




**Hillsborough
County Florida**

ACES Portal User's Guide ***(Client – External Use Only)***

July 7, 2022

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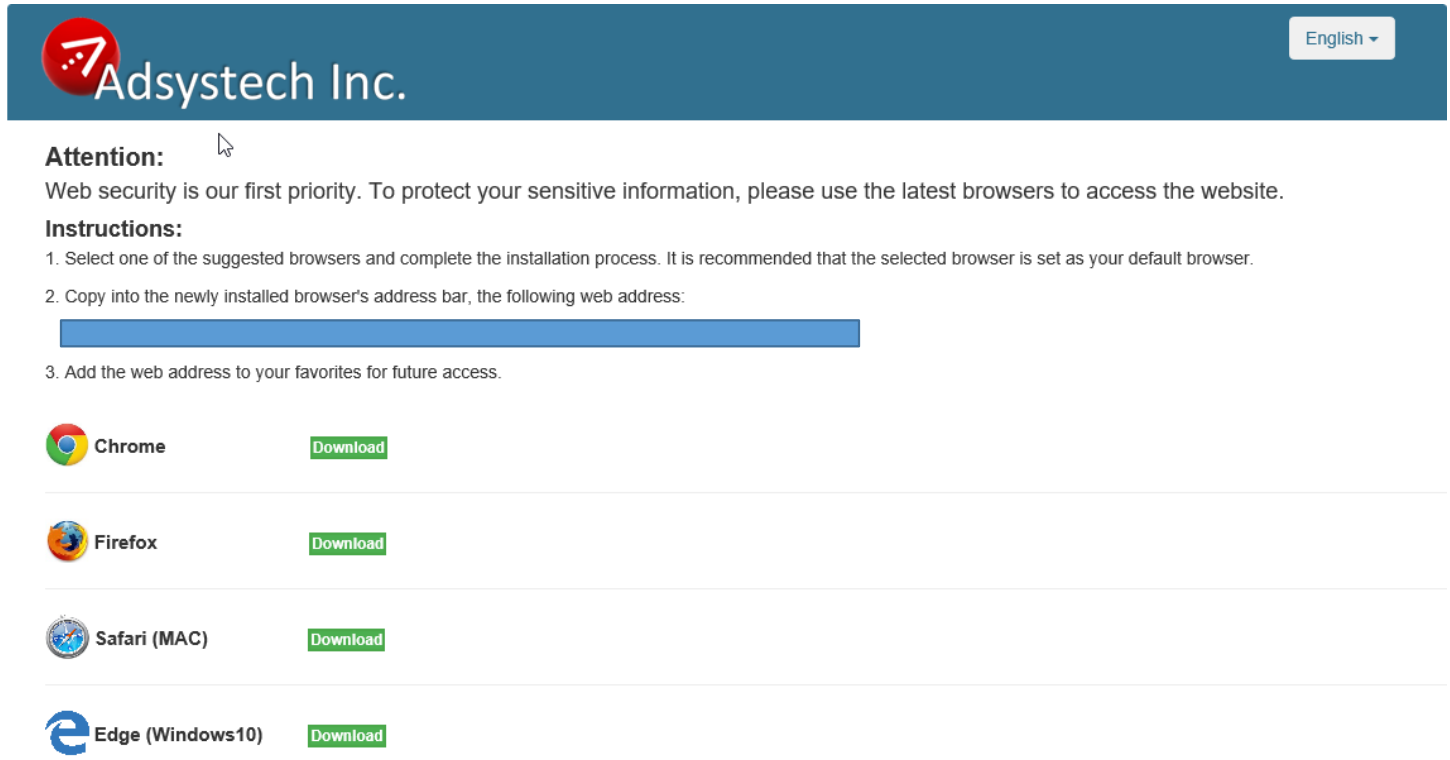
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ACES 6.0 Portal – Client Guide

First Time Log-In

Use Chrome  to access ACES at: <https://s73.esserver.com/AES040.Engenuity.Web.V6//?role=5505#/pLoginWithType>

If you do not use Chrome, you will see the following screen with a listing of supported browsers:





The screenshot shows the Adsystem Inc. website header with the logo and a language dropdown set to English. Below the header, there is an attention message about web security and instructions for logging in. The instructions list three steps: selecting a browser, copying the web address into the browser's address bar, and adding it to favorites. Below the instructions, there are four browser options, each with a download button: Chrome, Firefox, Safari (MAC), and Edge (Windows10).


Attention:
Web security is our first priority. To protect your sensitive information, please use the latest browsers to access the website.


Instructions:

1. Select one of the suggested browsers and complete the installation process. It is recommended that the selected browser is set as your default browser.
2. Copy into the newly installed browser's address bar, the following web address:
3. Add the web address to your favorites for future access.

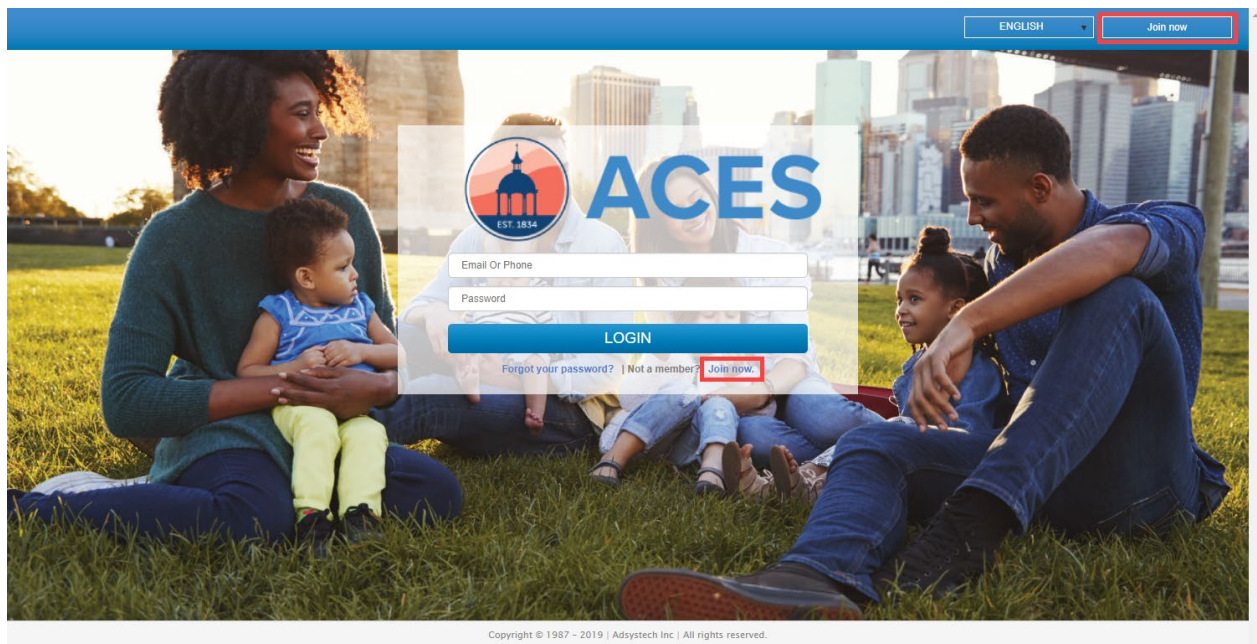
 **Chrome** [Download](#)

 **Firefox** [Download](#)

 **Safari (MAC)** [Download](#)


 **Edge (Windows10)** [Download](#)

On your first visit to the Portal, you will need to set-up an account by clicking one of the Join Now buttons.



The screenshot shows the ACES login page. The background is a family sitting on grass. The ACES logo is prominently displayed. Below the logo, there are input fields for 'Email Or Phone' and 'Password', and a 'LOGIN' button. At the bottom of the login form, there are links for 'Forgot your password?', 'Not a member?', and 'Join now'. The 'Join now' button is highlighted with a red box. In the top right corner of the page, there is a language dropdown set to 'ENGLISH' and another 'Join now' button, also highlighted with a red box.

ENGLISH [Join now](#)

 **ACES**

Email Or Phone

Password

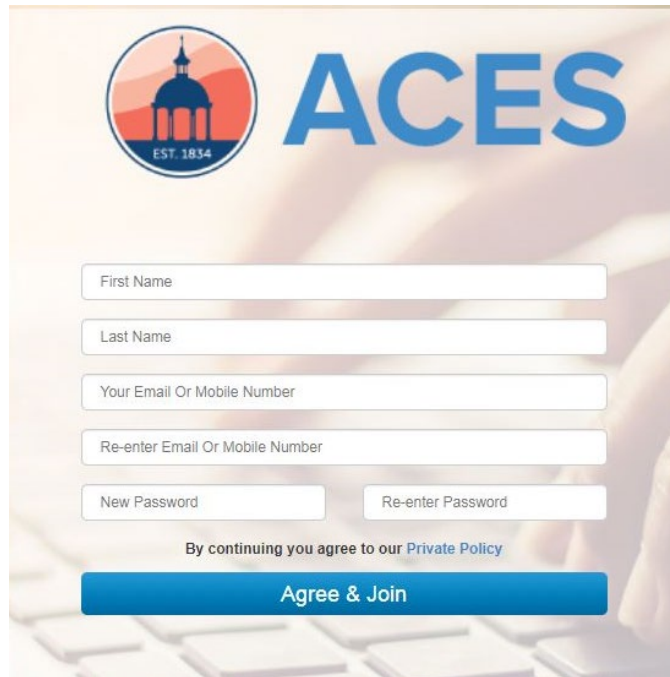
LOGIN

[Forgot your password?](#) | [Not a member?](#) | [Join now](#)

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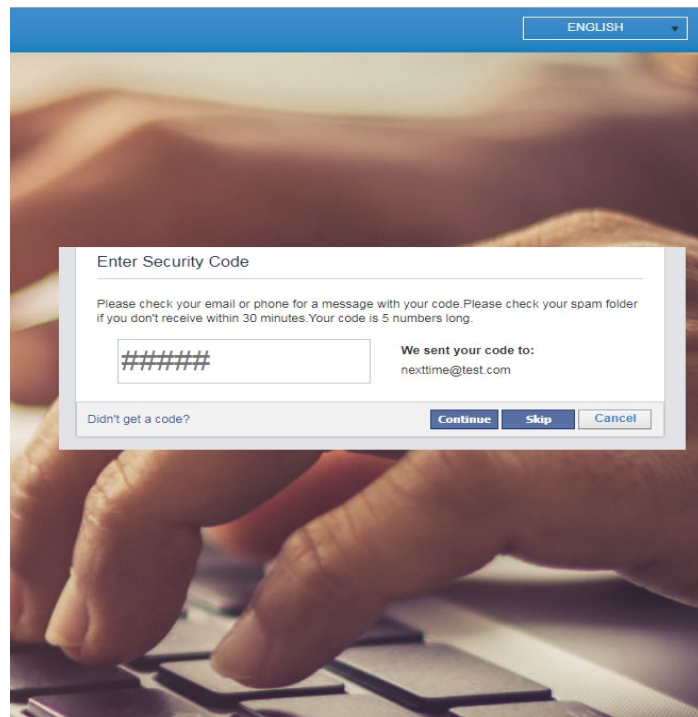
Fill out the First Name, Last Name, E-mail or mobile number (which will become your Account ID), and Password fields. Click Agree & Join.

NOTE: If you do not have an E-mail account or a mobile number, you will need to contact Member Services at:
(813) 272-5040



The image shows a registration form for ACES. At the top left is a circular logo with a building and the text "EST. 1834". To the right of the logo is the word "ACES" in large blue letters. Below the logo and text are several input fields: "First Name", "Last Name", "Your Email Or Mobile Number", "Re-enter Email Or Mobile Number", "New Password", and "Re-enter Password". Below these fields is a link for "Private Policy" and a blue button labeled "Agree & Join". The background of the form is a blurred image of hands typing on a keyboard.

A security code will be sent to either the Email, or Mobile device that you supplied. Enter this security code to proceed.



The image shows a security code entry screen. At the top right, there is a language dropdown menu set to "ENGLISH". The main content area has a title "Enter Security Code" and a message: "Please check your email or phone for a message with your code. Please check your spam folder if you don't receive within 30 minutes. Your code is 5 numbers long." Below the message is a text input field containing "#####". To the right of the input field, it says "We sent your code to: nexttime@test.com". At the bottom of the form, there is a link "Didn't get a code?" and three buttons: "Continue", "Skip", and "Cancel". The background is a blurred image of hands typing on a keyboard.

NOTE: If you do not receive your notification within a couple of minutes, please check your junk/spam folder.

Welcome

The welcome page provides an overview of what will be expected/needed in the process.

Creating a Profile provides you with one central place to access all services in your community so that you and your family can quickly and easily get connected to the Service Providers who support your needs.

NOTE: Clicking the '?' will provide helpful information for completing the page.

Hello May

START Account Info Household Info Member Income Assets Assessment END

START ? NEXT

Welcome

Creating a profile provides you with one central place to access all services in your community so that you and your family can quickly and easily get connected to the service providers that best fit your needs.

Completing your profile consists of the following steps:

- Provide contact information for your account
- Provide demographic information about the members of your household
- Provide information about your income
- Provide information about your assets
- Answer additional assessment questions about yourself and your family
- Confirm the details of your application

Once you create your profile, the information you provide in each of these steps is used for every application you submit, connecting you to numerous service providers and preventing you from needing to enter information about your family more than once and making your profile available universally.

It's important to complete each section as accurately as possible. Accurate information helps service providers check what types of services are available for households like yours and choose service areas, like nutrition and healthcare, that are most appropriate for your household. Completing all these steps as accurately as possible will ensure that your service providers can connect with your universal profile.

When you click NEXT from the START menu, you move to the Account Info page.

Account Info

This page allows you to update your account information and change your password.

The screenshot shows the 'Account Info' page with a navigation bar at the top containing 'Account Info' with a help icon, 'PREVIOUS', and 'NEXT' buttons. Below is an 'INSTRUCTIONS' box with a user and search icon. The main content is divided into three sections: 'ACCOUNT INFORMATION' with an 'EDIT' button, 'CONTACT INFORMATION' with an 'EDIT' button, and 'ADDITIONAL CONTACT' with an 'ADD' button. The 'ACCOUNT INFORMATION' section includes a profile picture, account ID, email, and language (English) with an 'Active' checkbox. The 'CONTACT INFORMATION' section includes fields for primary and alternate phone numbers, phone types, leave message checkboxes, account ID, email, contact preference, address, zip code, unit, and county.

Account Information

If you click the Edit icon, the Edit Account entry window appears. Here, you can change your name and language preference.

Contact Information

This section is where you enter your contact and address information. This is where you select your preferred contact method.

The 'Contact Information' edit window contains the following fields and options: 'CONTACT INFORMATION' section with 'Primary Phone' (text: (813)111-2222), 'Phone Type' (dropdown: Mobile), and 'Leave MSG' (checkbox: checked); 'Alternate Phone' (text:), 'Phone Type' (dropdown:), and 'Leave MSG' (checkbox: unchecked); 'Email' (text: .com); 'Contact Preference' (dropdown: Text); 'LAST KNOWN PERMANENT ADDRESS' section with 'Address *' (text:), 'Zip Code' (text:), 'County *' (dropdown: Florida), 'Unit Type' (dropdown:), and 'Unit Number' (text:); checkboxes for 'No mailing address available', 'Use Agency Same address', and 'Check if your mailing address is not the same as your residential address'; 'Housing Status' (dropdown:); and 'Save' and 'Close' buttons at the bottom.

Additional Contact

To add additional contacts, click the +Add button. Once you begin typing the address, Google Maps will provide a list of addresses to select from. After each selection, the city, state, zip and county will auto populate.

NOTE: This is contact information only, not household member information. Household members are added in the next section, Household Info.

In the Add Contact Window, complete the requested information. Checkmark applicable boxes if:

- Member Contact (select contact's check box and option to provide an e-signature)
- Notifications are sent to selected member
- eSign lets you choose a signature to be used when electronically signing forms.

Select SAVE.

Add Contact

Checking Member Contact means this contact is for a specific household member. You then need to select member this contact relates to. Checking the Notification box means this contact will receive the same notifications as you.

Member Contact Notification

June Juniper

Relationship Choose a signature eSign

Email
juniper@tmp.com

Phone

June Juniper
 June Juniper
 June Juniper
 June Juniper

Save **Close**

After completing, click NEXT. If, at any point, you need to go back to a page, you can click PREVIOUS. After setting up additional family members on the Household Info page, you may want to come back to Account Info to set up the eSign information.



NOTE: Clicking on the icons on the right side of the INSTRUCTIONS box will allow you to change your account information or change your password.

Change Account



You can change your Account Name (Email or Mobile number).

Change Account Name (Email or Cell Phone) ×

PART 1

1. Enter your New Account Login
2. Enter Current Password
3. Click 'SEND' to have a Confirm Code sent to your New Account Login

PART 2

1. Check your Email or Text for a Confirm Code
2. Enter Confirm Code within 15 minutes
3. Click 'OK'Portal

New Account:

Password:

Confirm Code:

Change Password



You can also change your Password.

Change Password ×

You can change the password now.

Current Password:

New Password:

Confirm Password:

Household Info

This page allows you to edit your personal information and add/edit your household members.

Click on the Edit icon to add or update your household member information. If there are other members in the household, click on the Add button to enter them. It is important to include everyone who is part of the household, even if they are not part of your family.

There is a Primary Family checkbox on the right side of each member's information. This denotes if the household member will be considered as part of the family when applying for services.

NOTE: As you enter new fields, those outlined in red (or notated with a red *) are required.


The screenshot shows a navigation bar with icons for START, Account Info, Household Info (highlighted), Member Income, Assets, Assessment, and END. Below the navigation bar is a header for 'Household Info' with a question mark icon and 'PREVIOUS' and 'NEXT' buttons. The main content area has an 'INSTRUCTIONS' box and a 'HOUSEHOLD MEMBERS' section with an '+ ADD' button. A single household member is listed with a profile picture, an 'EDIT' button, and a 'PRIMARY FAMILY' checkbox. The member's information is displayed in a table format.

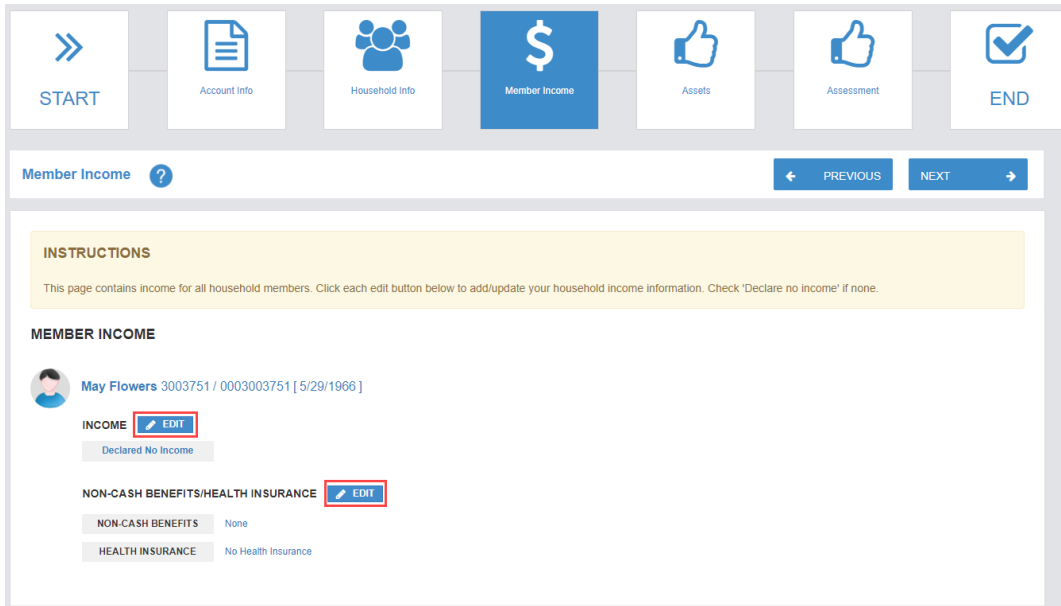
RELATIONSHIP	Self	GENDER		DOB (AGE)	5/29/1966 (55)	LAST 4 SSN	
MARITAL STATUS		ETHNICITY		DISABLING CONDITION		VETERAN STATUS	
EDUCATION		MEDICAL INSURANCE		PRIMARY LANGUAGE	English	EMPLOYMENT STATUS	
RESIDENCY STATUS		USCIS CODE		USCIS NUMBER		USCIS EXPIRATION DATE	
RACE	Native Hawaiian or Pacific Islander			INTERPRETER NEEDED	No	COUNTRY OF BIRTH	

After completing, click NEXT.

Member Income

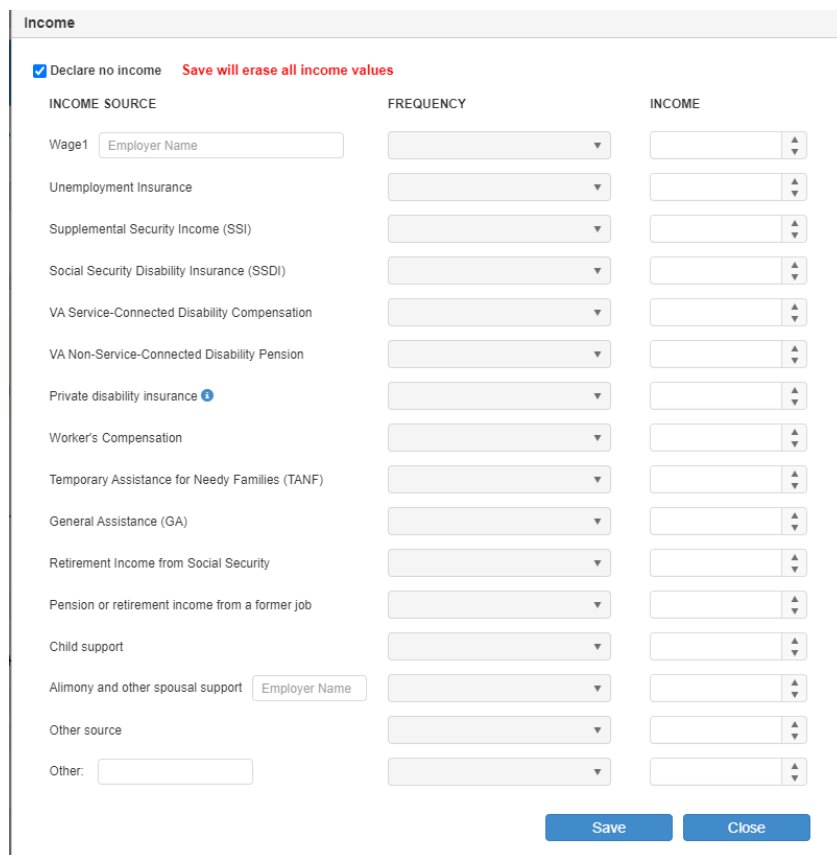
This page allows you to enter your household income, non-cash benefits, and health insurance information.


Click on the  EDIT buttons for each of the categories to bring up the entry window.



Income Entry Window

Enter the sources, frequency, and net income amounts in this section.



INCOME SOURCE	FREQUENCY	INCOME
<input checked="" type="checkbox"/> Declare no income Save will erase all income values		
Wage1 <input type="text" value="Employer Name"/>	<input type="text" value=""/>	<input type="text" value=""/>
Unemployment Insurance	<input type="text" value=""/>	<input type="text" value=""/>
Supplemental Security Income (SSI)	<input type="text" value=""/>	<input type="text" value=""/>
Social Security Disability Insurance (SSDI)	<input type="text" value=""/>	<input type="text" value=""/>
VA Service-Connected Disability Compensation	<input type="text" value=""/>	<input type="text" value=""/>
VA Non-Service-Connected Disability Pension	<input type="text" value=""/>	<input type="text" value=""/>
Private disability insurance 	<input type="text" value=""/>	<input type="text" value=""/>
Worker's Compensation	<input type="text" value=""/>	<input type="text" value=""/>
Temporary Assistance for Needy Families (TANF)	<input type="text" value=""/>	<input type="text" value=""/>
General Assistance (GA)	<input type="text" value=""/>	<input type="text" value=""/>
Retirement Income from Social Security	<input type="text" value=""/>	<input type="text" value=""/>
Pension or retirement income from a former job	<input type="text" value=""/>	<input type="text" value=""/>
Child support	<input type="text" value=""/>	<input type="text" value=""/>
Alimony and other spousal support <input type="text" value="Employer Name"/>	<input type="text" value=""/>	<input type="text" value=""/>
Other source	<input type="text" value=""/>	<input type="text" value=""/>
Other: <input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

Non-Cash Benefits / Health Insurance Entry Window

Account for any non-cash benefits in this section.

NON-CASH BENEFITS/HEALTH INSURANCE

NON-CASH BENEFITS

None

Client doesn't know Client Refused Data Not Collected

SNAP Amount:

SSI/Disability/SSD TANF Child Care WIC

Other Amount:

Other TANF-Funded Services Section 8 or Rental Assistance

HEALTH INSURANCE

No Health Insurance

Client doesn't know Client Refused Data Not Collected

MEDICAID

State Children's Health Insurance MEDICARE

Private Health Insurance Employer Provided health Insurance VA Medical Services

Other State Adult Health Insurance COBRA Health Insurance

Medically Needy Amount:

Indian health services program

After completing, click NEXT.

Assets

To apply for services, it is required that the Asset questions be answered for each family member. The Case Manager will ask for additional information if needed.

START Account Info Household Info Member Income **Assets** Assessment END

Assets ? PREVIOUS NEXT

INSTRUCTIONS

This page contains asset information for all household members. "Select yes or no" for each question, for each individual.

ACCOUNT ASSETS

Asset Description Do you own, or have your name on any of the following ?

I. Bank Accounts-Checking, Savings and Cash on Hand	June Juniper
	<input type="radio"/> Yes <input type="radio"/> No
II. CD's, Money Market Accounts, Stock, Bonds, Investment Plans, IRA's, 401K's, Deferred Compensation, Trust Funds	<input type="radio"/> Yes <input type="radio"/> No
III. Property or land that is not your primary residence or homestead	<input type="radio"/> Yes <input type="radio"/> No
IV. Excess vehicles, not your primary transportation for work or medical visits	<input type="radio"/> Yes <input type="radio"/> No
V. Life Insurance Policies?	<input type="radio"/> Yes <input type="radio"/> No

After completing, click NEXT.

Profile Confirmation

This provides an overview of the information that was entered in the prior steps. You can review the Account Info and Household Info details, and if the information is correct, click CONFIRM. By clicking CONFIRM, you have completed your profile. On the next screen, you will be able to select services to apply for.

PROFILE CONFIRMATION

Clicking the Confirm button indicates that you have reviewed the information you have provided as part of your profile and you certify that the information you have provided is complete and accurate to the best of your knowledge. Failure to provide accurate information can impact your ability to receive services. Once you have clicked 'Confirm' you will be able to select services to apply for.

Account Info

ID: [redacted] Identifier: [redacted] Account ID: [redacted] SSN: [redacted]
Phone1: [redacted] Phone2: [redacted] Email: [redacted] Language English
Address: [redacted] Tampa, FL, USA Mailing Address: [redacted] Road, Tampa, FL, USA
Housing Status:
Modified by: [redacted] Modified on: 5/25/2022
Additional Contact:

Household Info

ID: [redacted] Identifier: [redacted] SSN: [redacted]
Relationship to Head of Household: Self Marital Status: [redacted] Veteran Status: [redacted]
Employment Status: [redacted] Residency Status: [redacted] Medical Insurance: [redacted] Disabling Condition: [redacted]
Education: [redacted] Primary Language: English Interpreter Needed: No

Primary Family

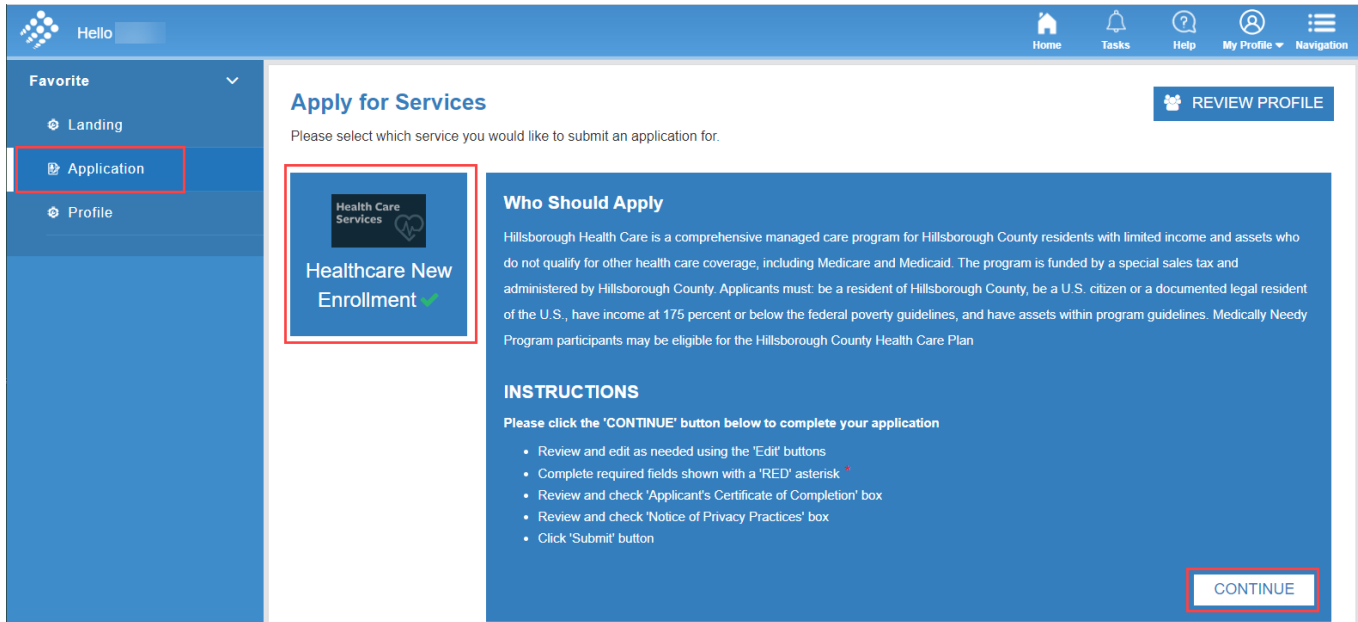
The Primary Family indicator (on the right side of the Household Info section) indicates this person will be included on the application.

Application / Apply for Services

This page displays a summary of who should apply and an overview of the instructions.

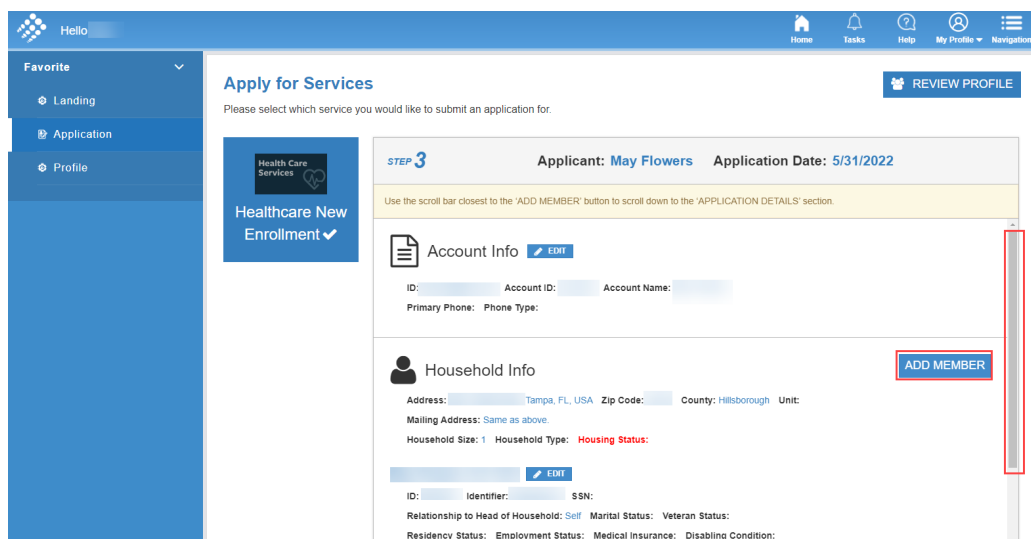
When you are ready to complete an application:

1. Click the menu option Application
2. Select the Healthcare New Enrollment button
3. Click CONTINUE.



The application will be pre-populated using the information you supplied. You can add additional family members that may have been forgotten or omitted by clicking the ADD MEMBER button. You may also edit the Account Info and Household Info sections by clicking the Edit icon in the desired area.

Use the scroll bar closest to the ADD MEMBER button to scroll down to the APPLICATION DETAILS section.



NOTE: Any missing fields or errors will be highlighted in red.

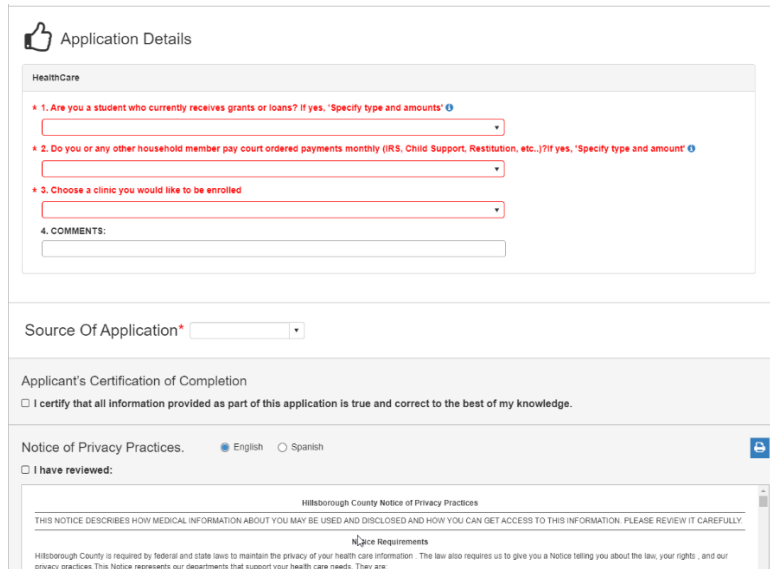
Application Questions

This section contains required Application Details. Depending on the answer to the question, another box may appear asking for further details.

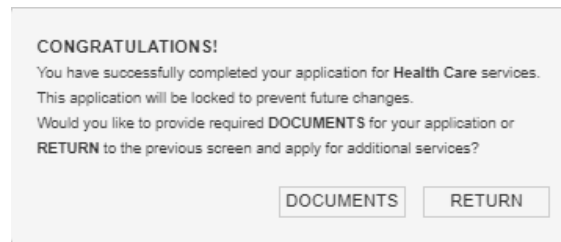
Be sure to provide the Source of Application as it is a requirement for submission.

The Notice of Privacy Practices can be viewed in either English, or Spanish and may be printed by clicking the printer icon.

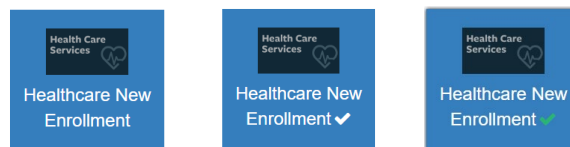
Once everything has been answered, click the SUBMIT button to submit the application.



If there is missing information, an error box will alert you to what needs to be completed. After you address the required fields and click SUBMIT again, you will receive a message letting you know the application has been successfully submitted. It will give you the option to RETURN or go on to the DOCUMENTS section.



Health Care Button



- If there is no check mark next to the words Health Care New Enrollment, a Health Care application has not been started.
- A white check mark indicates a Health Care application has been started but has not been submitted.
- A green check mark indicates a Health Care application has been submitted.

Landing Page

This is the Landing page after clicking CONFIRM on the Profile Confirmation page or after an application has been submitted. Here, you can view your application and see your enrollment status.

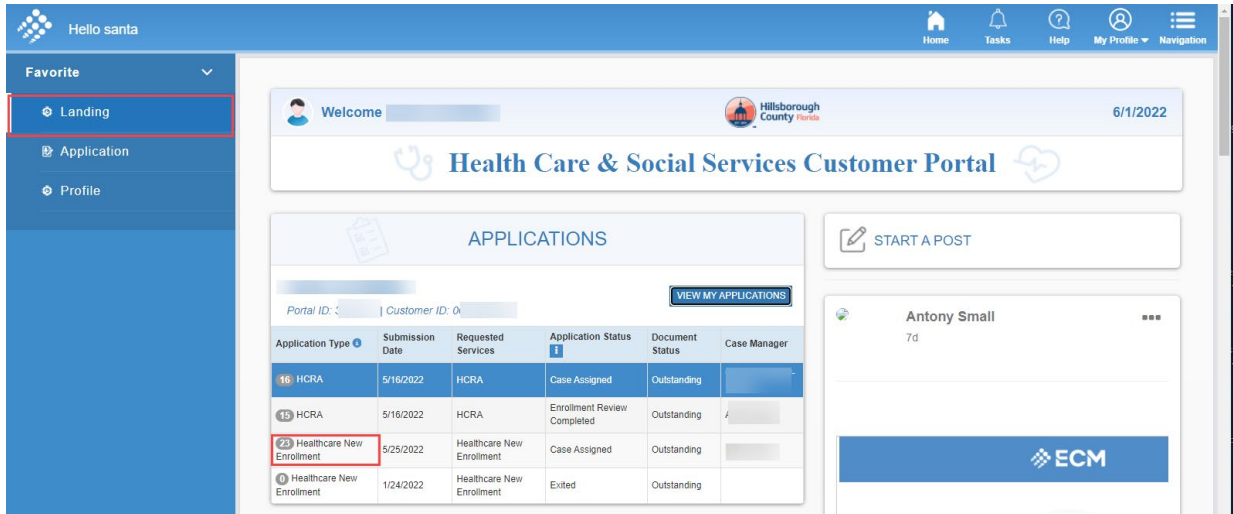
The screenshot displays the user interface of the Health Care & Social Services Customer Portal. The top navigation bar includes 'Hello', 'Home', 'Tasks', 'Help', 'My Profile', and 'Navigation'. The left sidebar shows 'Favorite' items: 'Landing' (highlighted with a red box), 'Application', and 'Profile'. The main content area features a 'Welcome' message, the Hillsborough County Florida logo, and the date 5/27/2022. Below this is the 'Health Care & Social Services Customer Portal' header. The 'APPLICATIONS' section contains a 'VIEW MY APPLICATIONS' button and a table with the following data:

Application Type	Submission Date	Requested Services	Application Status	Document Status	Case Manager
16 HCRA	5/16/2022	HCRA	Case Assigned	Outstanding	
15 HCRA	5/16/2022	HCRA	Case Assigned	Outstanding	
23 Healthcare New Enrollment	5/25/2022	Healthcare New Enrollment	Case Assigned	Outstanding	
1 Healthcare New Enrollment	1/24/2022	Healthcare New Enrollment	Exited	Outstanding	

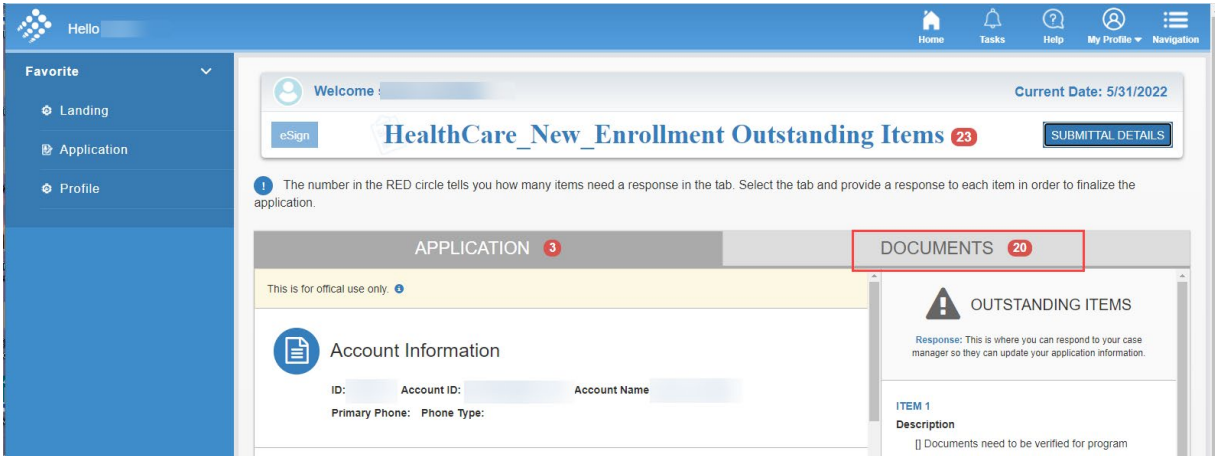
Below the table is the 'HEALTHCARE ENROLLMENT STATUS' section, which states 'No enrollments exists.' On the right side, there is a 'START A POST' button and a notification area showing '2d' and a large red 'SUBMITTED' stamp. A green checkmark icon and the text 'Your application has been submitted' are visible at the bottom right.

Landing / Applications / Documents


Select the application to review the required documents.

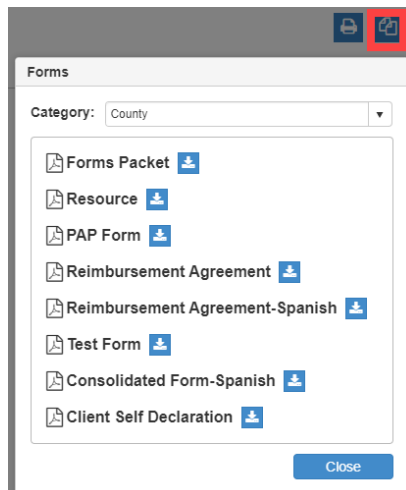


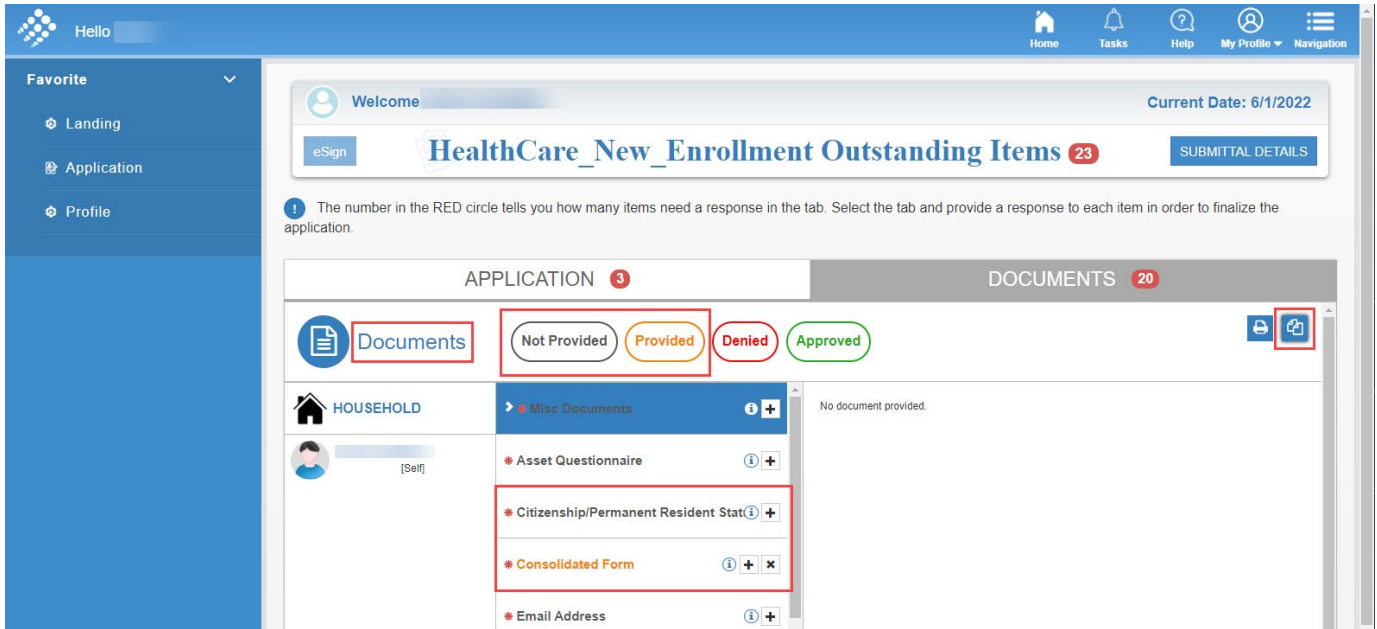
Then, click on the Documents tab.



There will be required documents that apply to the household as well as each family member (over the age of 18).

This tab contains a Show Forms  button where you can locate forms to print out, complete, and scan back in.





The Documents section allows you to see a color-coded status for each document:


- Black = Not Provided
- Yellow/Amber = Provided
- Red = Denied
- Green = Approved

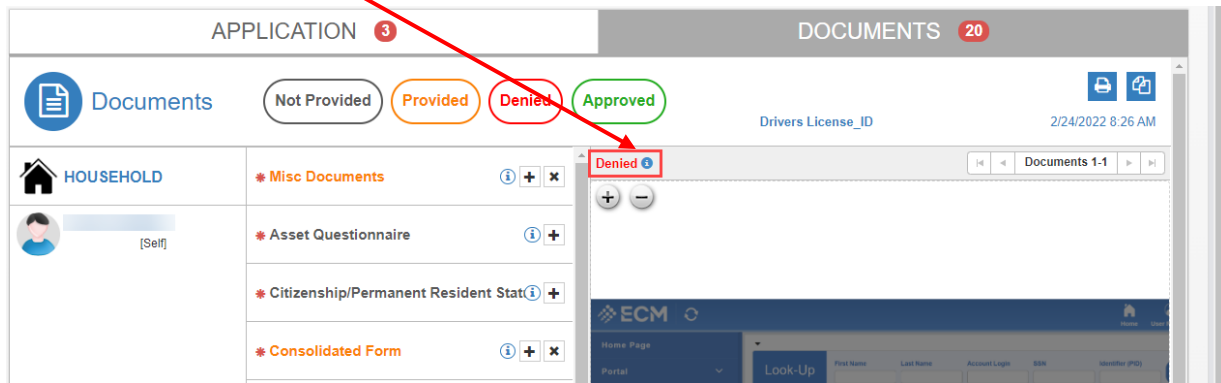
This is also where required documents can be uploaded. You may upload computer files (.jpgs, .pdfs, etc.), scan in a document or take a picture. When you click the + button to upload, you will see your different options.

Document Status

As the Health Care Team works on the applications, they either approve or deny the submitted documents. If a required document has been approved, it will display in green with a check next to it.

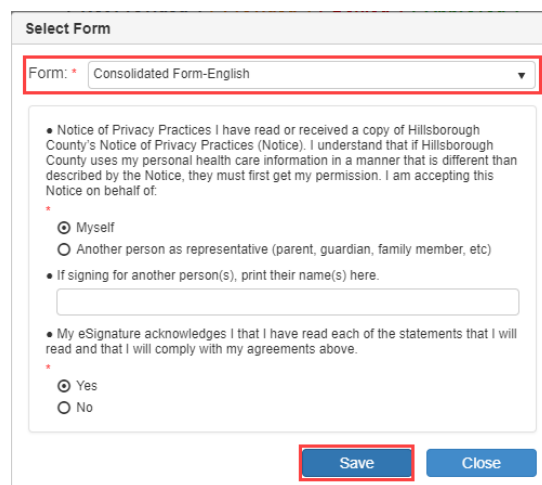


Sometimes a document may be denied simply because it is not legible. If a document is denied, you should see the reason by hovering over the  icon next to the **Denied** status which is displayed in the grey header over the preview pane.



Adding a Form with eSignature

The Consolidated Form, PAP form and Reimbursement Form are examples of forms that can be filled out within the application. To complete these, click the + icon to the right of the form and then click the Add Document pop-up. Use the dropdown to select the preferred language. Answer the questions and click Save.



Select Form

Form: * Consolidated Form-English

• Notice of Privacy Practices I have read or received a copy of Hillsborough County's Notice of Privacy Practices (Notice). I understand that if Hillsborough County uses my personal health care information in a manner that is different than described by the Notice, they must first get my permission. I am accepting this Notice on behalf of:

Myself
 Another person as representative (parent, guardian, family member, etc)

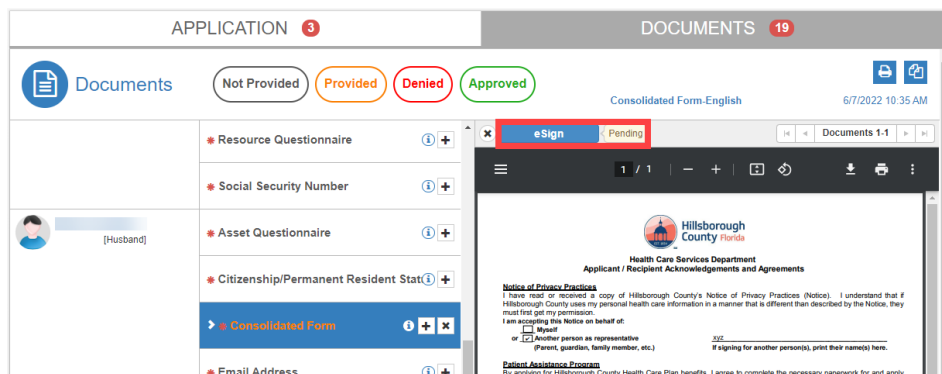
• If signing for another person(s), print their name(s) here.

• My eSignature acknowledges I that I have read each of the statements that I will read and that I will comply with my agreements above.

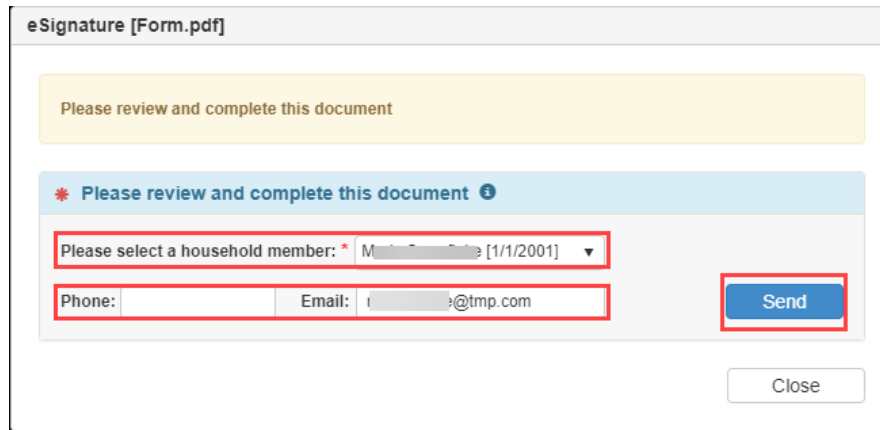
Yes
 No

Save Close

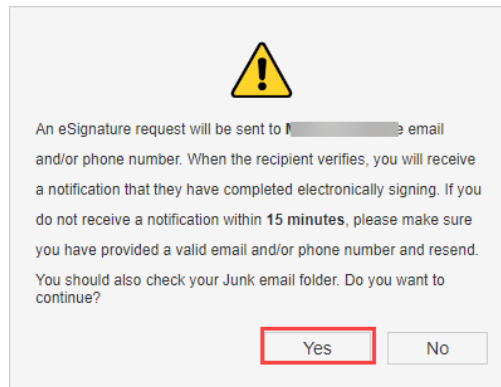
Next, the eSign button will flash above the form being displayed on the right. This form will not be complete until the eSign process has been completed.



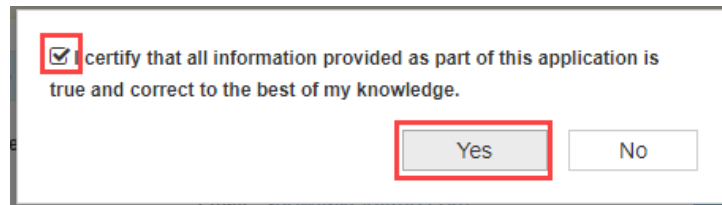
Clicking the eSign button displays the eSignature pop-up. Use the dropdown to select the person who will be signing the form. That will prompt a new area to be used for specifying a phone or email to be used for notifying the person who needs to provide the signature if it is someone other than the applicant. Click Send.



The following message will be displayed showing that the request will be sent. Click Yes if you want to continue to send.



If signing for yourself, your personal information should populate and a pop-up will display. Check the box to certify that the information provided is correct and click Yes.



Now the notice next to eSign should display as Completed.



Uploading Documents to Satisfy Individual Requirements

Here are a few guidelines for document uploads.

1. You may upload the following document types:
 - .jpg
 - .pdf
 - .tif
 - .tiff
2. There is a 10 MB size limit per upload.
3. You may upload a document (typically a .tif or .tiff) that contains **multiple pages**. An example of this is a bank statement that has more than one page but is scanned in as one document/attachment.

AND/OR

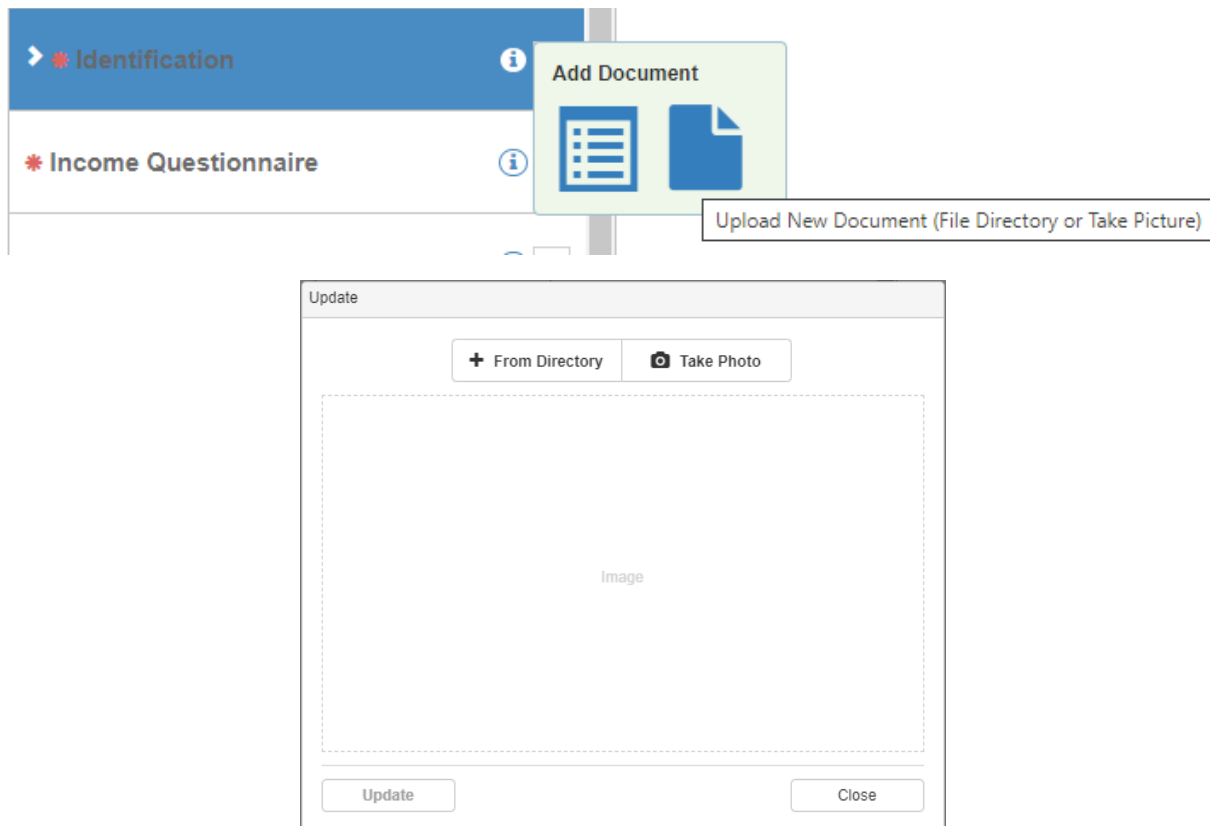
4. You may select **multiple documents** to upload, however, you can only select five at one time. If you have seven documents to attach, you can upload the first five together and then the second two.

To upload documents, click on the **+** button next to the applicable document.



NOTE: If you are using a mobile device for the first time, you will be asked to allow access to the camera or photos. Choose Yes.

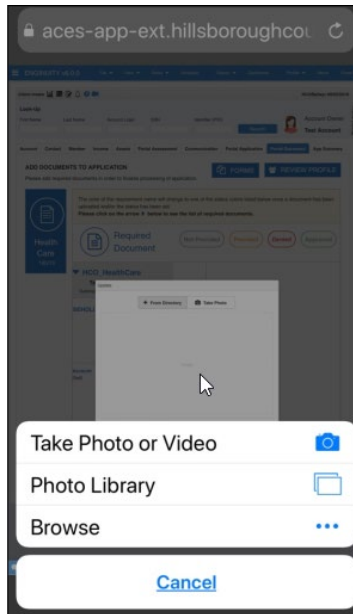
An Add Document window will appear where you have the option to select a file from Document Inventory or Upload New Document (File Directory or Take Picture).



Mobile Device

If you are accessing the Portal from a mobile device:

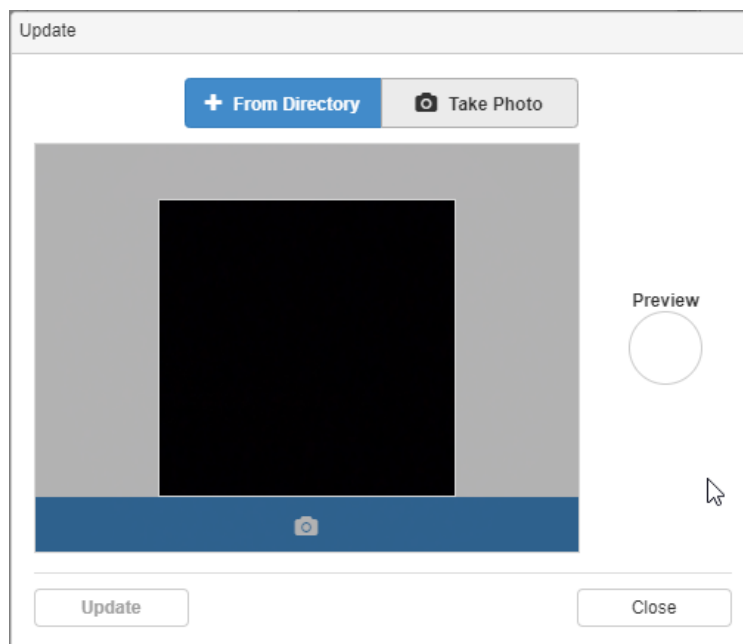
1. Select 'From Directory' (not Take Photo)
2. Next, select either 'Take Photo or Video' (to take a new photo) or 'Photo Library' (to access a photo that already exists on your device).



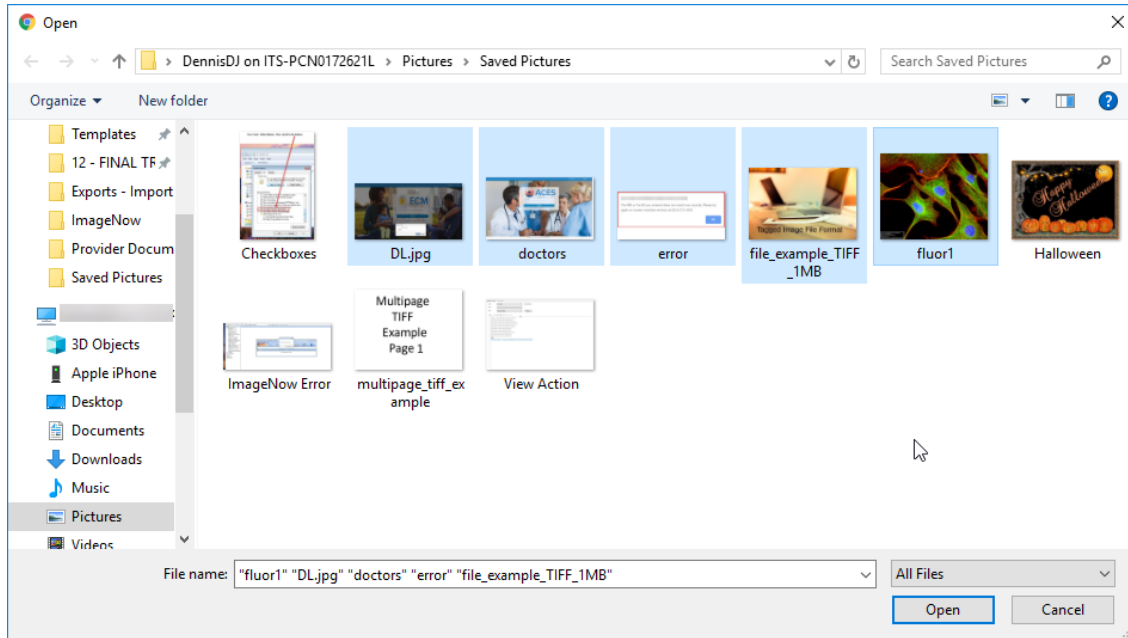
Computer

If you are accessing the Portal from a computer and wish to use its camera:

1. Select 'Take Photo'
2. Once you have the document in the view, click the camera icon to capture the image.




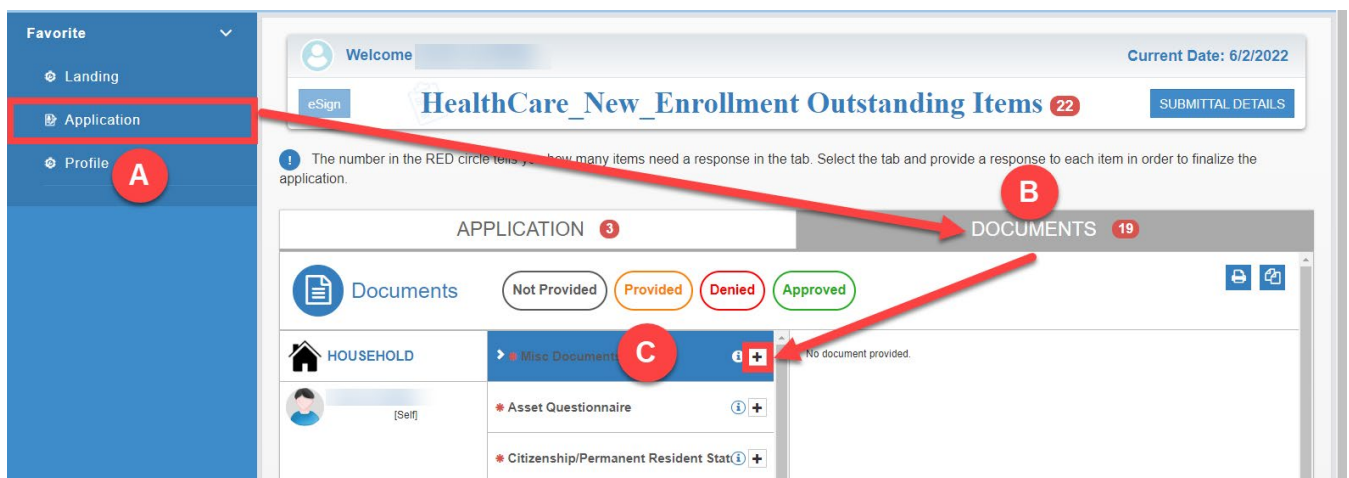
If you have an existing file on the device you are using, you can select it from the file directory like you would to upload any computer file.



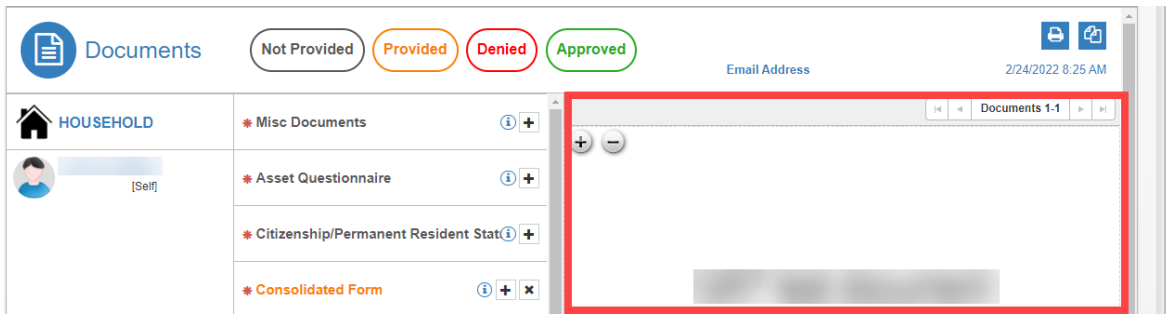
REMEMBER: You may only select up to five documents at once. You can add more than five to one requirement but only up to five at one time.

Packet Return – Uploading Documents Not Included in the Required Documents Section

1. Navigate to the Application(A)/Documents section(B). If you are using a PC, you should use Google Chrome as your browser. On a device, you may need to locate the navigation menu at the top. 
2. Click on the UPLOAD button (+) (C). This will open the file directory (like mentioned above).

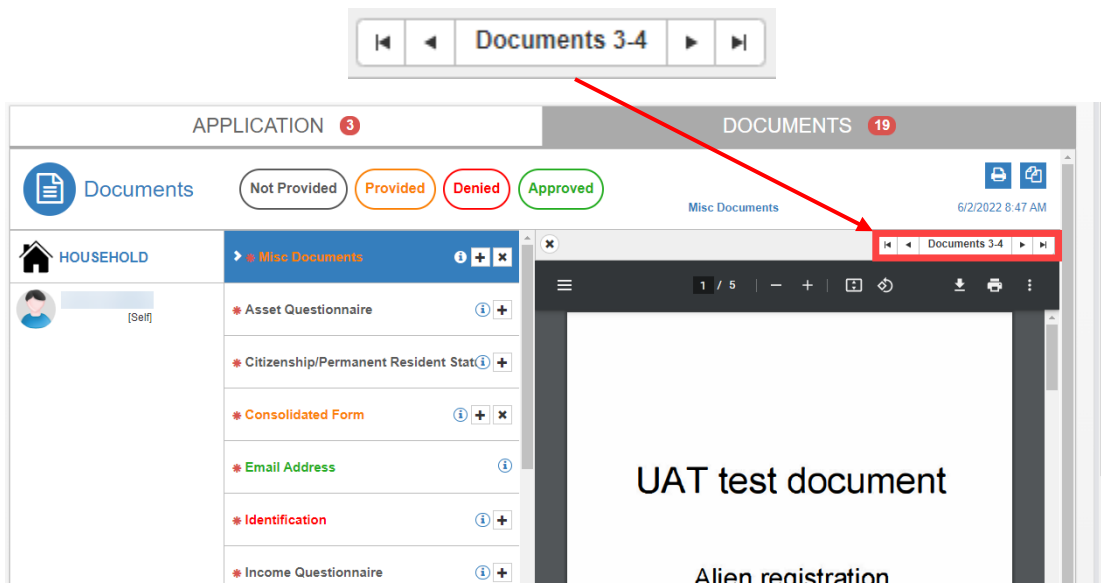


3. You may upload up to five documents at a time.
4. Your document(s) should appear in the window on the right.

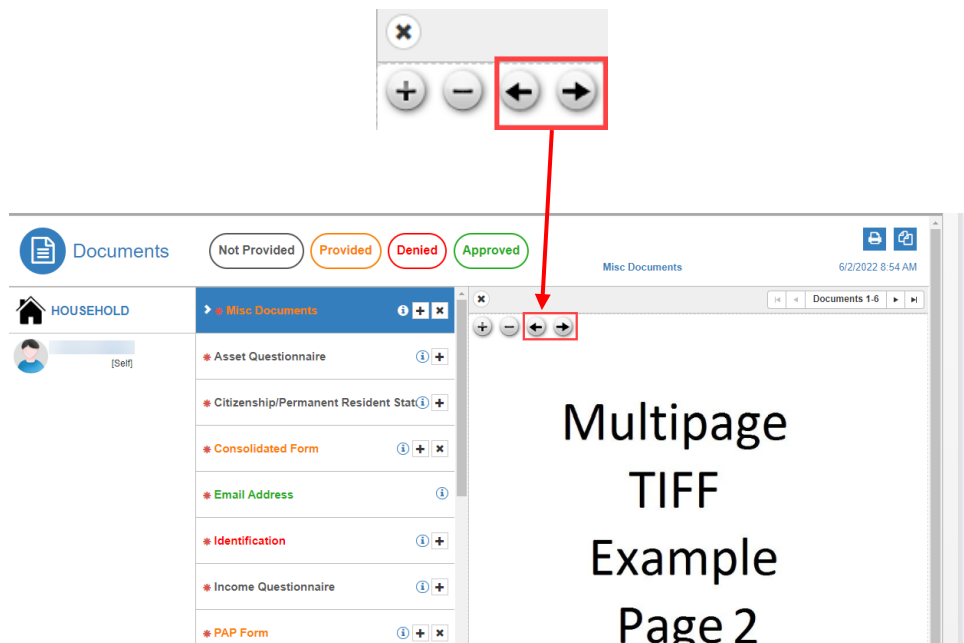


Navigating and Previewing Documents

If you have multiple documents uploaded for one requirement, you can scroll through the individual documents using the navigation arrows found in the top righthand corner of the preview screen.



If you have a multi-page document, you can navigate through its pages using the Next page and Previous page arrows.



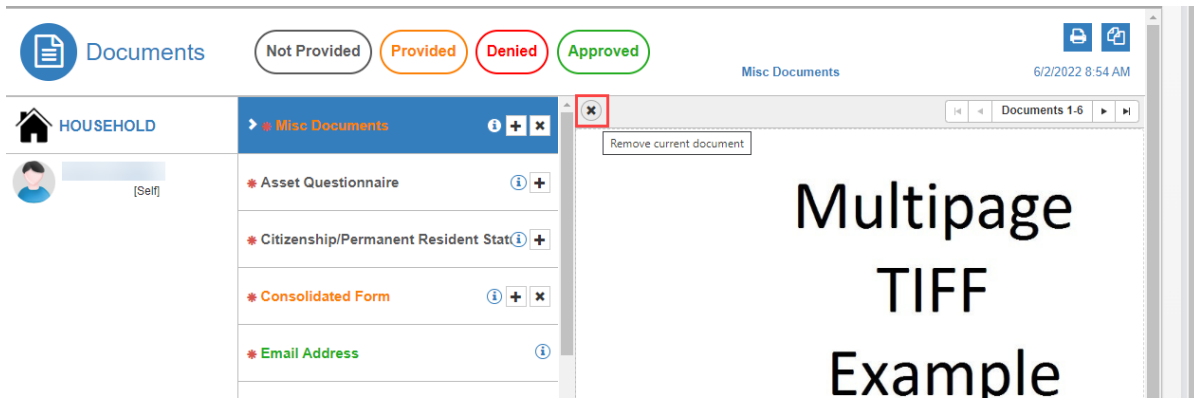
You may also zoom in or zoom out on the document being previewed by clicking the + or – buttons.



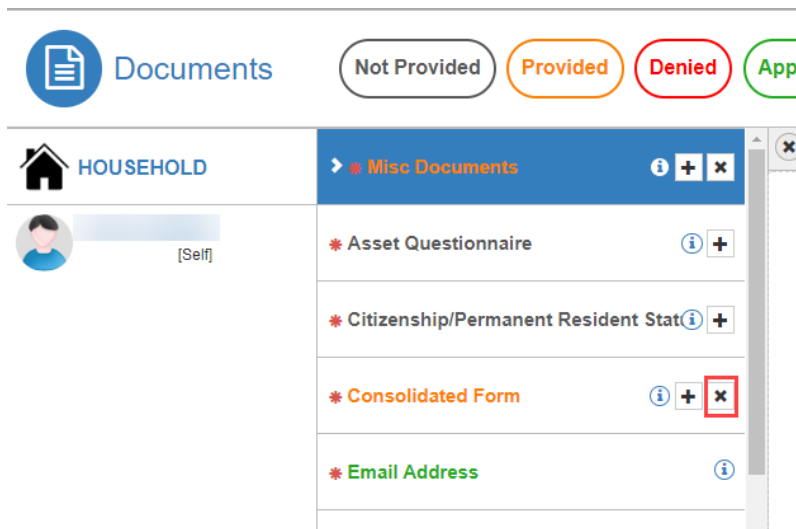
Removing Documents

If you make a mistake and need to remove a document, you may do so before the Document Management team approves or denies the document and “locks” its status. At that point, you will no longer see the X icon for removal. If you have multiple documents attached for one requirement, you can either remove all documents or delete individually.

1. To remove an **individual** document:
 - Navigate to the document you wish to delete
 - Click the X icon in the top left-hand corner of the preview page to remove the current document.



2. To remove **all** documents from a requirement, click the X icon on the right side of the requirement field.



Landing / Application Status

Once the application has been submitted, to determine the status and required information, the Landing Page offers the following statuses:

1. Application Details – Clicking on the Application Type.
2. Application Status - Clicking on the ⓘ opens the Application.
3. Document Status – This column shows if there are outstanding documents. Refer to the Documents section for uploading required documents.

Note: View My Applications displays more detail for all applications.

The screenshot shows the 'Health Care & Social Services Customer Portal' interface. The main content area is titled 'APPLICATIONS' and features a table with the following data:

Application Type ⓘ	Submission Date	Requested Services	Application Status ⓘ	Document Status ⓘ	Case Manager
16 HCRA	5/16/2022	HCRA	Case Assigned	Outstanding	
15 HCRA	5/16/2022	HCRA	Case Assigned	Outstanding	
23 Healthcare New Enrollment	5/25/2022	Healthcare New Enrollment	Case Assigned	Outstanding	
1 Healthcare New Enrollment	1/24/2022	Healthcare New Enrollment	Exited	Outstanding	

The End