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Register for the ACES$ Online™ portal

The first step to using the Electronic Visit Verification (EVV) system is to register with the ACES$ Online™ portal.

If you already are registered on the portal, you can skip this step and go on to the next step: Downloading and registering for the EVV mobile application. *Please see EVV Mobile Application: How to download and register user guide.*

If you are a paper timesheet user, it is essential you register for the portal to ensure you are able to transition to EVV.

**NOTE:** To use ACES$ Online™, both the employer and the attendant must have an account.

If the employer is not the member, use all the member details and the employer email.

**STEPS**

1. **CALL ACES$**
2. **GO TO ACES$ ONLINE™**
3. **CLICK REGISTER FOR AN ACCOUNT**
4. **SELECT YOUR ORGANIZATION**
5. **CHOOSE AN ACCOUNT TYPE**
6. **COMPLETE REGISTRATION FORM**
7. **CERTIFY AND REGISTER**
8. **VERIFICATION EMAIL**
9. **SET YOUR PASSWORD**
Step 1. Call ACES$

- Call ACES$ at 1-833-955-4545 for your ACES$ member ID number.

Note: Employees don’t need an ID number and can skip this first step.

Step 2. Go to ACES$ Online™

- Go to ACES$ Online™ by typing login.mycil.org into your browser.

Step 3. Click “Register for Account”
Step 4. Select your organization

- Choose “Virginia Department of Medical Assistance Services” from the organization dropdown menu.

Step 5. Choose account type

- Choose your account type from the “Account Type” dropdown menu.
Step 6. Complete the registration form

- Complete each section of the registration form. Ex: Name, email, phone, social security number, etc.
- Security questions are NOT case sensitive

Note: The email you use for the registration form:
  o Will be your login email for ACES$ Online™
  o Will be the email address ACES$ Online™ sends your verification email to set your password
  o Cannot be the same as any other user

Step 7. Certify and register

- Certify and click “Register”
Step 8. Verification email

- ACES$ Online™ will send you an email to verify your account and set your password.
- Verify your ACES$ Online™ account within 24 hours.

*Note*: The verification link is only valid for 24 hours.

Step 9. Set your password for ACES$ Online™

- Your password must:
  - Be at least eight (8) characters in length
  - Have at least one (1) upper-case letter
  - Have one (1) number
  - Have one (1) special character