Goods and Services Reimbursement timesheet has been submitted to ACES$ for verification. No further action is required. Submission of this timesheet a second time may result in payment not being processed.
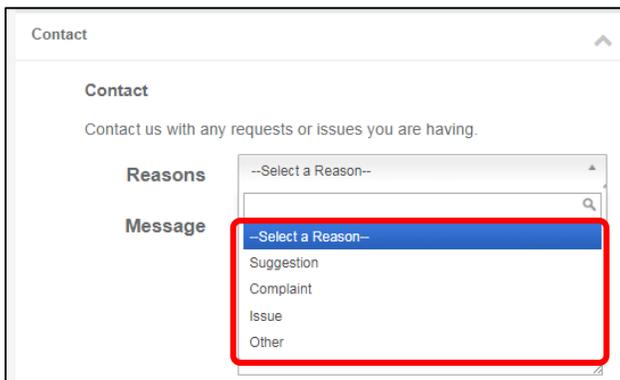
Ok

Technical Support

If you have a **technical support** question, follow the steps below to contact the ACES$ IT team directly. All other questions can be directed to Customer Service at 1-888-224-0115 or **SupportGoodserviceWA@mycil.org**

1. Click "**Help**" in the top right corner to send a message directly to ACES$ IT team for tech support.
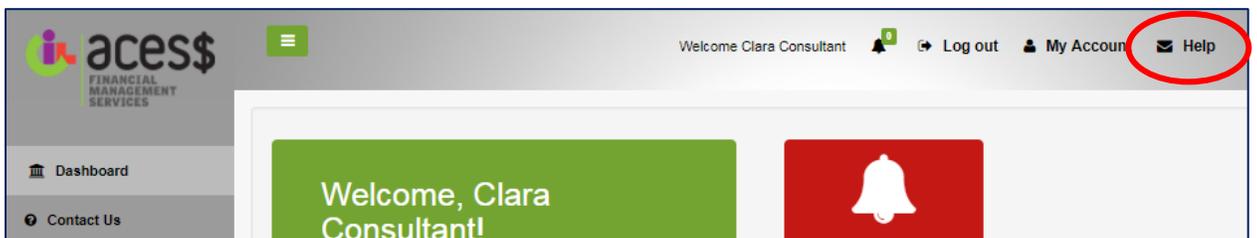
2. Select the reason for contact.

3. Write your message detailing what occurred, what support is needed, and any other information to help IT understand the issue.

4. Click "Email a Copy To Yourself" to retain a copy of the contact. This is optional.

5. Click "Submit."

ACES$ Customer Service Contact Information

Customer Care Hotline: 1-888-224-0115

Email: SupportGoodserviceWA@mycil.org

Fax Toll Free: 1-888-224-3270

OFFICE ADDRESS

ACES$ - WASHINGTON

400 Union Avenue SE, Suite 204,

Olympia, WA 98501

Office Hours: 8:00am-4:30pm PST

SECURE EMAIL & FAX

SECURE EMAIL (must setup first):

SecureGoodserviceWA@mycil.org

SECURE FAX: 1 (800) 416-1649

WA STAFF

Jack Grady

Washington Program Manager

JGrady@mycil.org