ACES Portal User’s Guide
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First Time Log-In

Use Chrome to access ACES at: https://ACES.Hillsboroughcounty.org

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

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

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

**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**: Additional services will be added to this Portal in the future.

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.

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.

Additional Contact
There is an Add button at the bottom of the screen that can be used for adding additional contacts. 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.

After completing, click NEXT. If, at any point, you need to go back to a page, you can click PREVIOUS.

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 Password**
You can also change your 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.

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 icon 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.
Non-Cash Benefits / Health Insurance Entry Window

Account for any non-cash benefits in this section.

After completing, click NEXT.

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

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.

The Primary Family indicator (on the right side of the Household Info section) indicates this person will be included on the application.
Landing Page
This is the new Landing page after clicking CONFIRM on the prior Profile Confirmation page or after the application has been submitted. Here, you can view your application and see your enrollment status.

Apply for Services
This page displays a brief summary of who should apply and an overview of the instructions.

When you are ready to complete an application:

1. Click the menu option Apply for Services
2. Select the Health Care 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.
**Health Care Button**

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

**Document**

This menu option takes you to the page where you can view all required documents for the application. 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 FORMS button where you can locate forms to print out, complete, and scan back in. There is also a Review Profile button in case you want to review your information.

**Required Document**

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

- Grey = Not Provided
- Yellow/Amber = Provided
- Red = Denied
- Green = Approved
This is also where required documents can be uploaded. You can upload computer files (.jpgs, .pdfs, etc.), scan in a document or take a picture. When you click the UPLOAD button, you will see your different options.

**NOTE:** The numbers next to, or below, the words Health Care have the following meaning:

- **First Number:** Represents the number of documents that have been provided
- **Second Number:** Represents the number of documents that have been approved
- **Third Number:** Represents the total number of required documents
Upload Document

Click on the UPLOAD button next to the document you want to attach.

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 entry window will appear where you have the option to select a file From Directory or Take Photo.
**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).

![Image of mobile device interface]

**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.

![Image of computer interface]
If you have an existing file on the device you are using, you can select it from the file directory like you would upload any other computer file.

Once you have taken a picture or uploaded a file, click Update. If you change your mind and do not want to Upload at this time, you may click Close to exit the process.
Application Status
Once the application has been submitted, the Landing Page offers the following statuses:

- Application
- Document
- Eligibility

Status Detail

Clicking on the next to Application Status opens the Application.

Clicking on the next to Document Status takes you to the Portal Document Page (where outstanding documents can be uploaded).

Clicking on the next to Eligibility Status displays the eligibility information for active enrollments.
Returning Log-in
After a profile has been created and confirmed, your new log-in page will look like this.

The End