



Washington
Participant
Manual

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Register for an Account

1. Call ACES\$ at **1-888-224-0115** or email **SupportGoodServiceWA@mycil.org** for your ACES\$ Participant ID number.
2. Go to ACES\$ Online™ by typing **login.mycil.org** into your browser.
3. Click Register for an Account.

My i access\$ Online™

Welcome to
ACES\$ Online™

Email Address

Password

Login

Forgot Password?

✓ Register for an Account

Document Center

Contact Us

Find a Caregiver

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4. Choose your organization from the *Organization* dropdown menu:

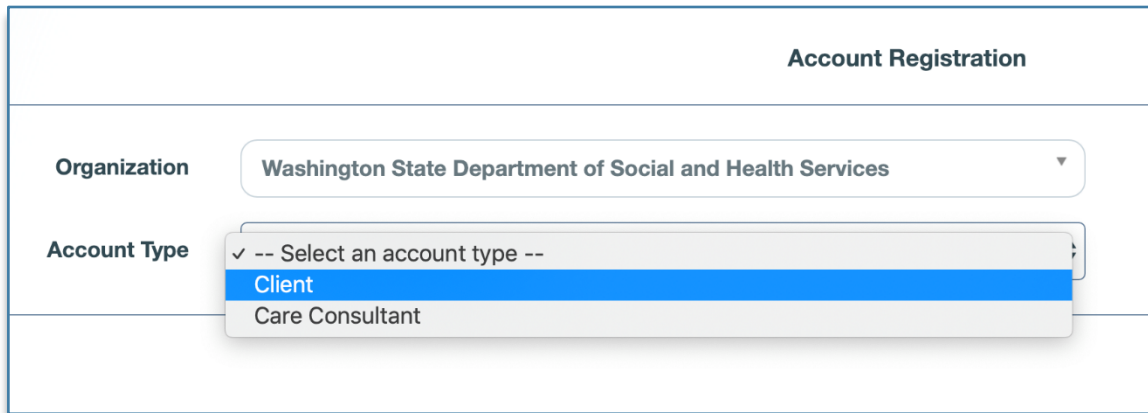
For *New Freedom*, choose **Washington State Department of Social and Health Services**

The screenshot shows a form titled "Account Registration" with a field labeled "Organization". A dropdown menu is open, displaying a list of organizations. The option "Washington State Department of Social and Health Services" is highlighted in blue. Other visible options include "Illinois Department of Human Services", "Colorado Health Care Policy and Financing", "Maryland Department of Aging", "Georgia Department of Behavioral Health & Developmental Disabilities", "Oklahoma Department of Human Services OK", "Virginia Department of Medical Assistance Services", and "Wyoming Department of Health Division of Healthcare Financing & Behavioral Health Division".

For *Veteran Directed Home and Community Based Services*, choose **Washington Veteran Directed Home Services Program**

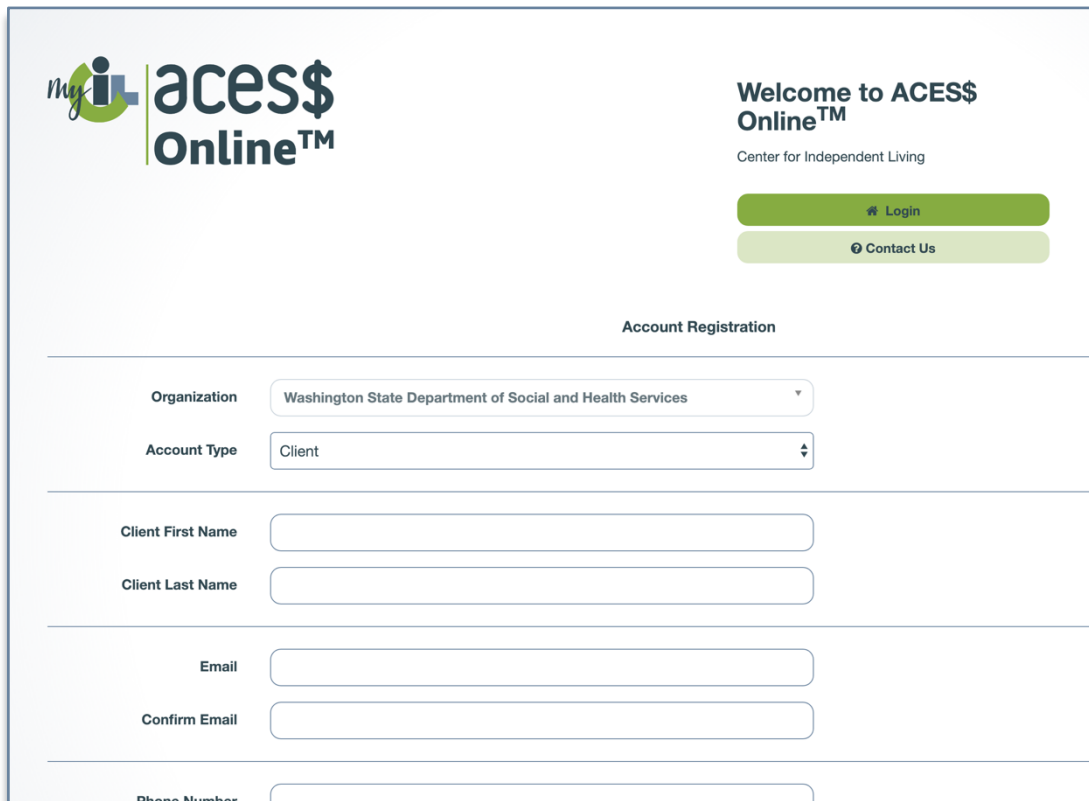
The screenshot shows a form titled "Account Registration" with a field labeled "Organization". A dropdown menu is open, displaying a list of organizations. The option "Washington VETS Veteran Directed Home Services" is highlighted in blue. Other visible options include "Oklahoma Department of Human Services OK", "Virginia Department of Medical Assistance Services", "Washington State Department of Social and Health Services", "Wyoming Department of Health Division of Healthcare Financing & Behavioral Health Division", "Colorado COVA Vets", "Illinois Veterans Independence Program", "Pennsylvania Senior LIFE Paid Caregiver Program", and "Oz EVV Certification".

5. Choose **Client** from the *Account Type* dropdown menu.



The screenshot shows a section of the 'Account Registration' form. The 'Organization' dropdown is set to 'Washington State Department of Social and Health Services'. The 'Account Type' dropdown is open, showing three options: '-- Select an account type --', 'Client' (highlighted in blue), and 'Care Consultant'.

6. **Complete each section** of the registration form.
Security questions are NOT case sensitive.



The screenshot shows the full 'Account Registration' form on the ACES\$ Online website. The header includes the 'My i access\$ Online™' logo and a 'Welcome to ACES\$ Online™' message from the 'Center for Independent Living'. There are 'Login' and 'Contact Us' buttons. The registration form fields are: Organization (Washington State Department of Social and Health Services), Account Type (Client), Client First Name, Client Last Name, Email, Confirm Email, and Phone Number.

My i | acces\$ Online™

Welcome to ACES\$ Online™
Center for Independent Living

[Login](#)
[Contact Us](#)

Account Registration

Organization: Washington State Department of Social and Health Services

Account Type: Client

Client First Name:

Client Last Name:

Email:

Confirm Email:

Phone Number:

Please note: The email you use for the registration form:

- Will be your login email for ACES\$ Online™.
- Will be the email address ACES\$ Online™ sends your verification email to set your password.
- Cannot be the same as any other user.

7. Check the certify box 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

Register

8. ACES\$ Online™ will send you an email to set your password. Open the email and click on the **Click here to verify and set your password** link. *Please note:* The verification link is **only valid for 24 hours**.

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 >](#)

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

If you encounter any problems resetting your password, please contact us at...

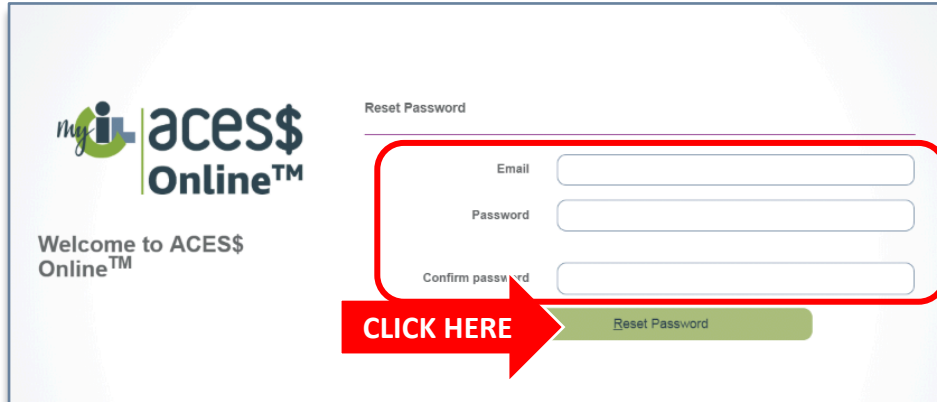
Sincerely,
Center for Independent Living/ACES\$
mycil.org

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

9. Enter your **email address** and **password**, then enter your **password again** to set your password for ACES\$ Online™. Click **Reset Password**.

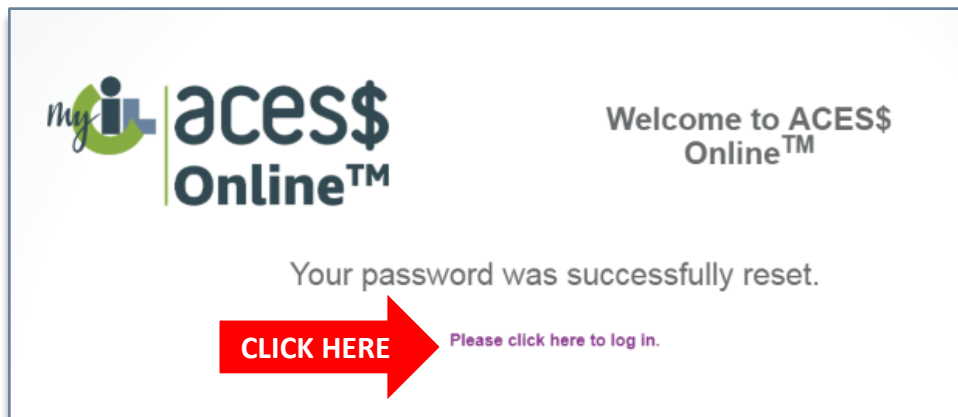
Your password must:

- Be at least eight (8) characters long
- Have at least one (1) upper-case letter
- Have one (1) number
- Have one (1) special character



The screenshot shows the 'Reset Password' form on the ACES\$ Online™ website. The form includes three input fields: 'Email', 'Password', and 'Confirm password'. A red box highlights these three fields. Below the fields is a green 'Reset Password' button, which is pointed to by a red arrow labeled 'CLICK HERE'. The ACES\$ Online™ logo and 'Welcome to ACES\$ Online™' text are visible on the left side of the page.

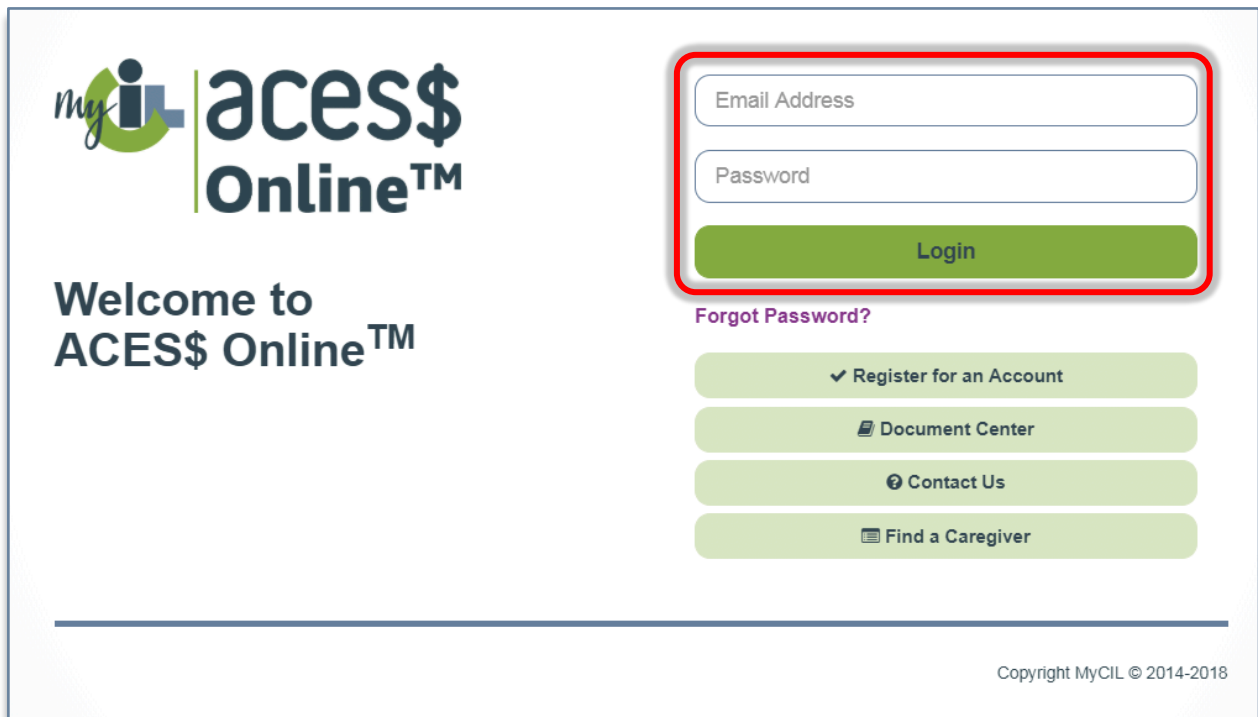
10. You will see a confirmation message.
Click the **Please click here to log in** link.



The screenshot shows a confirmation message on the ACES\$ Online™ website. The message reads 'Your password was successfully reset.' Below the message is a red arrow labeled 'CLICK HERE' pointing to a purple link that says 'Please click here to log in.' The ACES\$ Online™ logo and 'Welcome to ACES\$ Online™' text are visible at the top of the page.

Log In

1. Go to ACES\$ Online™: login.mycil.org
2. Enter your **email address and password**.
3. Click **Login**.



my access\$ Online™

Welcome to
ACES\$ Online™

Email Address

Password

Login

[Forgot Password?](#)

[✓ Register for an Account](#)

[📄 Document Center](#)

[📞 Contact Us](#)

[👤 Find a Caregiver](#)

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ACES\$ Online™ Overview

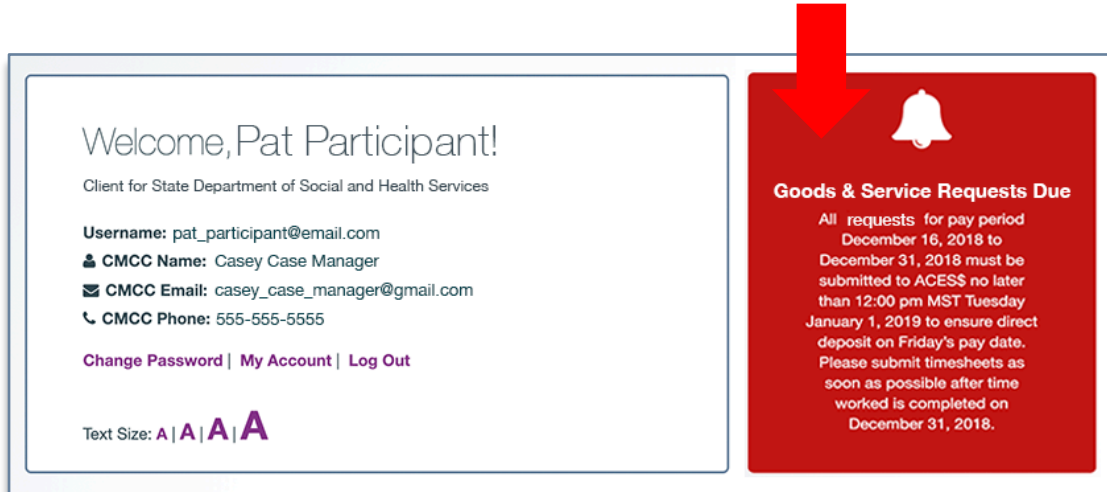
You can use ACES\$ Online™ to:

- Create and view Goods & Services requests
- View and print monthly budgets and expenditures
- View and download documents
- View important information, including contact details, invoice due dates and payment schedules

You can access all of this from the navigation menu and through the clickable tiles on your dashboard.

The screenshot shows the ACES\$ Online™ dashboard interface. A red callout box with white text reads: "Click the left navigation menu items or tiles below to navigate to the desired section." A red arrow points from the callout box to the left navigation menu, and another red arrow points from the callout box to the "Goods And Services" tile. The dashboard includes a top navigation bar with "Log out", "My Account", and "Help" links. The left navigation menu lists: Dashboard, Contact Us, Document Center, Goods And Services, Service Authorization, and Payment Calendar. The main content area features a "Representative Information" section with contact details for Jane and John Doe, a "CMCC Email" and "CMCC Phone" section, and a "Text Size" selector. Below these are five tiles: "Goods And Services" (reimbursement), "Service Authorization" (view service authorizations), "Document Center" (view and download forms), "Payment Calendar" (view payment calendar), and "Contact Us" (contact ACES\$).

On your dashboard, you'll see any important announcements in the **red alert box**. If there aren't any announcements, you won't see this box.



The screenshot shows a dashboard with two main sections. On the left is a white box with a purple border containing a welcome message for 'Pat Participant' and account details. On the right is a red box with a white bell icon at the top, indicating an alert. A large red arrow points from the top of the red box down to the text below.

Welcome, Pat Participant!
Client for State Department of Social and Health Services

Username: pat_participant@email.com
CMCC Name: Casey Case Manager
CMCC Email: casey_case_manager@gmail.com
CMCC Phone: 555-555-5555

[Change Password](#) | [My Account](#) | [Log Out](#)

Text Size: A | A | A | A

Goods & Service Requests Due

All requests for pay period December 16, 2018 to December 31, 2018 must be submitted to ACESS no later than 12:00 pm MST Tuesday January 1, 2019 to ensure direct deposit on Friday's pay date. Please submit timesheets as soon as possible after time worked is completed on December 31, 2018.

If you have a *designated representative*, you'll see their information in a box next to yours on the dashboard.



The screenshot shows a dashboard with two main sections. On the left is a white box with a purple border containing a welcome message for 'Pat Participant' and account details. On the right is a green box with a white border containing designated representative information. A large red arrow points from the top of the green box down to the text below.

Welcome, Pat Participant!
Client for State Department of Social and Health Services

Username: pat_participant@email.com
CMCC Name: Casey Case Manager
CMCC Email: casey_case_manager@gmail.com
CMCC Phone: 555-555-5555

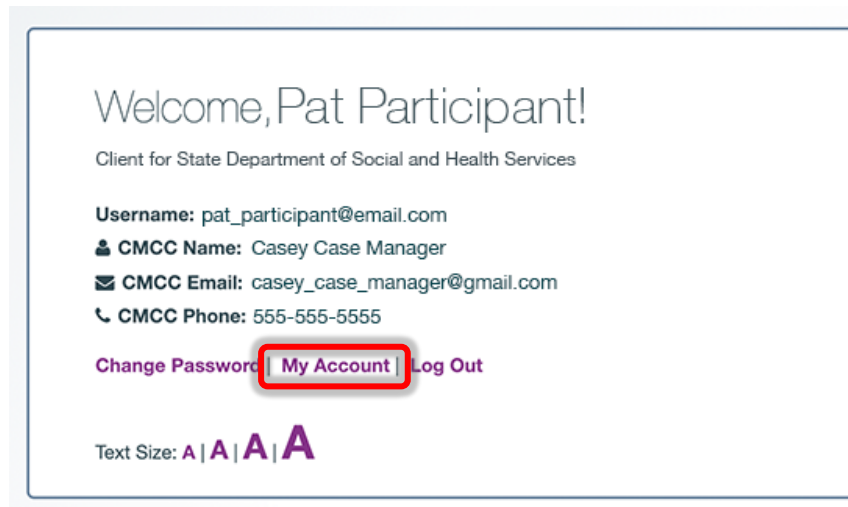
[Change Password](#) | [My Account](#) | [Log Out](#)

Text Size: A | A | A | A

Designated Representative Information

Name: Daughter and son-in-law Jane and John Doe
Address: 123 A Street
City: City
State: WA
Zip Code: 000
Phone # : 000000000
Email: designated_rep@email.com

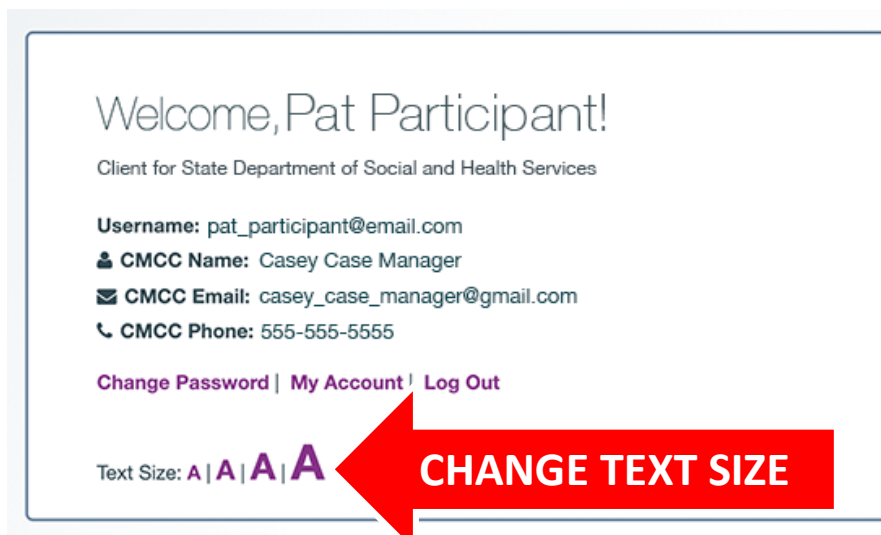
You can access your ACES\$ Online™ account details under your name.



Click **My Account** to:

1. Change your password or security questions. You can also click **Change Password**.
2. Change your email (the email address you use to log in).

Click the **A** next to *Text Size* to make font larger or smaller.



Navigate Goods & Services

1. Log into ACES\$ Online™ at login.mycil.org by following the *How to Log In* instructions.
2. From the dashboard, click **Goods And Services** in the left navigation menu.

The screenshot displays the ACES\$ Online™ dashboard interface. On the left, a dark navigation menu lists several options: Dashboard, Contact Us, Document Center, Goods And Services, Service Authorization, and Payment Calendar. A red arrow points to the 'Goods And Services' option. The main content area features a welcome message for 'Pat Participant' with user details and a 'Designated Representative Information' section. Below these are five service tiles: Goods And Services, Service Authorization, Document Center, Payment Calendar, and Contact Us.

aces\$ Online™

Welcome Pat Participant [Log out](#) [My Account](#) [Help](#)

Dashboard

Contact Us

Document Center

Goods And Services

Service Authorization

Payment Calendar

Welcome, Pat Participant!

Client for State Department of Social and Health Services

Username: pat_participant@email.com
CMCC Name: Casey Case Manager
CMCC Email: casey_case_manager@gmail.com
CMCC Phone: 555-555-5555

[Change Password](#) | [My Account](#) | [Log Out](#)

Text Size: [A](#) | [A](#) | [A](#) | [A](#)

Designated Representative Information

Name: Daughter and son-in-law Jane and John Doe
Address: 123 A Street
City: City
State: WA
Zip Code: 9000
Phone #: 0000000000
Email: designated_rep@email.com

Goods And Services
Receive a reimbursement for your goods and services purchases.

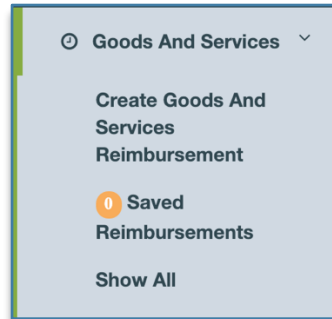
Service Authorization
View service authorizations.

Document Center
View and download forms and how-to's.

Payment Calendar
View payment calendar.

Contact Us
Contact ACES\$.

3. From the left navigation menu, you can select:



- **Create Goods And Services Reimbursement** — Create a new Goods & Services request for reimbursement.
- **Saved Reimbursements** — View saved reimbursements you created but have not submitted. The number to the left of the option shows how many saved reimbursements you have.
- **Rejected Reimbursements** — If you have any rejected reimbursements, you will have the option to view them. The number to the left of the option shows how many rejected reimbursements you have.
- **Show All** — View detailed information about your reimbursement history by selecting the month you'd like to view.

Submit a Goods & Services Request Online

1. Log into ACES\$ Online™ at login.mycil.org by following the *How to Log In* instructions.
2. From the dashboard, click **Create Goods And Services Reimbursement** in the left navigation menu under **Goods And Services** or the click the **Goods And Services** tile.

The screenshot displays the ACES\$ Online™ dashboard for a user named Pat Participant. The dashboard includes a navigation menu on the left with options like Dashboard, Contact Us, Document Center, Goods And Services, Saved Reimbursements, Service Authorization, and Payment Calendar. The main content area shows a welcome message, user information (Username: pat_participant@email.com, CMCC Name: Casey Case Manager, CMCC Email: casey_case_manager@gmail.com, CMCC Phone: 555-555-5555), and a Designated Representative Information section. Below the welcome message are four tiles: Goods And Services (Receive a reimbursement for your goods and services purchases), Service Authorization (View service authorizations), Document Center (View and download forms and how-to's), and Payment Calendar (View payment calendar). A Contact Us tile is also visible at the bottom. Two red arrows highlight the 'Create Goods And Services Reimbursement' option in the navigation menu and the 'Goods And Services' tile.

3. Complete the *Reimbursement Details*.

Client: W000 Pat Participant Invoice Number: _____

Purchase Date: 1/15/2019 Quantity: 1

Choose Service/Items: -- Select Item/Service -- Cost Per Unit: \$ 0.00

Select Vendor: _____ Tax: \$ 0.0

Select Type of Request: _____ Total: \$ 0.00

Receipt or Documentation of Item to Purchase Image: _____ Select file

Either a .JPEG/.JPG, .PNG, .TIFF/.TIF, .BMP or PDF file type required.
Links: Upload the full scanned image of your receipt. Please be sure to scan, upload and save the receipt, otherwise the reimbursement will be delayed.

I, _____, 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.

Save Submit

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Purchase Date — The date you *purchased* the good/service.

Choose Service/Items — Select from this pre-populated list, which is based on previously approved service/items.

Invoice Number — Enter the *invoice* or *purchase number*, if applicable.

Quantity — Select the *amount* of goods/services you purchased.

Cost Per Unit — Enter the cost per unit in *USD*.

Tax — Enter the tax applied to the purchase. ACES\$ Online™ automatically populates the *Total* field by calculating (Quantity X Cost Per Unit) + Tax.

Note: The **Vendor** and **Type of Request** fields are pre-populated with the data the care consultant entered.

4. Upload an image of the receipt. Note: To complete a reimbursement request, ACES\$ requires a receipt.

aces\$ Online™

Welcome Pat Participant | Log out | My Account | Help

Reimbursement Details

Client: Invoice Number:

Purchase Date: Quantity:

Choose Service/Items: Cost Per Unit:

Select Vendor: Tax:

Select Type of Request: Total:

Receipt or Documentation of Item to Purchase Image:

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.

I, _____, 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.

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- Use an accepted file format: JPEG/JPG, PNG, TIFF/TIF, BMP or PDF
- If you are requesting ACES\$ completes the purchase, include an image (screenshot) of the shopping cart or quote with item details and price.

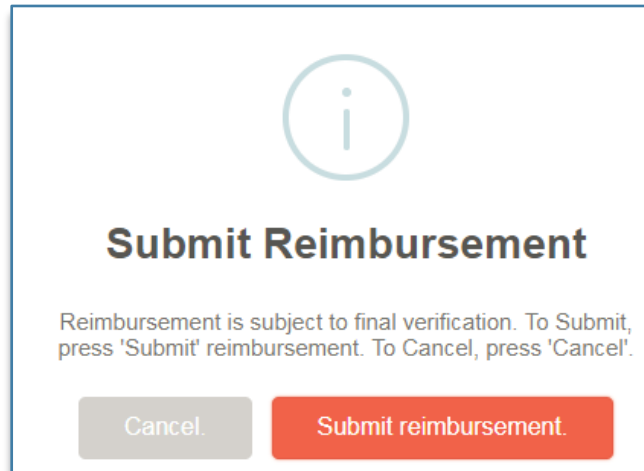
5. Check the box to certify the authenticity of the Goods & Services request. NOTE: Checking this box is a legal acknowledgement and serves to prevent fraud.

I, _____, 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.

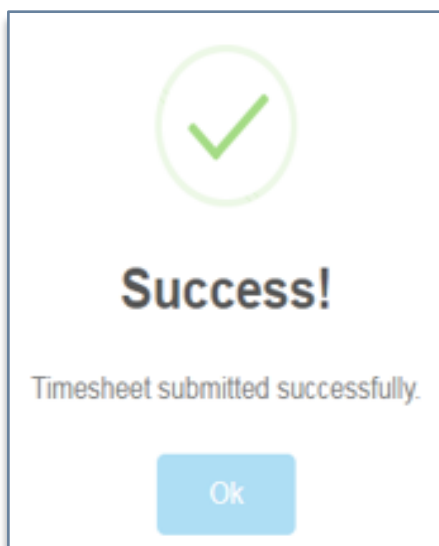
6. Choose:

- **Save** — To submit the request later. NOTE: You will need to upload the receipt image again.
- **Submit** — To send the request to ACES\$ for review.

7. If you choose **Submit**, click the **Submit reimbursement** button.

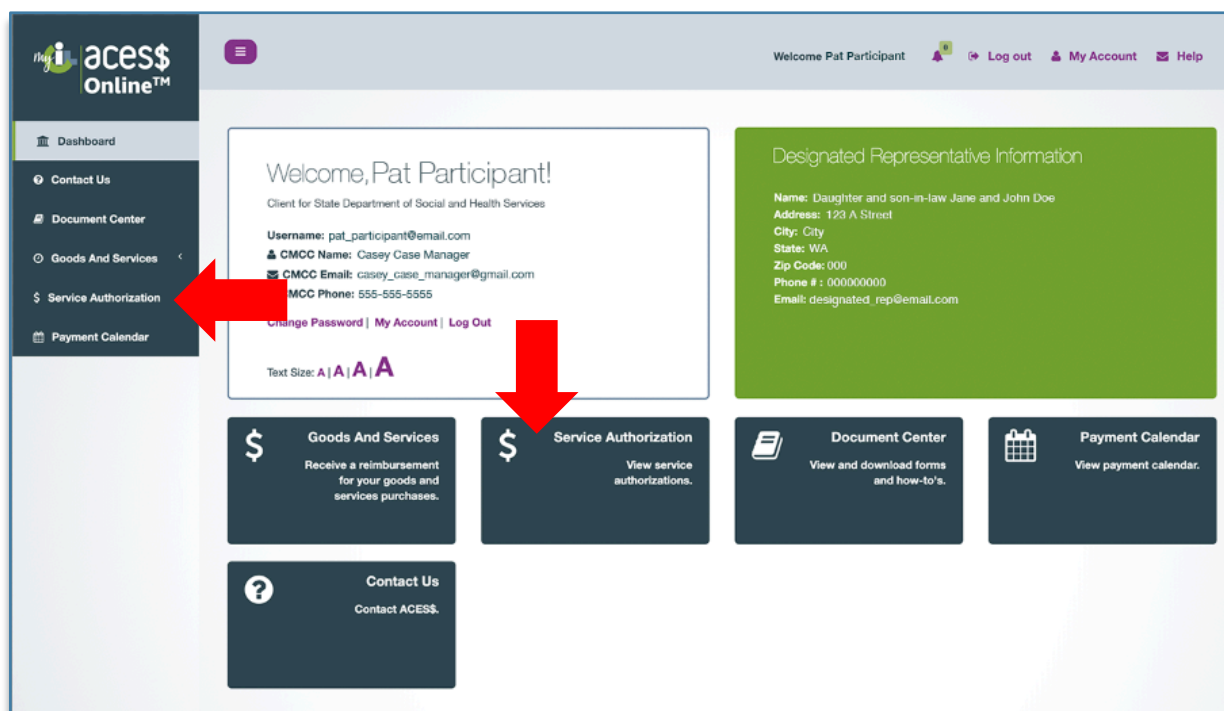


8. Once you submit the reimbursement, **wait for the Success confirmation**. Do NOT click *refresh* or *back* while it's processing.



View and Print a Budget

1. Log into ACES\$ Online™ at login.mycil.org by following the *How to Log In* instructions.
2. From the dashboard, click **Service Authorization** in the left navigation menu or the **Service Authorization** tile.



3. Select a month.

The screenshot shows the ACES\$ Online interface. On the left is a navigation menu with options: Dashboard, Contact Us, Document Center, Goods And Services, Service Authorization, and Payment Calendar. The main content area is titled "Service Authorization and Budget Selection" and shows "Client: Pat Participant - W000". A dropdown menu for selecting a month is open, with "January 2019" selected and highlighted by a red box. Below the dropdown is a checkbox and the text: "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." To the right is a "Service Authorization Summary" section showing "Savings" of \$4,926.08 and "Goods and Services" with a "Starting Balance" of \$475.36, "Amount Used" of \$0.00, and "Current Balance" of \$475.36. The "Total Remaining" is \$5,401.44. At the bottom, there is a "Service Authorization" table with columns for Start Date, End Date, Current Amount, and Goods And Services Monthly Amount.

Note: ACES\$ offers online statements as an environmentally friendly measure. If you prefer to have a *paper copy* mailed to you, **uncheck the box** and click **Save**.

This is a close-up of the "Service Authorization and Budget Selection" section. It shows the "Client: Pat Participant - W000" and a dropdown menu with "January 2019" selected. Below the dropdown is a checkbox and the text: "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." The checkbox is circled in red, and the "Save" button is also circled in red.

4. You can view the monthly budget **starting balance**, **amount used**, **current balance** and **total remaining**.

Service Authorization Summary

Savings ▼

Total Savings

\$4,926.08

Goods and Services

\$
Starting Balance
\$475.36

Amount Used
\$0.00

Current Balance

\$475.36

Total Remaining

\$5,401.44

5. On the middle of the page, you can also view:

- **Budget Allocations**
- **Total Monthly Expenditures**
- **Monthly Goods & Services Budget**

\$5,401.44

Service Authorization ▲

Start Date	End Date	Current Amount	Goods And Services Monthly Amount
11/1/2018	2/28/2019	\$475.36	\$6,000.00
10/1/2018	2/28/2019	\$475.36	\$6,000.00
3/1/2018	10/31/2018	\$0.00	\$462.19
1/1/2018	2/28/2018	\$0.00	\$401.98

Monthly Goods And Services Budget ▲

Notes	Allocation	Allocation Period	Amount	Purchase Frequency	Submitted Amount	Gr-3 Item	Billed Amount	Remaining Amount
	136436	11/1/2018 - 2/28/2019	\$0.00	One Time (C)	\$0.00	Equipment Repair Upkeep	\$0.00	\$0.00
	136437	11/1/2018 - 2/28/2019	\$0.01	One Time (C)	\$0.00	Durable Medical Equipment	\$0.00	\$0.01
	136438	11/1/2018 - 2/28/2019	\$106.00	One Time (C)	\$0.00	Equipment Accessories	\$0.00	\$106.00
	136439	11/1/2018 - 2/28/2019	\$0.01	One Time (C)	\$0.00	Eyeglasses	\$0.00	\$0.01
	136440	11/1/2018 - 2/28/2019	\$1.00	One Time (C)	\$0.00	Dental	\$0.00	\$1.00
	136441	11/1/2018 - 2/28/2019	\$0.00	One Time (C)	\$0.00	Herbal OTC Remedies	\$0.00	\$0.00
	136442	11/1/2018 - 2/28/2019	\$0.00	One Time (C)	\$0.00	Naturopathic Medical Care	\$0.00	\$0.00
	136443	11/1/2018 - 2/28/2019	\$1.00	One Time (C)	\$0.00	Service Animal Training Boarding	\$0.00	\$1.00
	136444	11/1/2018 - 2/28/2019	\$0.00	One Time (C)	\$0.00	Service Animal Training Boarding	\$0.00	\$0.00
	136445	11/1/2018 - 2/28/2019	\$1.00	One Time (C)	\$0.00	Additional Personal Care	\$0.00	\$1.00
	136446	11/1/2018 - 2/28/2019	\$420.81	One Time (C)	\$0.00	Equipment Accessories	\$0.00	\$420.81
	136447	11/1/2018 - 2/28/2019	\$0.00	One Time (C)	\$0.00	Equipment Accessories	\$0.00	\$0.00
	136448	11/1/2018 - 2/28/2019	\$1.00	Monthly (M)	\$0.00	Treatment and Health Maintenance Other	\$0.00	\$1.00

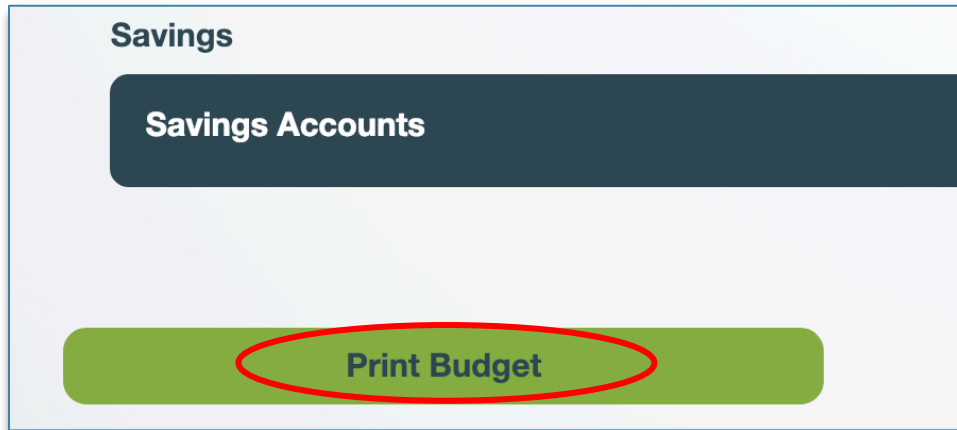
Savings Accounts ▲

Savings

Savings Accounts View Transactions

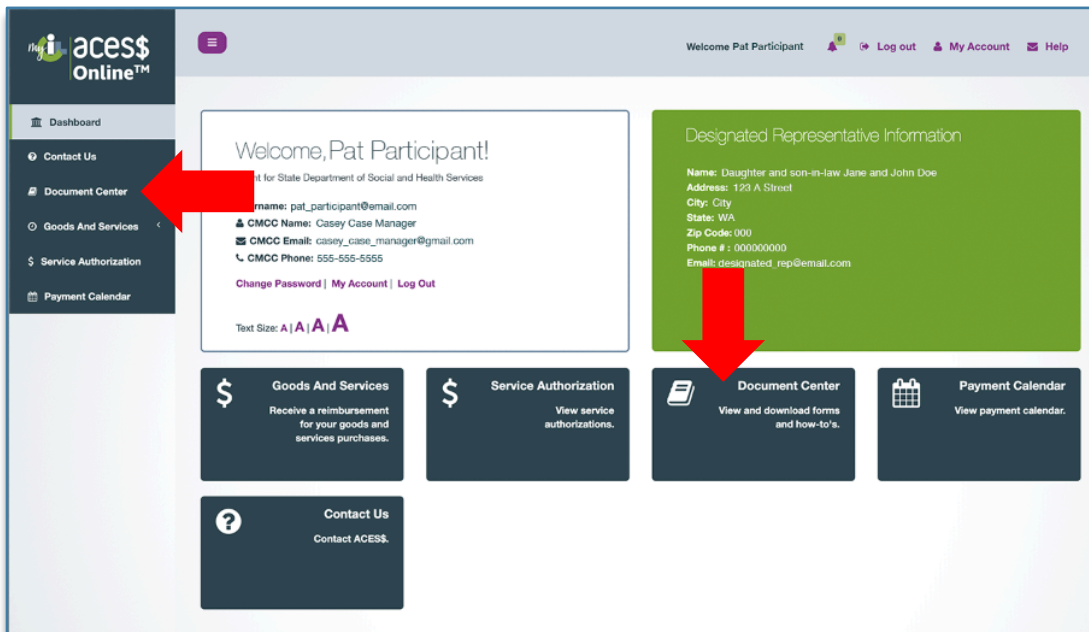
Print Budget

6. To print your budget, click **Print Budget**.

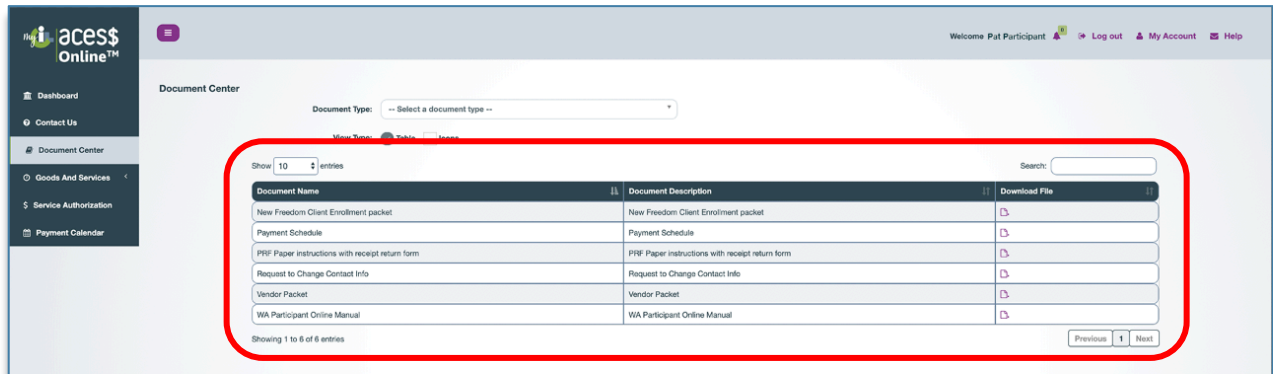


View and Download Documents

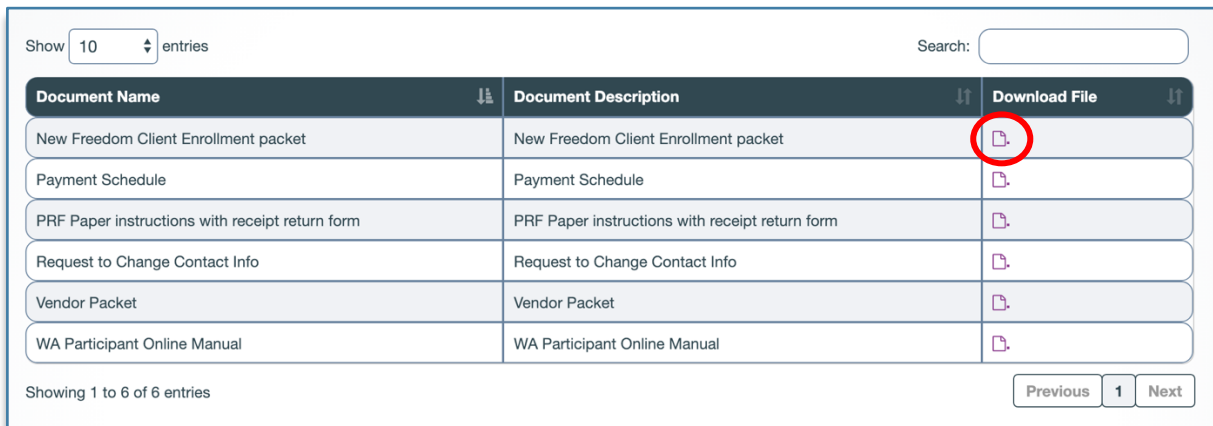
1. Log into ACES\$ Online™ at login.mycil.org by following the *How to Log In* instructions.
2. From the dashboard, click **Document Center** in the left navigation menu or click the **Documents Center** tile.



3. Then, you'll be able to view all the forms and documents.



4. **Click on the document icon** to download the document. Once you download it, you can save or print it.



View and Download Documents Without Logging In

You will need the ACES\$ Participant ID number.

It is a four-digit number that starts with a letter and doesn't have any spaces.

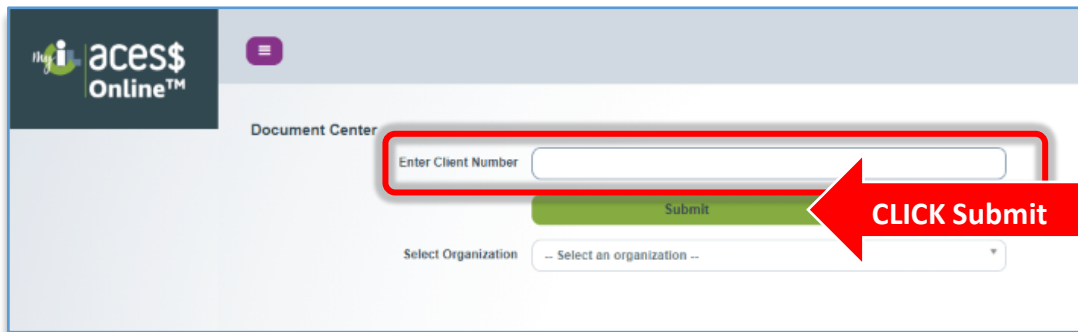
If you don't have it, call ACES\$ at **1-888-224-0115** or email **SupportGoodServiceWA@mycil.org**.

You will need the Participant HIPAA information to obtain the ACES\$ Participant ID number. Without it, we cannot provide it.

1. Go to ACES\$ Online™ by typing **login.mycil.org** into your browser.
2. You do *NOT* need to log in.
3. Click **Document Center**.

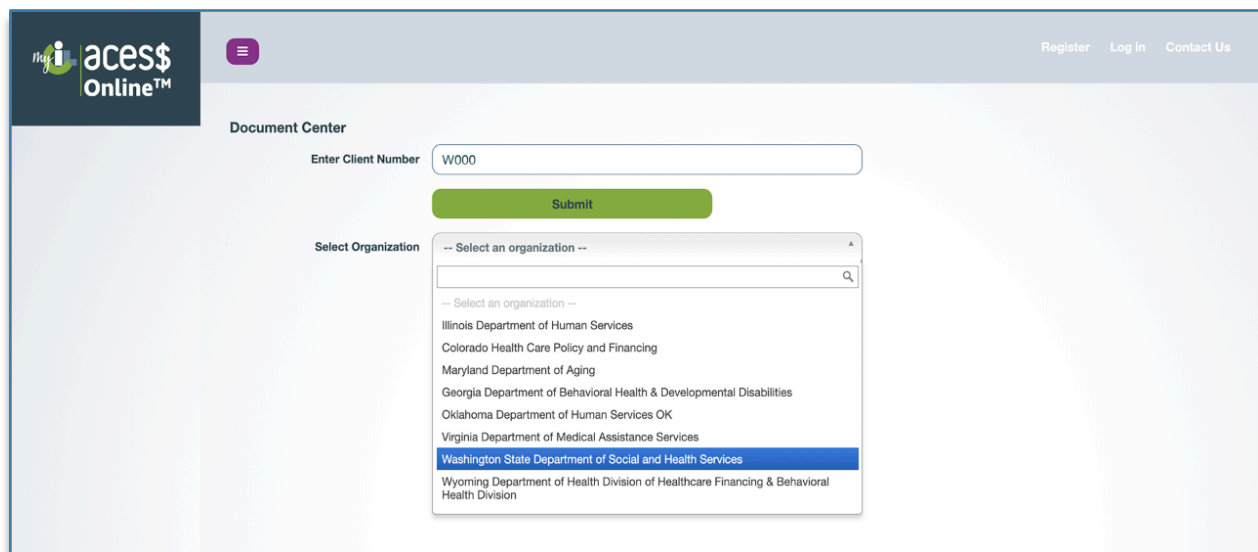
The screenshot shows the ACES\$ Online™ login page. On the left, there is a logo with 'my' in a green circle and 'aces\$ Online™' in black. Below the logo, it says 'Welcome to ACES\$ Online™'. On the right, there is a login form with two input fields: 'Email Address' and 'Password'. Below these fields is a green 'Login' button. Underneath the login button is a link for 'Forgot Password?'. Below that are four green buttons: 'Register for an Account' (with a checkmark icon), 'Document Center' (with a document icon and circled in red), 'Contact Us' (with a speech bubble icon), and 'Find a Caregiver' (with a person icon). At the bottom right of the page, there is a small copyright notice: 'Copyright MyCIL © 2014-2018'.

4. Enter the **ACES\$ Participant ID** number and click **Submit**.



The screenshot shows the ACES\$ Online Document Center interface. It features a header with the ACES\$ Online logo and a hamburger menu icon. Below the header, the text "Document Center" is displayed. The main form area contains an input field labeled "Enter Client Number" with a red border. To the right of this field is a green "Submit" button. A red arrow points from the right side of the "Submit" button towards the "Enter Client Number" field, with the text "CLICK Submit" written in white on the arrow. Below the "Enter Client Number" field is a dropdown menu labeled "Select Organization" with the text "-- Select an organization --".

5. Choose your organization (either **Washington State Department of Social and Health Services** or **Washington Veteran Directed Home Services Program**) from the *Organization* dropdown menu.



The screenshot shows the ACES\$ Online Document Center interface with the organization dropdown menu open. The header includes the ACES\$ Online logo, a hamburger menu icon, and links for "Register", "Log In", and "Contact Us". The "Document Center" section contains an input field labeled "Enter Client Number" with the value "W000". Below this field is a green "Submit" button. The "Select Organization" dropdown menu is open, showing a list of organizations. The "Washington State Department of Social and Health Services" option is highlighted in blue. Other organizations listed include Illinois Department of Human Services, Colorado Health Care Policy and Financing, Maryland Department of Aging, Georgia Department of Behavioral Health & Developmental Disabilities, Oklahoma Department of Human Services OK, Virginia Department of Medical Assistance Services, and Wyoming Department of Health Division of Healthcare Financing & Behavioral Health Division.

6. Then, you'll be able to view all the forms and documents.

aces\$ Online™

Document Center

Enter Client Number: W000

Submit

Select Organization: Washington State Department of Social and Health Services

view type: table icons

Show 10 entries

Search:

Document Name	Document Description	Download File
New Freedom Client Enrollment packet	New Freedom Client Enrollment packet	
Payment Schedule	Payment Schedule	
PRF Paper instructions with receipt return form	PRF Paper instructions with receipt return form	
Request to Change Contact Info	Request to Change Contact Info	
Vendor Packet	Vendor Packet	
WA Care Consultant Online Manual	WA Care Consultant Online Manual	
WA Participant Online Manual	WA Participant Online Manual	

Showing 1 to 7 of 7 entries

Previous 1 Next

7. **Click on the document icon** to download the document. Once you download it, you can save or print it.

Show 10 entries

Search:

Document Name	Document Description	Download File
New Freedom Client Enrollment packet	New Freedom Client Enrollment packet	
Payment Schedule	Payment Schedule	
PRF Paper instructions with receipt return form	PRF Paper instructions with receipt return form	
Request to Change Contact Info	Request to Change Contact Info	
Vendor Packet	Vendor Packet	
WA Care Consultant Online Manual	WA Care Consultant Online Manual	
WA Participant Online Manual	WA Participant Online Manual	

Showing 1 to 7 of 7 entries

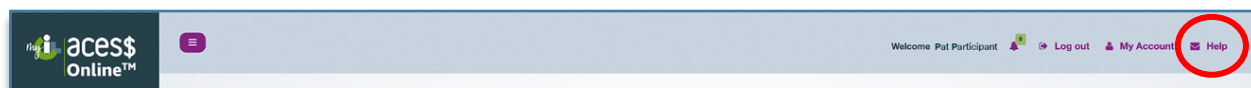
Previous 1 Next

Technical Support

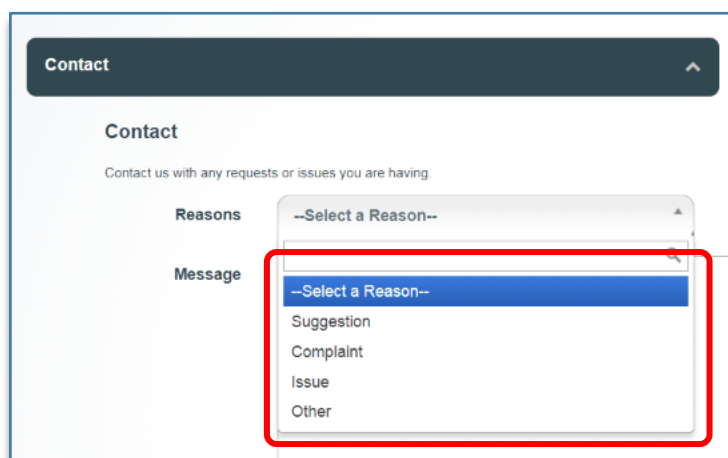
If you have a *technical support* question, follow the steps below to contact the ACES\$ IT team directly.

You can direct all other questions to Participant Service.

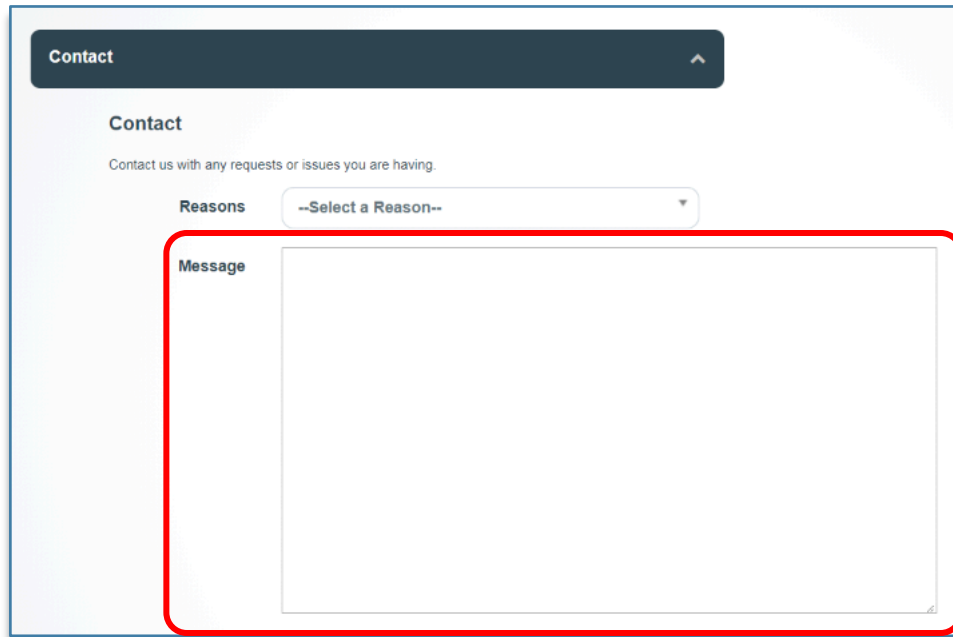
1. Click **Help** in the top right corner to send a message directly to the ACES\$ IT team for tech support.



2. **Select your reason** for contacting the ACES\$ IT team.

A screenshot of a 'Contact' form. The form has a dark header with the word 'Contact' and an upward arrow. Below the header, the word 'Contact' is repeated, followed by the text 'Contact us with any requests or issues you are having.' There are two main sections: 'Reasons' and 'Message'. The 'Reasons' section has a dropdown menu with the text '--Select a Reason--'. The 'Message' section has a text input field. A red box highlights the dropdown menu, which is open and shows the following options: '--Select a Reason--', 'Suggestion', 'Complaint', 'Issue', and 'Other'.

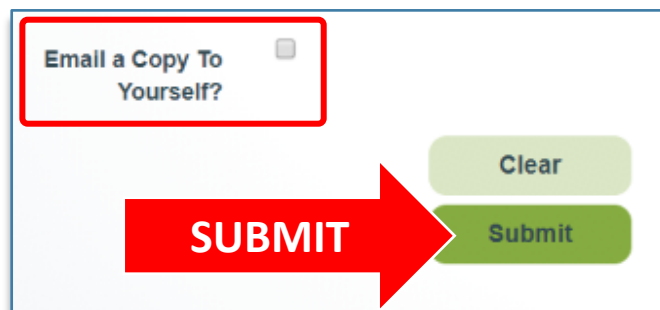
3. **Write a message** detailing what occurred, what support you need, and any other information to help IT understand the issue.



The screenshot shows a contact form titled "Contact" with a dark header bar. Below the header, the text "Contact us with any requests or issues you are having." is displayed. A dropdown menu labeled "Reasons" is set to "--Select a Reason--". A large text area labeled "Message" is highlighted with a red rectangular border.

4. Click **Email a Copy To Yourself** to receive a copy of your help request. This is optional.

5. Click **Submit**.



This close-up shows the "Email a Copy To Yourself?" checkbox, which is currently unchecked. To the right are two buttons: "Clear" and "Submit". A large red arrow with the word "SUBMIT" in white capital letters points directly to the "Submit" button.

ACES\$ Washington
Participant Care Contact Information

Toll-free: **1-888-224-0115** • Email: supportWA@mycil.org

ACES\$ Washington
1142 Sanderson Avenue
Scranton, Pennsylvania 18509
Fax Documents: 1-888-224-3270

Secure Email

You can send information and enrollment packets through secure email.

To sign up for ACES\$ secure email,
email your request to secureWA@mycil.org.
You will receive an email back with instructions
on how to enroll in ACES\$ secure email.

