



**InnovAge**  
***Participant/Employer***  
***& Employee***  
**ACES\$ Online Manual**

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## Register for an Account

To use ACES\$ Online, both the Employer and the Employee must have an account.

If the Employer is *not* the Participant, use all the Participant details and the Employer email.

1. Call ACES\$ at **1-833-400-2263** for your *ACES\$ Participant ID number*.  
(Employees don't need an ID number and can skip this first step.)
2. Go to ACES\$ Online by typing **login.mycil.org** into your browser.
3. Click Register for an Account.

my i-aces\$ Online™

Welcome to ACES\$ Online™

Email Address

Password

Login

Forgot Password?

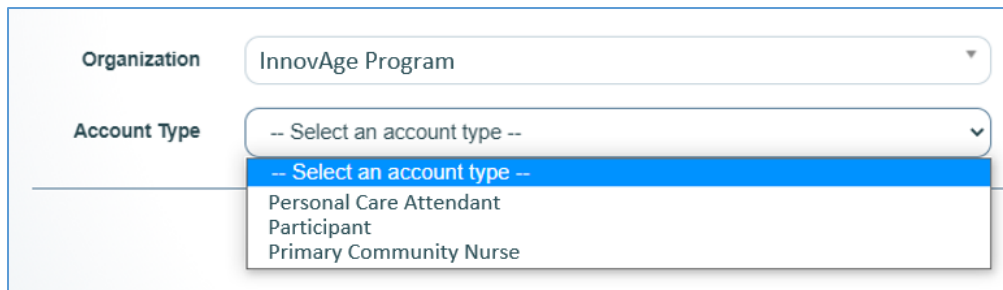
✓ Register for an Account

Document Center

Contact Us

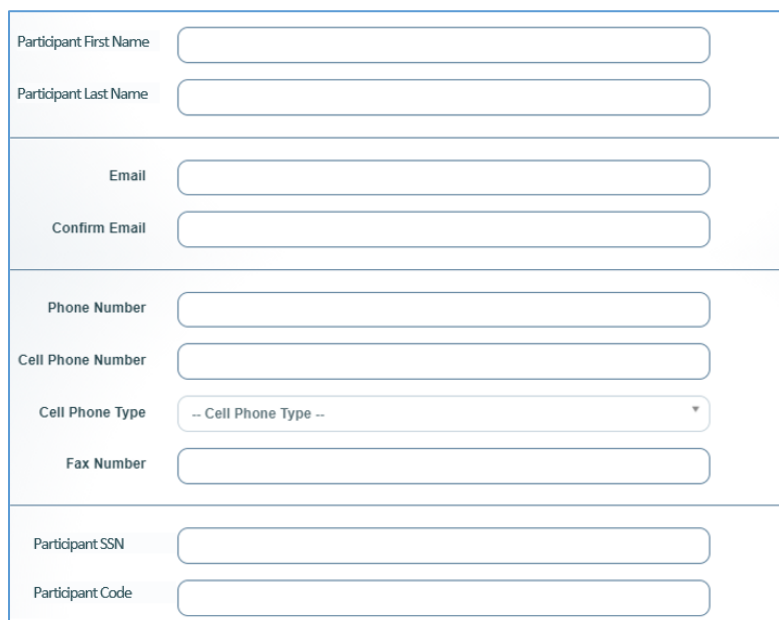
Find a Caregiver

4. Choose **InnovAge** from the *Organization* dropdown menu.
5. Choose your **Account Type** from the *Account Type* dropdown menu.



The screenshot shows two dropdown menus. The first is labeled "Organization" and has "InnovAge Program" selected. The second is labeled "Account Type" and has "-- Select an account type --" selected. A blue highlight is visible over the "-- Select an account type --" option in the dropdown menu. Below the dropdown menu, the following options are listed: Personal Care Attendant, Participant, and Primary Community Nurse.

6. **Complete each section** of the registration form.



The screenshot shows a registration form with the following fields:

- Participant First Name
- Participant Last Name
- Email
- Confirm Email
- Phone Number
- Cell Phone Number
- Cell Phone Type (dropdown menu)
- Fax Number
- Participant SSN
- Participant Code

***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 ACES\$ Online user's email address.

7. **Select and answer** three (3) different security questions. Security questions are NOT case sensitive.

Security Questions	In what city does your nearest sibling live?
Security Answer 1	dallas
Security Questions	What is the name of your favorite childhood friend?
Security Answer 2	friend
Security Questions	What was your childhood nickname?
Security Answer 3	buddy

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

<input checked="" type="checkbox"/>	I hereby certify that the above information is true and correct to the best of my knowledge. I understand that false information may disqualify me for benefits.
If you have any questions please contact us at 833-400-2263 or email us at SupportINNO@mycil.org.	
<b>Register</b>	

9. ACES\$ Online will send you an email to set your password. If you do not see it, check your Spam folder. **Open** the email and click on **Click here to verify and set your password** link. *Please note:* The verification link is **only valid for 24 hours**.

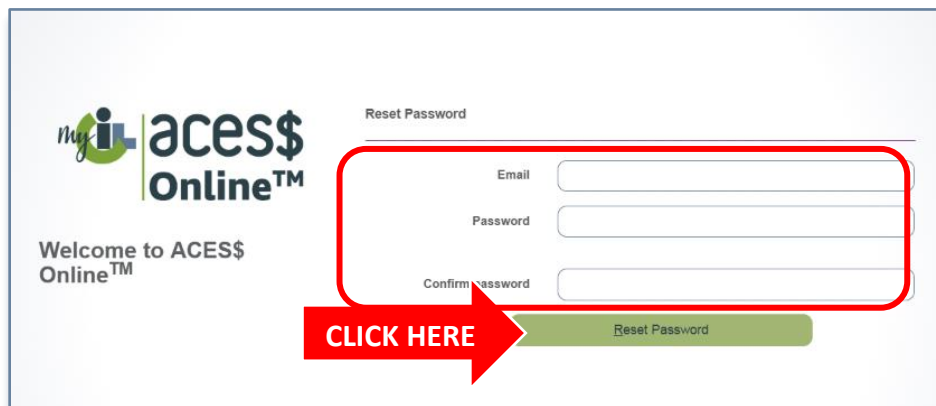
Thank you for registering! You must click the link below to access your account. Once you are on the website, you will be asked to create a new password for your account.
<a href="#">Click here to verify and set your password &gt;</a>
By registering online you also agree to use the Budget screen instead 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 833-400-2263.



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

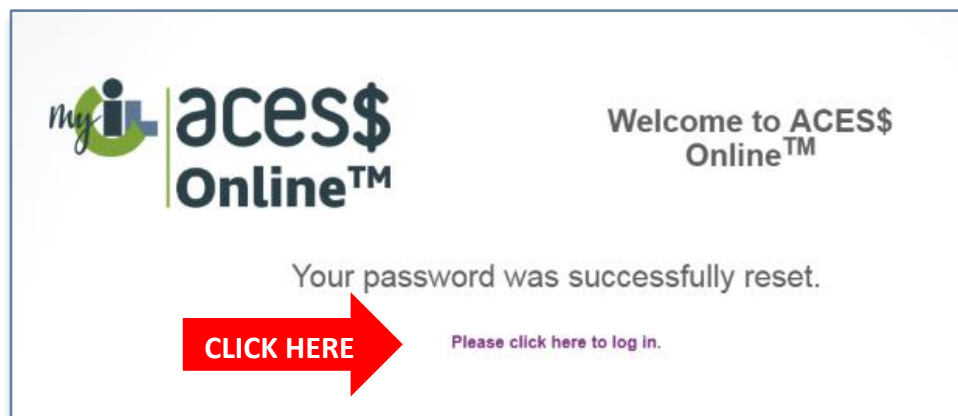
Your password must:

- 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. On the left, there is the logo 'my i access\$ Online™' and the text 'Welcome to ACES\$ Online™'. The form itself is titled 'Reset Password' and contains three input fields: 'Email', 'Password', and 'Confirm Password'. A red rounded rectangle highlights these three fields. Below the fields is a green button labeled 'Reset Password'. A red arrow with the text 'CLICK HERE' points to the 'Reset Password' button.

11. 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. On the left is the logo 'my i access\$ Online™'. On the right is the text 'Welcome to ACES\$ Online™'. In the center, it says 'Your password was successfully reset.' Below this message is a red arrow with the text 'CLICK HERE' pointing to a purple link that says 'Please click here to log in.'

## Log In

1. Go to ACES\$ Online: [login.mycil.org](http://login.mycil.org)
2. Enter your email address and password.
3. Click Login.

The screenshot shows the ACES\$ Online login interface. On the left, the logo reads "myiL access\$ Online™" with "Welcome to ACES\$ Online™" below it. On the right, a red box highlights the login form, which contains an "Email Address" input field, a "Password" input field, and a green "Login" button. Below the login form is a "Forgot Password?" link and four green buttons: "Register for an Account", "Document Center", "Contact Us", and "Find a Caregiver". At the bottom right, the text "Copyright MyCIL © 2014-2018" is displayed.

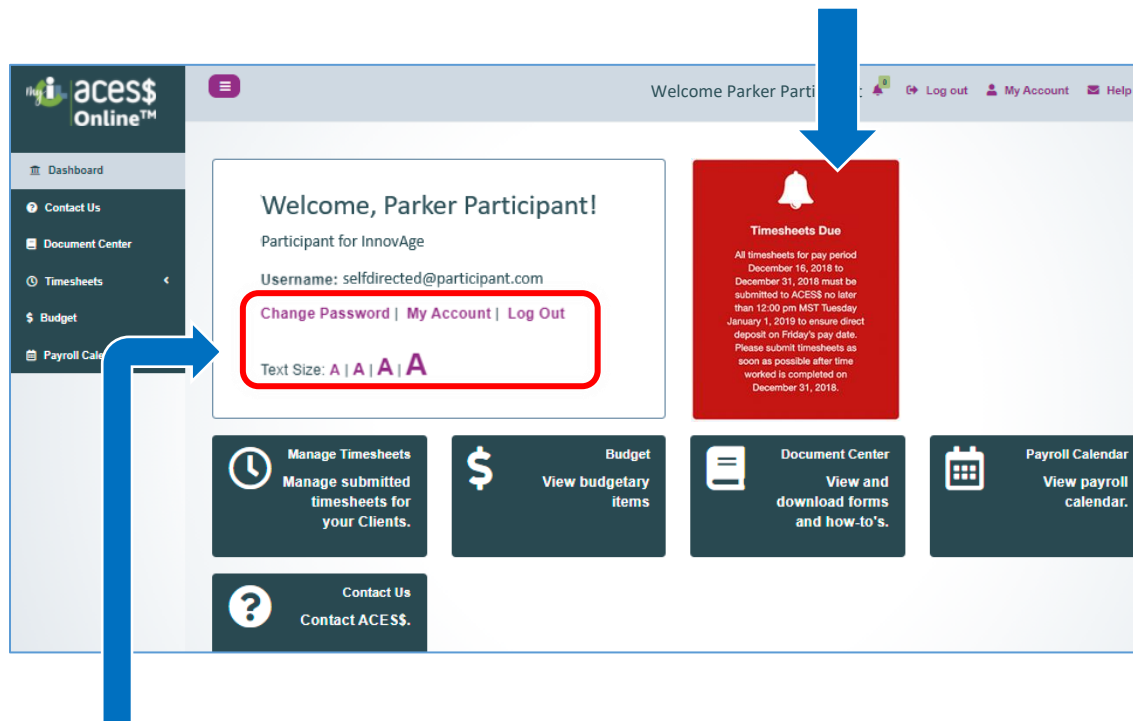
## ACES\$ Online Overview

Participants and Employees can use ACES\$ Online to:

- View and download documents
- Approve or submit timesheets
- View scheduled payroll and paystubs (Employees only)
- View important information, including contact details, budgets and payment schedules

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

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



Click **My Account** to change your:

- Password and/or security questions.
  - You can also click **Change Password**.
- Change your email (the email address you use to log in).

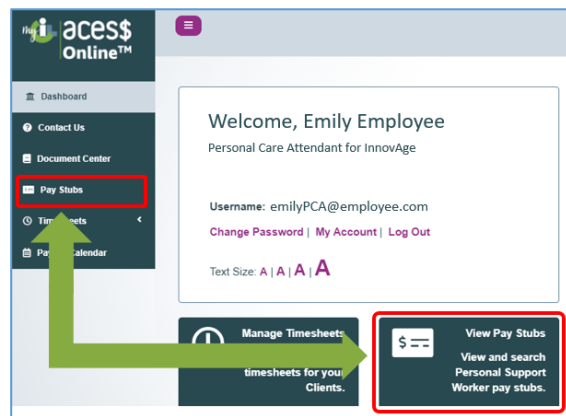
Click the **A** next to *Text Size* to make font larger or smaller.



## View a Paystub (for Employees)

Employees can view their paystubs in ACES\$ Online by completing the following steps.

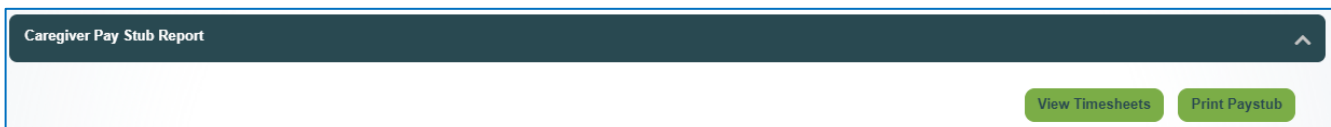
1. Log into ACES\$ Online at login.mycil.org by following the Log In instructions.
2. Click **Pay Stubs**.
3. Choose the **Participant, year, and pay period**.
4. Click **Search**.



Enter Search Criteria:

Member:	<input type="text" value="Please select a Member"/>	Caregiver:	<input type="text" value="CAREGIVER, CHRIS"/>
Year:	<input type="text" value="2021"/>	Pay Period:	<input type="text" value="Please select a Pay Period"/>

5. To print, click **Print**. Click **Timesheet** to view the timesheet associated with the pay stub. Otherwise scroll down to view the full pay stub.



### 6. View the full Pay Stub details.

<b>Employee ID:</b>	1234556	<b>Check No.</b>	V1234523
<b>Employee Name:</b>	EMPLOYEE, EMILY	<b>Period End:</b>	5/15/2021

Earnings	Rate	Hours	Curr. Amount	Code	YTD Amount
Wages	\$14.00	40	\$560.00	Wages	\$5,236.00

Taxes	Current Amount
FIT	\$21.63
SS	\$34.72
MC	\$8.12
060501 AMITY TWP LST	\$2.17
SUTA-PA	\$0.33
SWT-PA	\$17.19
060501 AMITY TWP RES	\$5.60

Deduction Code	Current Amount

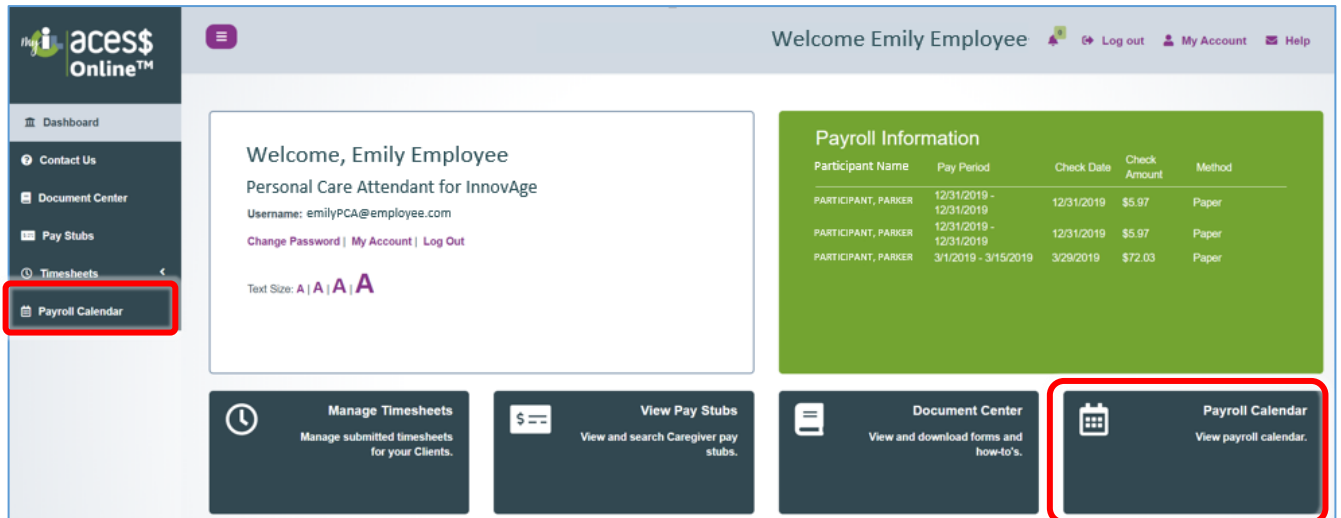
  

Current Totals	
<b>Earnings</b>	\$560.00
<b>Deductions</b>	\$0.00
<b>Taxes</b>	\$89.76
<b>Net Pay</b>	\$470.24

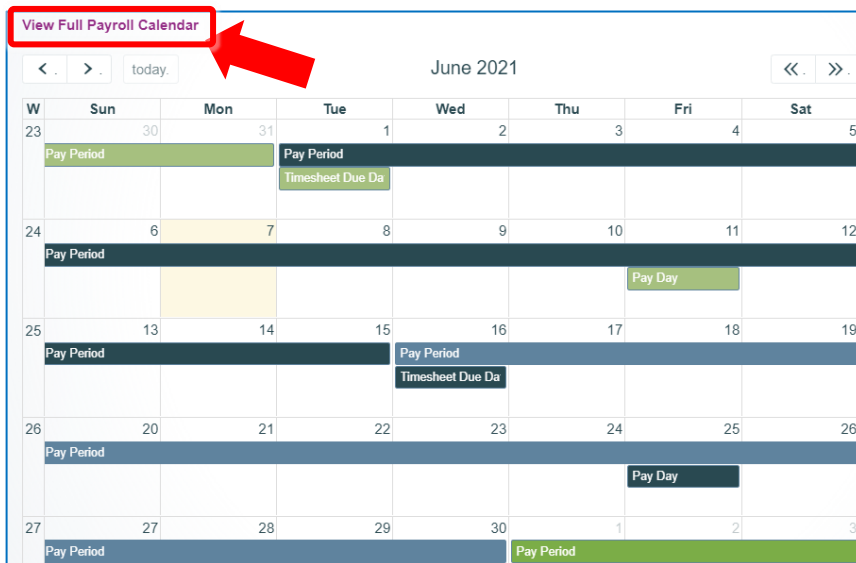
# View the Payroll Calendar

Users can view the payroll calendar in ACES\$ Online by completing the following steps.

1. Log into ACES\$ Online at [login.mycil.org](http://login.mycil.org).
2. Click **Payroll Calendar**.



3. View the calendar. To download the full schedule, click on **View Full Payroll Calendar**.



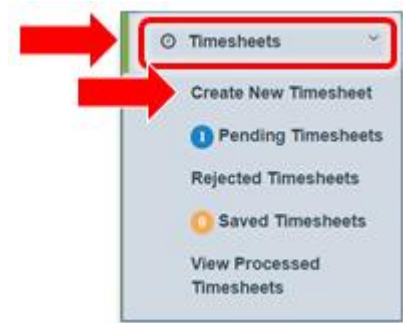
## Create a Timesheet (Employees)

Employees can create a timesheet in ACES\$ Online by completing the following steps.

Please note: **Only Employees** have the ability to create timesheets — Employers, Participants, and Primary Community Nurses cannot create timesheets.

1. Log into ACES\$ Online at [login.mycil.org](http://login.mycil.org) by following the *How to Log In* instructions.

2. From the dashboard, click **Timesheets** in the left navigation menu and then **Create New Timesheet**.



3. Select the **Participant** and **Pay Period** from the dropdown menus.

A screenshot of the 'Create Timesheet' form. The form has a dark header with the title 'Create Timesheet' and an upward arrow. Below the header, there are four input fields: 'Member:' with the value 'PARTICIPANT, PARKER', 'Caregiver:' with the value 'EMILY EMPLOYEE' and a dropdown arrow, 'Pay Period:' with the value '4/16/2021 - 4/30/2021' and a dropdown arrow, and 'Template:' with the value 'Select Timesheet Te...' and a dropdown arrow. At the bottom right, there are two buttons: a green 'Apply Template' button and a red 'Delete Template' button.

Enter the **time in and time out** for each day. ACES\$ Online will automatically add up the hours worked for each row and total them at the bottom of the timesheet.

Begin Date of Service	Time In 1	Time Out 1	Time In 2	Time Out 2	Time In 3	Time Out 3	Time In 4	Time Out 4	Pay Rate	Services	Total Hours	Total Amount
4/16/2021 (Friday)	1:30 PM	3:30 PM	--	--	--	--	--	--	\$ 14.00	Services	2.00	\$ 28.00
4/17/2021 (Saturday)	1:00 PM	1:00 PM 4:30 PM 4:45 PM	--	--	--	--	--	--	\$ 14.00	Services	0.00	\$ 0.00
4/18/2021 (Sunday)	--	5:00 PM 5:15 PM 5:30 PM	--	--	--	--	--	--	\$ 14.00	Services	0.00	\$ 0.00

4. Click **Services** and choose up to four. Then click **Save**.

5. Once the timesheet details are complete, **check the box** to certify the information is correct. NOTE: Checking this box is a legal acknowledgement and serves to prevent fraud.

What Did You Do?  
(Choose up to four)

- Grooming
- Shower
- Sponge Bath
- Toileting/Incontinent Care
- Meal Prep
- General Housekeeping
- Laundry
- Mobility
- DME
- Socialization
- Assist with Dressing
- Companionship
- Escort

Close Save

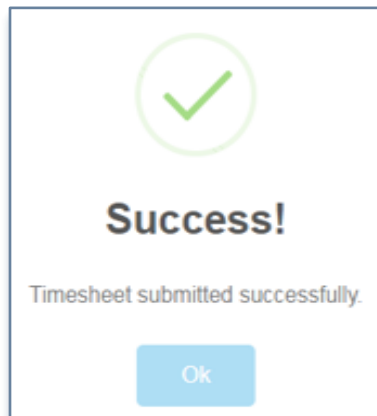
I, PARKER PARTICIPANT, certify that I provided a service or item on the date(s) listed above. I have confirmed with my Employer, and we are both in agreement for the stated hours above. I understand that payment for this service or item will be from Federal and State funds, and that any false claims, statements, documents, or concealment of material facts may be prosecuted under applicable Federal and State Laws.

6. Click one of the following:

Save Submit Save As Template Print

- **Save** – Save the timesheet and return later to submit.
- **Submit** – Send the timesheet to the Employer for approval.

- **Save As Template** – Save the timesheet hours as a default template for future use.
  - **Print** – Print a copy of the timesheet.
7. Once you submit the timesheet, **wait for the *Success confirmation***. Do NOT click *refresh* or *back* while it's processing. The Employer will receive an email to let them know there is a timesheet pending in their account.

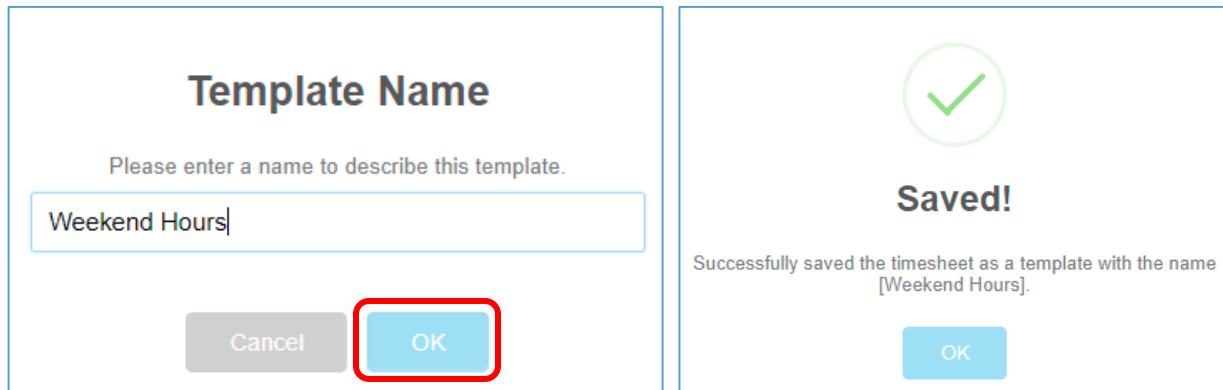


## Create a Timesheet Template (Employees)

1. **Create a timesheet** by following the *How to Create a Timesheet* instructions.
2. Enter the **hours** and **services**.
3. Select **Save as Template**.

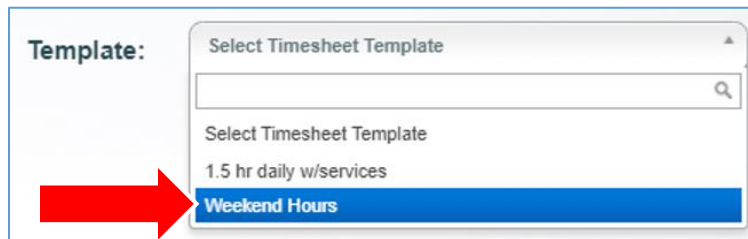


4. Enter a **name for the template** and click **OK**.

Two side-by-side screenshots. The left screenshot shows a dialog box titled 'Template Name' with the instruction 'Please enter a name to describe this template.' Below the instruction is a text input field containing 'Weekend Hours'. At the bottom of the dialog are two buttons: 'Cancel' and 'OK'. The 'OK' button is highlighted with a red border. The right screenshot shows a confirmation message with a green checkmark icon, the text 'Saved!', and a sub-message: 'Successfully saved the timesheet as a template with the name [Weekend Hours].'. At the bottom of this message is an 'OK' button.

## Apply a Timesheet Template (Employees)

1. **Create a timesheet** by following the *How to Create a Timesheet* instructions.
2. Select the **Timesheet Template** from the dropdown menu.



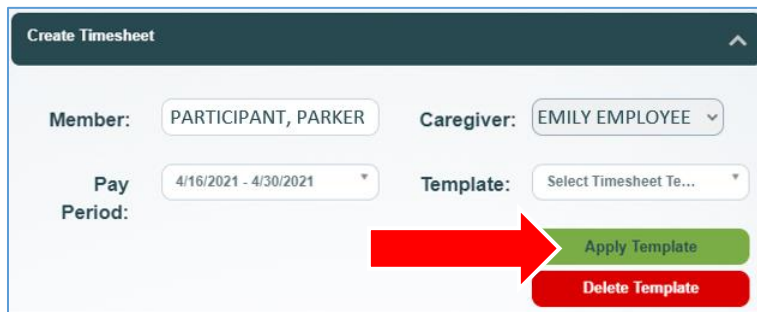
Template: Select Timesheet Template

Select Timesheet Template

1.5 hr daily w/services

**Weekend Hours**

3. Click **Apply Template**.



Create Timesheet

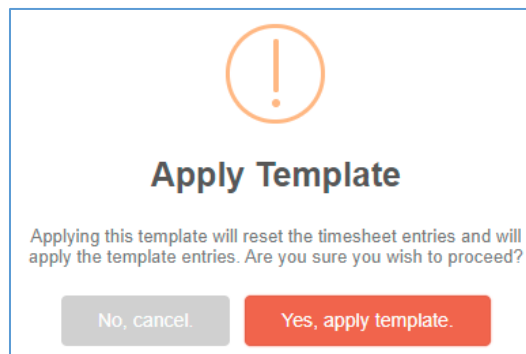
Member: PARTICIPANT, PARKER Caregiver: EMILY EMPLOYEE

Pay Period: 4/16/2021 - 4/30/2021 Template: Select Timesheet Te...

**Apply Template**

Delete Template

4. Click **Yes, apply template** on confirmation screen.



!

### Apply Template

Applying this template will reset the timesheet entries and will apply the template entries. Are you sure you wish to proceed?

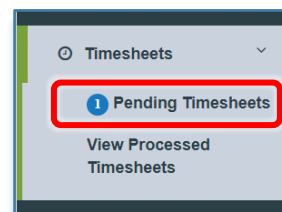
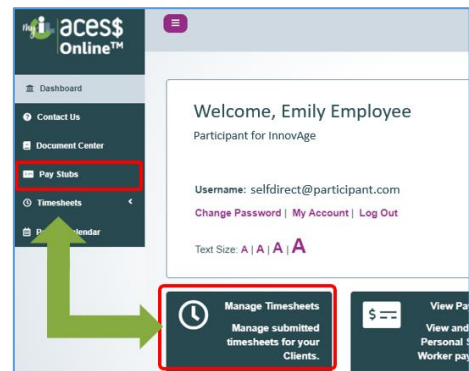
No, cancel. Yes, apply template.



## Approve/Reject a Timesheet (Employers)

Employers can approve or reject a PCA's timesheet in ACES\$ Online by completing the following steps.


1. Log into ACES\$ Online at [login.mycil.org](http://login.mycil.org) by following the *How to Log In* instructions.
2. Click **Timesheets** in the left navigation menu or the **Manage Timesheets** tile.
3. Click **Pending Timesheets**.
4. Select **View** next to the timesheet you want to review.



Select Timesheet	Participant ID	Participant Name	Pay Period	Personal Care Attendant	Status
<b>View</b>	H000	PARKER PARTICIPANT	10/1/2018 - 10/15/2018	EMILY EMPLOYEE	PENDING

Showing 1 to 1 of 1 entries

5. **Review the timesheet** for accuracy including the dates, time in/out, service type, total hours, and the total billed amount.
6. Once you're ready to approve/reject, **check the box** to certify the information provided. NOTE: Checking this box is a legal acknowledgement and serves to prevent fraud.



I, PARKER PARTICIPANT, hereby certify that I received a service or item on the date(s) listed above. I have confirmed with my Personal Care Attendant, EMILY EMPLOYEE, 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.


7. Click one of the following:

- **Approve** – Send the timesheet to ACES\$ for review and processing.
- **Reject** – Send the timesheet back to the Employee. Employers must enter a reason when rejecting a timesheet.
- **Print** – Print a paper copy of the timesheet.

8. Once submitted, **wait for the *Success* confirmation.**

Do NOT click *refresh* or *back* while it's processing.

ACES\$ Online will send a confirmation once the timesheet is approved.



**Success!**

Timesheet submitted successfully.

## View Timesheet History

1. Log into ACES\$ Online at [login.mycil.org](http://login.mycil.org) by following the *How to Log In* instructions.

2. From the dashboard, click **Timesheets** in the left navigation menu or the **Manage Timesheets** tile.

3. Click **View Processed Timesheets**.

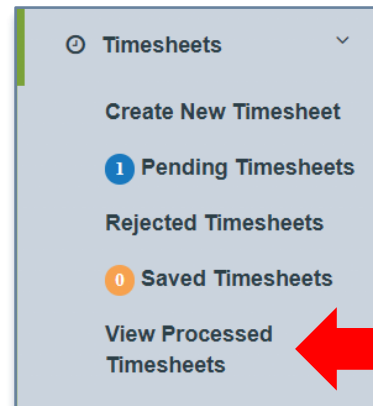
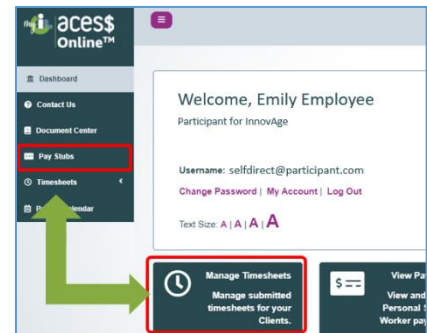
4. You can *filter the search criteria* based on your role:

If you are a *Participant or Employer*, you can filter the search criteria by:

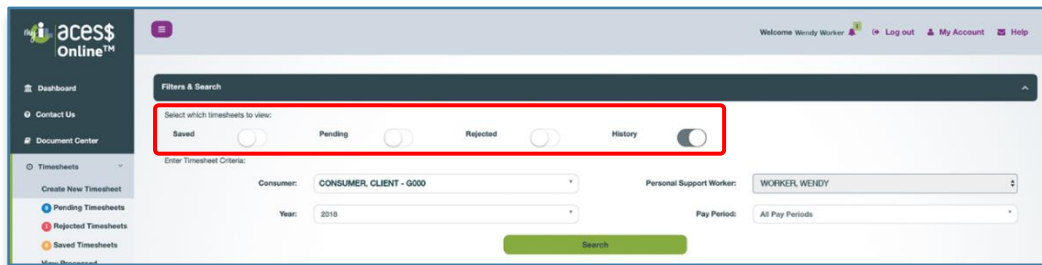
- **Pending** – Timesheets waiting for your review and approval or rejection.
- **History** – Timesheets you have approved and ACES\$ has processed.

If you are an *Employee*, you can filter the search criteria by:

- **Saved** – Timesheets you created but have not sent to the Employer for review.
- **Pending** – Timesheets you submitted, and the Employer needs to review.

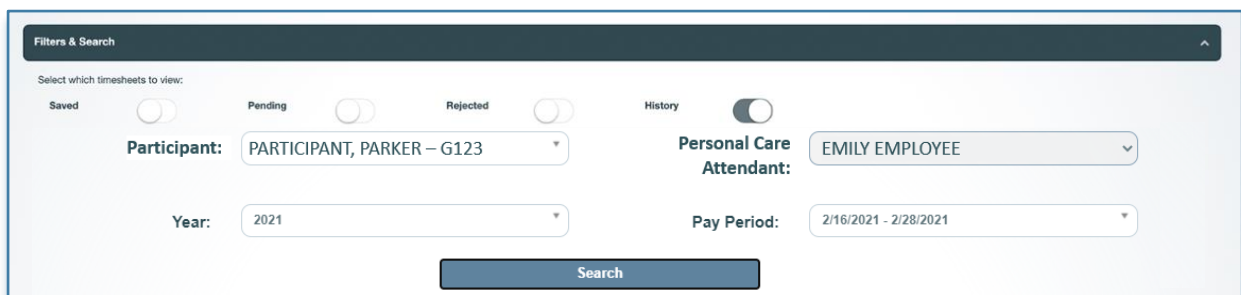


- **Rejected** – Timesheets the Employer rejected, and you need to update.
- **History** – Timesheets the Employer approved and ACES\$ has processed.



5. You can *narrow the search* criteria by Participant’s or Employee’s Name, Year and Pay Period.

6. After you set your search criteria, click **Search**.



7. To view a timesheet, click the **View** next to the timesheet. The timesheet status appears in the last column.

Select Timesheet	Participant ID	Participant Name	Pay Period	Personal Care Attendant	Status
<a href="#">View</a>	H000	PARKER PARTICIPANT	10/1/2018 - 10/15/2018	EMILY EMPLOYEE	PENDING

Showing 1 to 1 of 1 entries

## Understanding Timesheet Status

**DRAFT** — the Employee *saved* the timesheet but *has not submitted it* for approval/rejection.

**DELETED** — the Employee *removed* the timesheet.

**PENDING** — the Employer *needs to approve or reject* the timesheet.

**REJECTED** — the Employer *denied* the timesheet. The Employer must include a reason why.

**UNVERIFIED** — the Employer *approved* the timesheet, and *it is with ACES\$* for processing.

**KICKOUT**— there *is an issue* with the timesheet. Please contact ACES\$ Participant Care at **1-833-400-2263** for more information.

**OK** — ACES\$ has *processed* the timesheet and will run it with the next payroll.

**POSTED** — ACES\$ has run payroll for this timesheet and *scheduled payment* for processing.

## View and Download Documents

1. Go to ACES\$ Online at [login.mycil.org](https://login.mycil.org).
2. To view documents without logging in, click **Document Center** and skip to step 4.  
To view after logging in, enter your credentials and click **Login**.

myi | **aces\$ Online™**

Welcome to ACES\$ Online™

Email Address

Password

Login

Forgot Password?

Register for an Account

Document Center

Contact Us

Find a Caregiver

3. From the dashboard, click **Document Center** in the left navigation menu or click the **Document Center** tile.

Welcome Parker Participant

Log out My Account

Dashboard

Contact Us

Document Center

Pay stubs

Timesheets

Payroll calendar

Welcome, Parker Participant

Participant for InnovAge

Username: selfdirect@participant.com

Change Password | My Account | Log Out

Text Size: A | A | A | A

Payroll Information

Participant Name	Pay Period	Check Date	Check Amount	Method
PARTICIPANT, PARKER	3/1/2021 - 3/15/2021	3/26/2021	\$227.24	Paper
PARTICIPANT, PARKER	2/16/2021 - 2/28/2021	3/12/2021	\$170.43	Paper
PARTICIPANT, PARKER	2/1/2021 - 2/15/2021	2/26/2021	\$170.43	Paper
PARTICIPANT, PARKER	1/16/2021 - 1/31/2021	2/12/2021	\$204.52	Paper

Manage Timesheets

View Pay Stubs

Document Center









View and download forms and how-to's.

Payroll Calendar

View payroll calendar

4. Click on the **document icon** to the right to download the document. Once downloaded, it can be saved or printed.

Show  entries Search:

Document Name	Document Description	Download File
2020 Federal W-4	2020 Federal W-4	
Employee-Caregiver Enrollment Packet	Employee-Caregiver Enrollment Packet	
Federal W-4	2020 Federal W-4	
How to Register for ACCESS Online: Video	Video: how to Register for ACCESS Online	
PASL Timesheet and Instructions	PASL Timesheet and Instructions	
Senior LIFE Member Enrollment Packet	Senior LIFE Member Enrollment Packet	
Senior Life Payroll Calendar	Senior Life Payroll Calendar	
Senior LIFE Training Manual	Senior LIFE Training Manual	

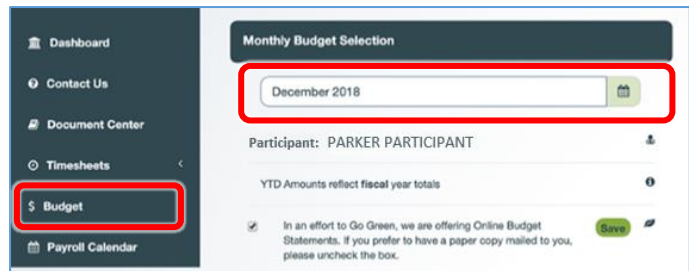
Showing 1 to 8 of 8 entries Previous **1** Next

## View Budgets

(For Employers, Participants, and Primary Community Nurses)

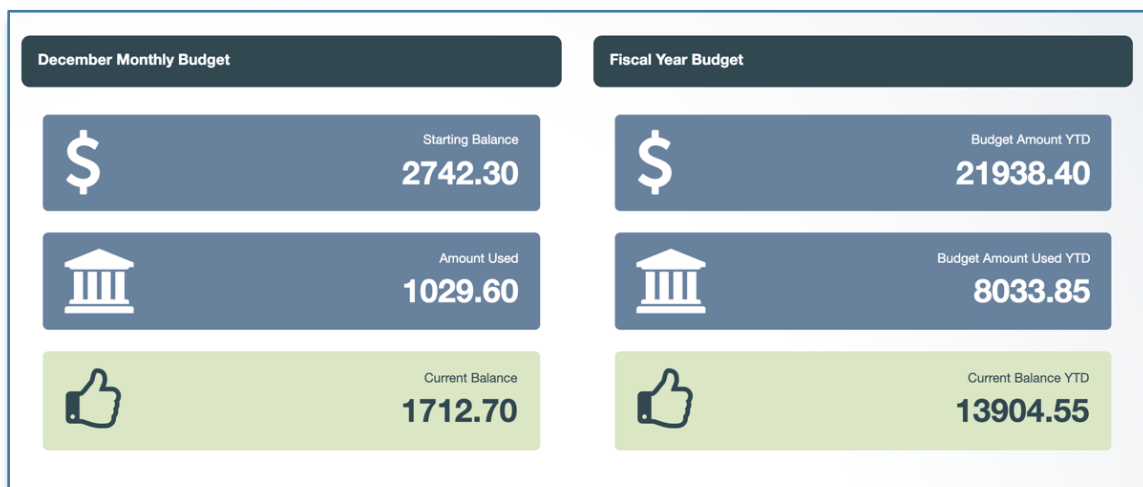
1. Log into ACES\$ Online at [login.mycil.org](http://login.mycil.org) by following the *How to Log In* instructions.

2. From the dashboard, click Budget in the left navigation menu or the Budget tile.



3. Select a **month**.

4. View the **Starting Balance**, **Amount Used** and **Current Balance** for the selected month and fiscal year.



5. You can also view **Budget Allocations**, **Totally Monthly Expenditures**, and **Employee Monthly Expenditures** broken down by pay period.



**Budget Allocations** ^

Budget Service Type	Billing Level	Units	Unit Rate	Total
	Level 1	125000.0	\$0.01	\$1,250.00

**Total Monthly Expenditures** ^

Pay Period	Allocation	Approved Hours	Approved Amount	Billed Hours	Billed Amount	Remaining Amount	Percent Utilization
5/1/2021 - 5/31/2021	\$1,250.00	0.00	\$0.00	40.00	\$644.00	\$606.00	51.52%

**Personal Care Attendant Expenditures** ^

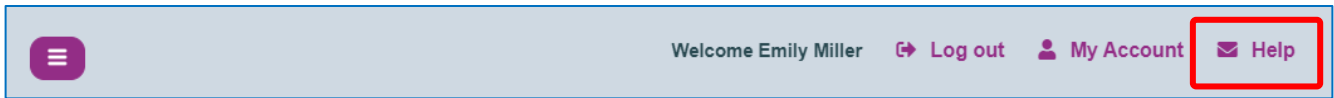
Personal Care Attendant	Pay Period	Pay Rate	Hours	Paid Amount
EMILY EMPLOYEE	5/1/2021 - 5/15/2021	\$16.10	40.00	\$644.00

# Technical Support

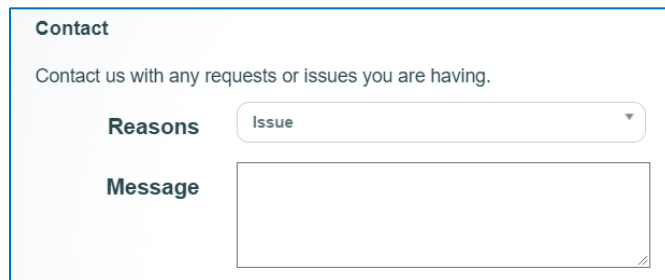
If you have a *technical support* question, follow the steps below to contact the ACES\$ IT team directly.

You can direct all other questions to Participant Care.

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



2. Select a **Reason** for contact.
3. Type a **Message** detailing what occurred, what support you need, and any other helpful information.

A screenshot of a "Contact" form. The title "Contact" is at the top. Below it is the instruction "Contact us with any requests or issues you are having." There is a "Reasons" label next to a dropdown menu currently showing "Issue". Below that is a "Message" label next to a large text input area.

4. Check **Email a Copy to Yourself** to receive a copy of message to your account email. (Optional)

5. Click **Submit**.

A screenshot of the bottom part of the form. A checkbox labeled "Email a Copy To Yourself?" is checked and highlighted with a red box. Below it are two buttons: "Clear" and "Submit". A large red arrow with the word "SUBMIT" in white text points directly to the "Submit" button.

## ACES\$ InnovAge

### Participant Care Contact Information

Toll-free: **1-833-400-2263** • Email: [supportINNO@mycil.org](mailto:supportINNO@mycil.org)

## ACES\$ InnovAge

1142 Sanderson Avenue, Scranton, PA 18509

Fax Documents: 1-866-312-3755

## Secure Email

Participants, Employees, and Primary Community Nurses can send information and enrollment packets through secure email.

To sign up for ACES\$ secure email, please email your request to [secureINNO@mycil.org](mailto:secureINNO@mycil.org).

You will receive an email back from Proofpoint Essentials with instructions on how to enroll in ACES\$ secure email.

