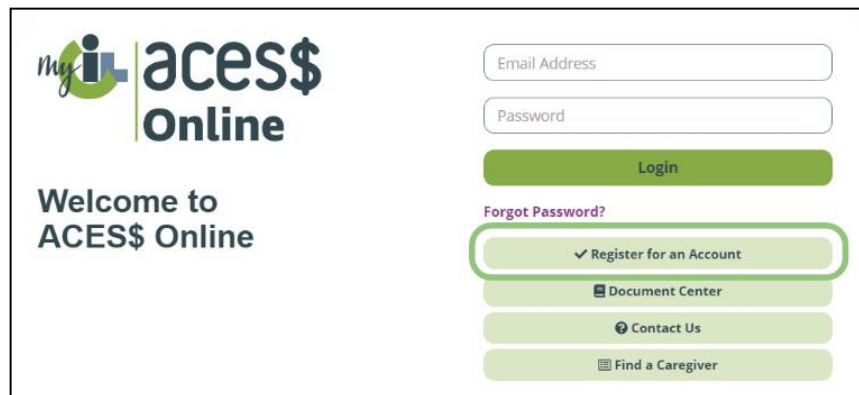# Illinois
ACES$ Online
Manual

Contents

Register for an Account

To use ACES$ Online, both the
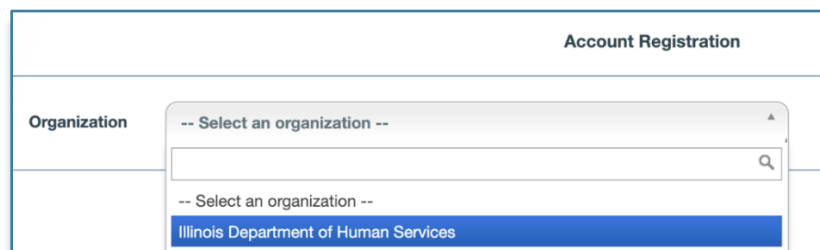Employer and the Personal Support Worker (PSW) must have an account.

If the Employer is *not* the Consumer, use all the Consumer details and the Employer's email.
Note: Employers will need the ACES$ Consumer ID number to complete registration. If you do not know the Consumer ID number, call ACES$ at 1-877-223-7781.
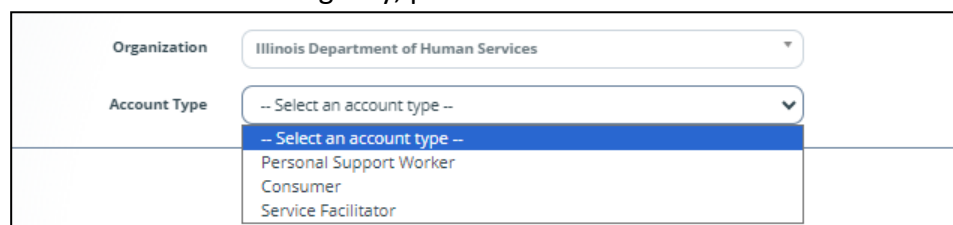
1. Go to ACES$ Online by typing **login.mycil.org** into your browser.
2. Click Register for an Account.

3. Choose **Illinois Department of Human Services** from the *Organization* dropdown menu.

4. Choose your **Account Type** from the *Account Type* drop-down menu. Reminder: Employers should always select the "Consumer" account type from the drop-down menu when registering. If you are self-directing without a Self-Directed Agency, please also choose the "Consumer" role.

5. Complete each section of the registration page. **Note:** Security questions are NOT case sensitive.

    The email used 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.

6. Check the certify box and click **Register**.

7. ACES$ Online will send an email to set a password. Open the email and click on the **Click here to verify and set your password** link. **Note**: The verification link is **only valid for *24 hours*.**

8. Enter your **email address** and your desired **password** twice, then click **Reset Password**.
    Your password must:

    - Be at least eight (8) characters long
    - Have at least one (1) upper-case and one (1) lower-case letter
    - Have at least one (1) number
    - Have at least one (1) of the following special characters: @ ! # $ % ^ &

9. You will see a confirmation message. Click the **Please click here to log in** link or go to **login.mycil.org**.

How to Log In to ACES$ Online

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

ACES$ Online Overview

Employers and PSWs can use ACES$ Online to:
- View and download documents
- Approve or submit worked shifts
- View important information, including Paid Leave balances, contact details, budgets, pay stubs and payment schedules

You can access all of this from the **navigation menu** on the left and through the clickable tiles on the bottom of the **dashboard**.
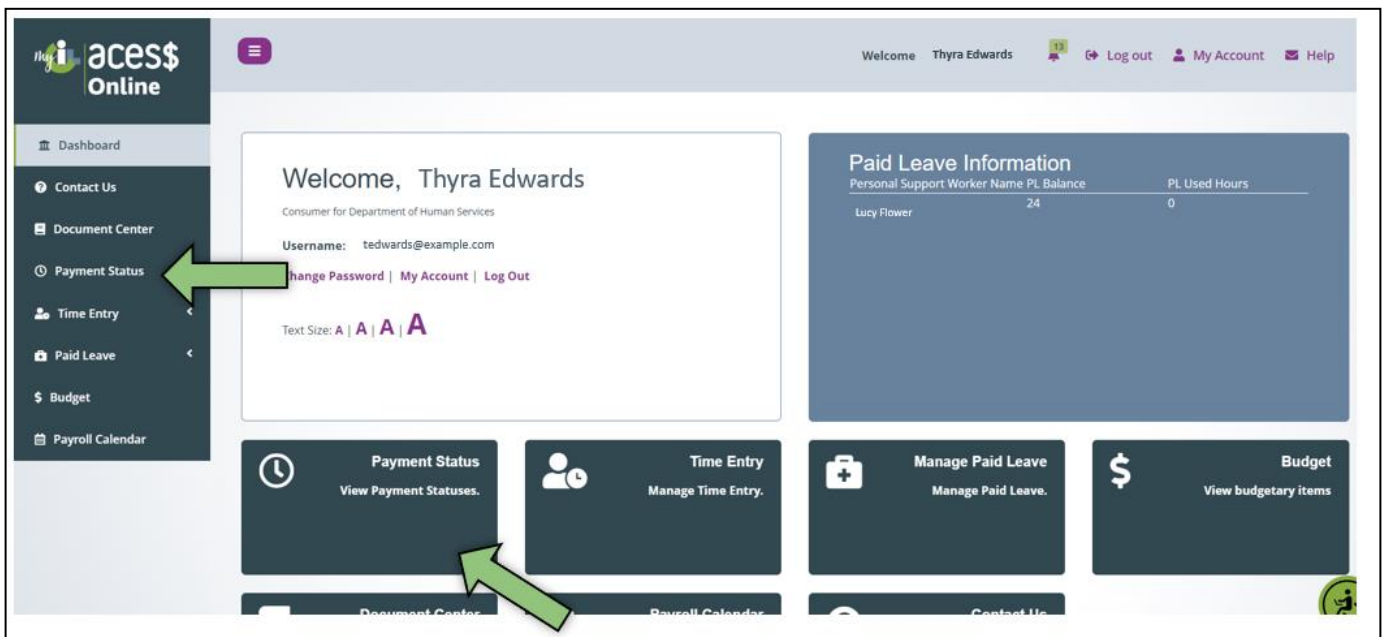
On your dashboard, if there are any announcements, they will show in the **red alert box**.
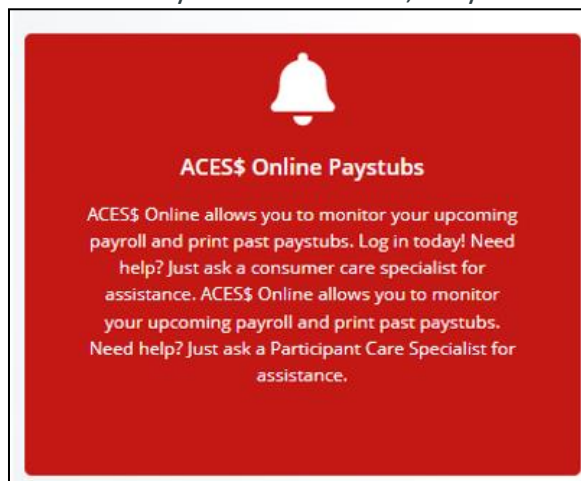
You can find your ACES$ Online account details under your name. Click **My Account** to:

- Change your password or security questions. You can also click **Change Password**.
- Change the email address used to log in.
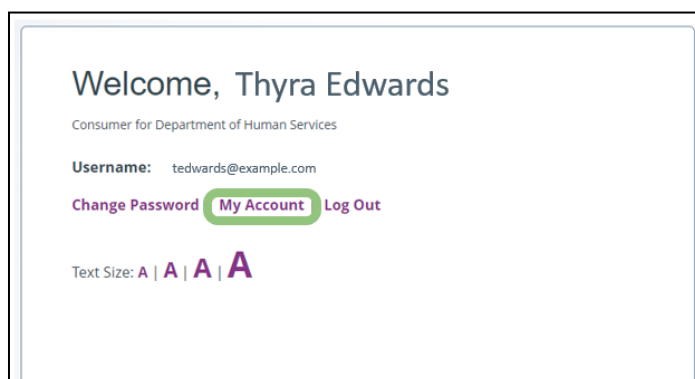
Click the **A** next to *Text Size* to make font larger or smaller.
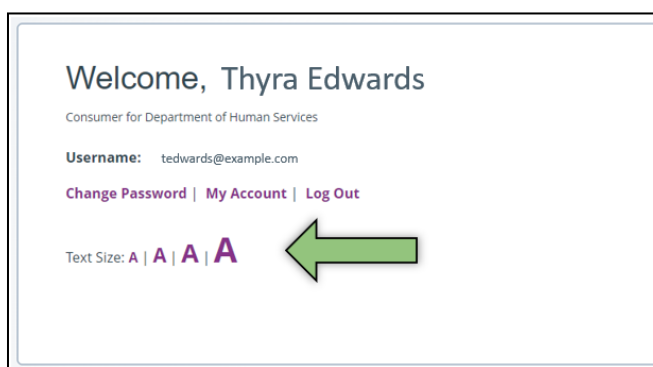
Add a Shift
For PSWs ONLY

PSWs can create a new shift in ACES$ Online by completing the following steps.

Note: *Only PSWs* can create new shifts.
All shifts entered directly into ACES$ Online are non-compliant with Electronic Visit Verification (EVV).

1. Log into ACES$ Online at **login.mycil.org** by following the *How to Log In* instructions.

2. From the dashboard, click **Time Entry** in the left navigation menu, then choose **Enter Time** from the submenu.

3. Select the **Consumer**, **Year**, and a specific **Pay Period** from the dropdown menu and the Search button will turn **green**. Click or tap **Search**.
   - Choosing **All Pay Periods** from the Pay Period dropdown menu will not allow PSW to add or edit shifts. Please choose a specific pay period from the menu.
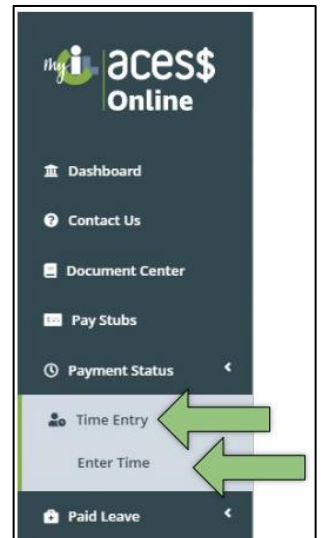
4. Any previously entered shifts for that pay period will appear. Click the **+ Add Shift** button to add a new shift.
   If on a mobile device, scroll down to find the **+ Add Shift** button.

5. Enter the **date in**, **time in**, **date out**, **time out**, **service type**, and **adjustment reason**.
   ACES$ Online will automatically round the hours worked to the nearest 15-minute interval for each shift.
   Click the **Save** button.
6. Once you have saved the shift, a pop-up box will appear to confirm the shift has been saved.
7. Click the **Edit button** to make changes, if applicable.
8. Read the Submit Time confirmation information, then click the **Submit** button next to the individual shift, or the **Submit All** button at the bottom of the page.
   - Please note, when in the mobile view, you may have to click to expand the individual shift to see the individual submit button.

Do NOT click *refresh* or *back* during processing.

Edit an Existing Shift
For PSWs ONLY

1. **Create a shift** by following the *How to Create a Shift* instructions.
2. If the shift has the status of **Unconfirmed** or **Rejected**, then it can be edited. Click the **Edit button** to edit a particular shift.

3. Make changes to any of the **start date**, **start time**, **end date**, **end time**, or **reason for editing the shift**. Click the **Save** button. The old values will be crossed out and the new values will take their place. **Reminder:** Editing shifts makes them EVV non-compliant.

4. If on a mobile device, click the carrot icon to expand the shift you wish to edit. Then, click the edit button, make any adjustments, and select **Submit**.

5. Click the **Submit button** to submit the shift to the Employer.

Actions	Status	Date In	Time In	Date Out	Time Out	Rounded Hours	Service Type	
Edit Submit Reject	Unconfirmed	07/02/2024 (Tue) 07/01/2024 (Mon)	1:30 PM 2:00 PM	07/02/2024 (Tue) 07/01/2024 (Mon)	5:30 PM 5:00 PM	4hr	Attendant Services ⌄	More

6. Read the Submit Time confirmation information, then click the **Submit** button next to the individual shift, or the **Submit All** button at the bottom of the page.
   Do NOT click *refresh* or *back* while it is processing.

Submit Time

I certify that I provided a service on the date(s) listed above. I have confirmed with my Employer, and we are both in agreement for the stated hours 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.

Cancel   Submit

Submit All Time

By clicking submit all I, the Employee, certify that I provided a service on the date(s) indicated. I have confirmed with my Employer, and we are both in agreement for the stated hours being submitted. 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.

Cancel   Submit All

7. Once you have submitted the shift, a pop-up box will appear confirming your submission.
8. Repeat steps **2 through 6** for any other shifts that need to be submitted to the Employer.

Approve/Reject a Shift
For Employers ONLY

Employers must **approve** or **reject** pending shifts in ACES$ Online for those shifts to be sent to ACES$ for processing.

1. Log into ACES$ Online at **login.mycil.org** by following the *How to Log In* instructions.

2. From the dashboard, click **Time Entry** in the left navigation menu, then choose **Approve/Reject Time** from the submenu.

3. In the search, select the **PSW**, the **Year**, and a specific **Pay Period**. When the Search button turns **green**, click **Search**.
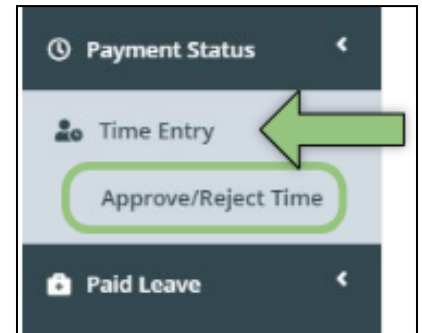
Approve/Reject Time Entered

Consumer: Thyra Edwards- Z123	Personal Support Worker: Flower, Lucy
Year: 2024	Pay Period: 6/16/2024 - 6/30/2024

Search

Note: Choosing **All Pay Periods** from the Pay Period menu will only allow the Employer to **view** shifts, not approve or reject them. To approve or reject shifts, choose a specific pay period from the menu.

4. All shifts in the selected pay period appear beneath the **Search** box. Shifts that have the status of **Pending** can be approved or rejected. Shifts that have other statuses cannot be approved or rejected.
5. **Review the Pending shifts** for accuracy including the dates, time in/out, service type, and total hours.
6. After reviewing shifts in Pending status, Employers may approve or reject one at a time or all shifts at once.

Actions	Status	Date In	Time In	Date Out	Time Out	Rounded Hours	Service Type	
Approve / Reject	Pending	05/16/2024 (Thu)	2:00 PM	05/16/2024 (Thu)	5:00 PM	3hr	Attendant Services	More
Approve / Reject	Pending	05/18/2024 (Sat)	12:00 PM	05/18/2024 (Sat)	5:00 PM	5hr	Attendant Services	More
Approve All / Reject All				Notice: Changing Start and/or End Times will cancel GPS recordings for those changed times. Too many or unusual use of time changes, or entry of non-EVV verified times, may result in additional training, guidance and oversight as required by ILDHS				

7. If on a mobile device, click the carrot icon to expand the shift you wish to review. Then select to **Approve** or **Reject** shifts one at a time, or all shifts at once.

8. Read the Submit Time confirmation information, then click the **Approve** button next to the individual shift, or the **Approve All** button at the bottom of the page.
Do NOT click *refresh* or *back* while it is processing. **Note:** Checking this box is a legal acknowledgement and serves to prevent fraud.

9. When shifts are **Approved**, the shift has been **Accepted** and will be sent to ACES$ for processing. Once you have approved the shift(s), a pop-up box will appear confirming your approval.

Status	Date In	Time In	Date Out	Time Out	Rounded Hours	Service Type	
Accepted	05/16/2024 (Thu)	2:00 PM	05/16/2024 (Thu)	5:00 PM	3hr	Attendant Services ⌄	More
Accepted	05/18/2024 (Sat)	12:00 PM	05/18/2024 (Sat)	5:00 PM	5hr	Attendant Services ⌄	More

View Payment Status

1. Log into ACES$ Online at **login.mycil.org** by following the *How to Log In* instructions.
2. From the dashboard, click **Payment Status** in the left navigation menu or the Payment Status tile.
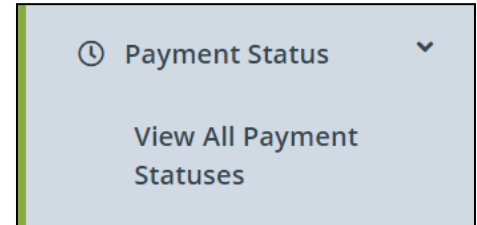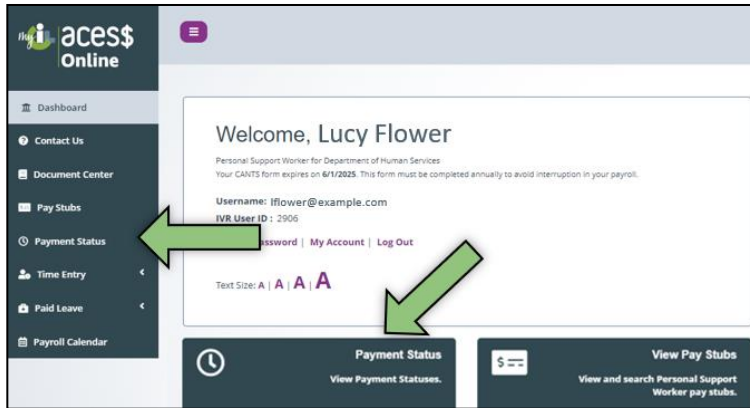
3. In the submenu, click **View All Payment Statuses**.

4. Next, narrow the search criteria by Consumer's or PSW's Name, Year, and Pay Period.

5. Click **Search**.
6. To view the details for a specific pay period, click the **View**.

Select Payment Status	Consumer ID	Consumer Name	Pay Period	Personal Support Worker	Status	Check Date
View	Z123	Thyra Edwards	3/16/2024 - 3/31/2024	LUCY FLOWER	POSTED	4/12/2024
View	Z123	Thyra Edwards	3/1/2024 - 3/15/2024	LUCY FLOWER	POSTED	3/29/2024

7. To view a pay period's status, see **Status** column.
   When payment is scheduled the date will appear in the "Check Date" column.

Understanding Shift and Pay Period Status

## Time Entry Section: Shift Statuses

- **Unconfirmed** — The PSW has saved the shift but has not yet submitted the shift to the Employer. The next step is for the PSW to submit the shift.
- **Self-Reject** — The PSW has self-rejected a shift. An Employer can see a self-rejected shift, but it cannot be approved.
- **Pending** — The PSW has submitted the shift, and the Employer needs to review the shift and either *approve or reject* the shift.
- **Rejected** — The Employer *rejected* the shift, and the PSW may make edits and resubmit the shift.
- **Accepted** — The Employer *approved* the shift and it will be sent to ACES$ for processing.

Payment Status Section: Statuses

- **Unverified** — The Employer *approved* shifts, and the pay period *is with ACES$* for processing.
- **Kick** — There *is an issue* with the time in this pay period. Please contact ACES$ Consumer Care at **1-877-223-7781** for more information.
- **OK** — ACES$ has *processed* the pay period and will run it with the next payroll.
- **Posted** — ACES$ has run payroll for this pay period and either *scheduled payment* for processing or is waiting for permission from the State of Illinois before scheduling payment.

View and Download Documents

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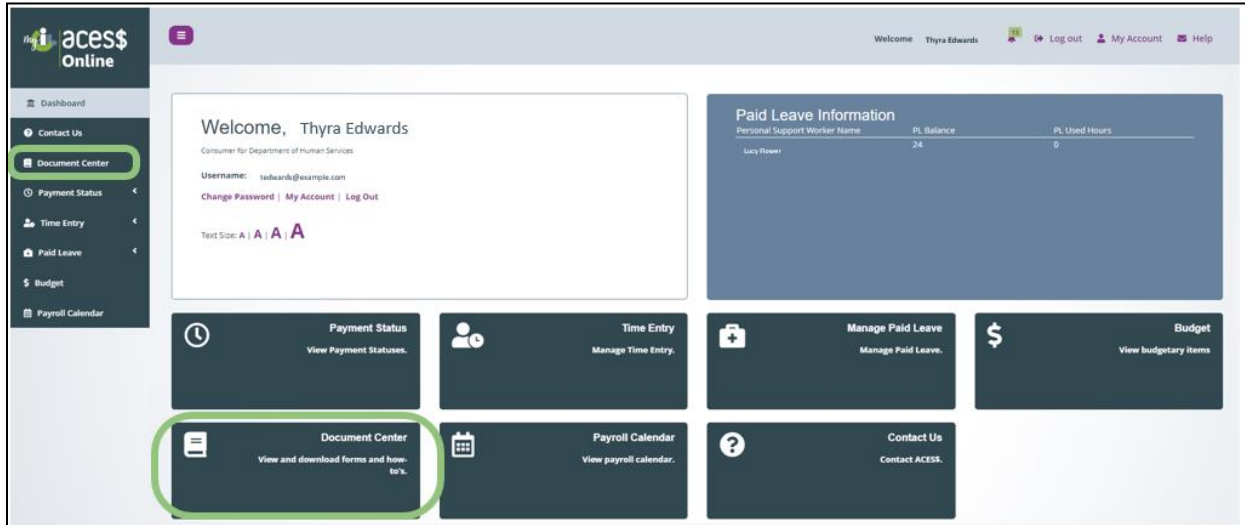
2. From the dashboard, click **Document Center** in the left navigation menu or the **Document Center tile**.

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

4. The Document Center can also be accessed without logging into ACES$ Online.
   Go to ACES$ Online by typing **login.mycil.org** into your browser.
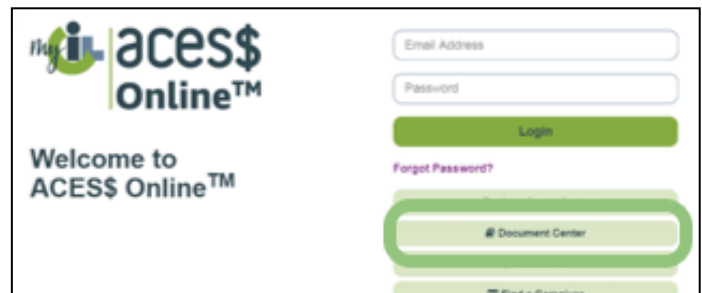
5. Click **Document Center**.

6. Choose **Illinois Department of Human Services** from the *Organization* dropdown menu.

7. View all the forms and documents. To download, click on the document icon. Once the document has been downloaded, it can be saved or printed.

View Budget *For Consumers/Employers and SDAs*

1. Log into ACES$ Online at **login.mycil.org** by following the *How to Log In* instructions.
2. From the dashboard, click **Budget** in the left navigation menu or the **Budget tile**.
3. Select a **month** to view the budget details and usage broken down by pay period and PSW.

Monthly Budget Selection

June 2024

June Monthly Budget

$		Starting Balance **2664.30**
🏛		Amount Used **2648.25**
👍		Current Balance **16.05**

Budget Allocations

Budget Service Type	Billing Level	Units	Unit Rate	Total
	Level 1	217905.0	$0.01	$2,179.05

Total Monthly Expenditures

Pay Period	Allocation	Approved Hours	Approved Amount	Billed Hours	Billed Amount	Remaining Amount	Percent Utilization
6/1/2024-6/15/2024	$2,179.05	0.00	$0.00	182.50	$2,179.05	$0.00	100.00%

Personal Support Worker Monthly Expenditures

Personal Support Worker	Pay Period	Pay Rate	Hours	Paid Amount
Lucy Flower	6/1/2024- 6/15/2024	$11.94	97.50	$1,164.15
Lucy Flower	6/16/2024- 6/31/2024	$11.94	85.00	$1,014.90

View a Paystub *For PSWs ONLY*

PSWs can view their paystubs in ACES$ Online by completing the following steps.
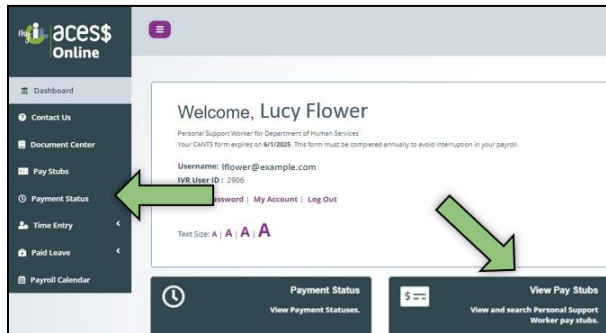
1. Log into ACES$ Online at **login.mycil.org** by following the log-in instructions.
2. Click **Pay Stubs**. Choose the **Consumer**, **year**, and **pay period**.
3. Click **Search**.

4. To print, click **Print Paystub**. Click **View Timesheets** to view the pay period details associated with the pay stub. Otherwise scroll down to view the full pay stub.

5. View the full Pay Stub details.

Technical Support

If you have a **technical support** question, follow the steps below to contact the ACES$ IT team directly. Please direct all other questions to the Consumer Care Line at 1-877-223-7781.

1. On any screen once logged in, click **Help** in the top right corner to send a message directly to the ACES$ IT team for technical support.

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

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

4. Optional: Click **Email a Copy to Yourself** to receive a copy of your help request.

5. Click **Submit**.

ACES$ Illinois
Consumer Care Contact Information

Toll-free: 1-877-223-7781 • Email**: supportIL@mycil.org**

ACES$ Illinois – Springfield

2960 Baker Drive, Springfield, IL 62703
Fax Documents: 1-217-528-9849
Fax Timesheets: 1-877-808-7014

ACES$ Illinois – Tinley Park

7820 Graphics Drive, Suite 200, Tinley Park, IL 60477
Fax Documents: 1-708-532-3631
Fax Timesheets: 1-877-808-7014