ACES Employer Portal FAQs

1. What is ACES?
   o ACES is where you will go to obtain injury, physical and drug test results, all in 1 location. ACES (Akeso Clinical Excellence Solution) is our next generation platform that provides all the capabilities need to serve our Employers' and their Employees with the best-in-class care and service. This includes our ACES Employer portal which will be an important tool in providing you the most up to date information about injuries, physical and drug test results.

2. How do I get my username and password?
   o You will receive two emails from Akeso Occupational health donotreply@mail1.prognocis.com
     o The first email will contain a password to open the PDF document contained in the second email.
     o The second email will have an encrypted document attached that contains your username and password.
     o Please check your inbox or junk/spam folders for these two emails.

3. Is my username and user ID the same thing? Yes.

4. I want to view documents. How do I access my organization's documents?
   o Click on the DOCUMENTS tab to view all the shared documents. Click the view ICON on the right to see the document in the view screen. You can view/zoom in/out, download, and print from this view window.
     • **Invoices** ~ Select the specific report from the dropdown menu.
     • **Payments** ~ Select the specific report from the dropdown menu.
     • **Aging** ~ Select the specific report from the dropdown menu.
     • **Make Payments** ~ Select payment amount option, enter a comment, and click on pay to enter credit card and billing information.

5. I want to see my invoice and payment information. How do I do that?
   o Click on the BILLING tab to view various report options from the dropdown menu.

6. I want to manage my employees. Where do I go to do that?
   o Click on the USER MANAGEMENT dropdown menu to access your list of departments and users. Under your employer's name, you can search and select different departments if applicable. You can make the departments active or inactive. Within this section, you can perform a department search.

7. How do I manage my own profile?
   o Once you log on, you can see your name in the upper right had corner (person ICON). Select the dropdown menu to change your userID and password.

8. I want to add a user to the portal. How do I do this?
   o From the USER MANAGEMENT tab, you can click on the ADD NEW USER link and enter the user's specific information: *First name*, *Last name*. If applicable *the departments (default is ALL)* you would want them to access.

9. I am having issues logging on/accessing the portal. Who do I contact?
   - o Please, contact our ACES Support Team at acessupport@akesomedical.com.

10. I do not see my employee's documents in the ACES Employer Portal.
   - o Depending on when your employee was seen, the documents could either be in iSYSTOC or the new ACES Employer Portal.
       - i. If I am still having issues, who do I contact?
           - o Please, contact our ACES Support Team at acessupport@akesomedical.com