



Client Portal

Activation

1. Visit <https://aahss.com/clientportal> and click the “activate account” link.

The screenshot shows the login page for Active at Home. At the top is the organization's logo. Below it is a blue button labeled "Apply online". The main area has fields for "Username or email" and "Password". At the bottom are links for "Activate account" and "Forgot password?". A red arrow points to the "Sign in" button.

2. Enter the email address you provided to AAHSS and click “Next”.

The screenshot shows the first step of the account activation process. It's titled "Activate Account" and indicates "Step 1/5". A text input field is labeled "Please enter the email address we have associated with your account." with the value "info@aahss.com". Below it is a "Next" button.

3. Enter the verification code received in your email and then click “Verify Code”.

The screenshot shows the second step of the account activation process. It's titled "Activate Account" and indicates "Step 2/5". It contains instructions: "Check your email (info@aahss.com) for an account activation link/code." and "The activation request will expire in 20 minutes". A text input field is labeled "Verification code" with the value "b0232b4a". Below it are buttons for "Send another code" and a large "Verify code" button.

4. Enter the zip code of the AAHSS client receiving services and click “Next”.



Activate Account

Step 3/5

Verify your ownership of the account by entering the following information.

NOTE: Responsible parties and medical staff should use the client's information to verify the account.

Postal Code of a family member you are responsible for

Next

5. Create a password and click “Next”.



Activate Account

Step 4/5

Your username is **info@aahss.com**

New password

Confirm password

Next

6. You're now activated! Click “Got It” to then access the portal.



Account Activated!

Step 5/5

IMPORTANT: Your login username is
info@aahss.com

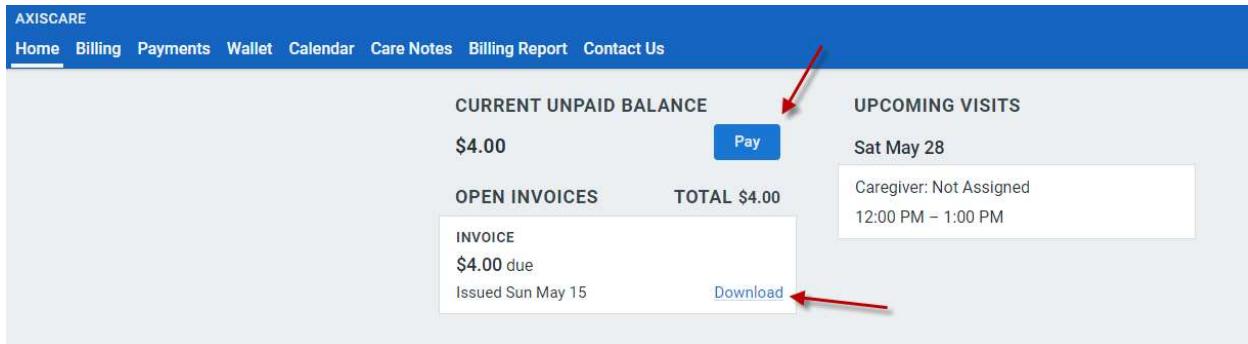
Got it

Walkthrough

Home

When logged into the client portal, you will be defaulted to the “Home” tab. This screen will show a quick summary of unpaid balances, open invoices, and upcoming visits.

As shown below, you have the option to click the “Pay” button to settle any unpaid balances or the “Download” button to download a copy of the open invoice.



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Home Billing Payments Wallet Calendar Care Notes Billing Report Contact Us

CURRENT UNPAID BALANCE
\$4.00 [Pay](#)

OPEN INVOICES TOTAL \$4.00

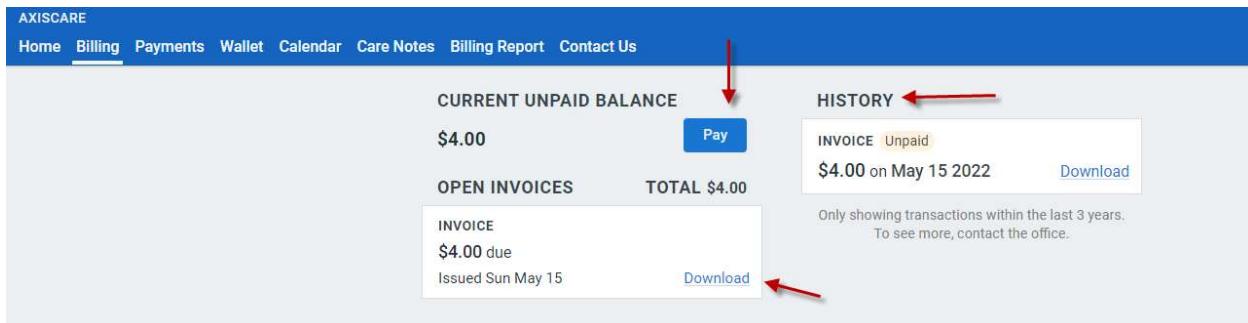
INVOICE	\$4.00 due	Issued Sun May 15	Download
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UPCOMING VISITS
Sat May 28

Caregiver: Not Assigned
12:00 PM – 1:00 PM

Billing

This tab is very similar to the home screen. It has the same options to “Pay” the current balance and “Download” your invoice. The difference on this screen is the “HISTORY” option to the right that has the ability to download the invoice. This will show invoices from the last three years.



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Home Billing Payments Wallet Calendar Care Notes Billing Report Contact Us

CURRENT UNPAID BALANCE
\$4.00 [Pay](#)

OPEN INVOICES TOTAL \$4.00

INVOICE	\$4.00 due	Issued Sun May 15	Download
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HISTORY [Download](#)

INVOICE	Unpaid	\$4.00 on May 15 2022	Download
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Only showing transactions within the last 3 years.
To see more, contact the office.

Payments

The first time you use the “Payment” tab, you will be presented with the screen below. At the top, you have the option to select the amount you would like to pay. Then, select your payment type (debit, credit, ach). In the example below, I chose to use a credit card. Once the information is filled in, click “Save Payment Method”

What would you like to pay?
FULL BALANCE \$4.00

Show Open Invoices

Add Payment Method

Type *	Credit Card	Account Holder *	Brian Struzik
Card Number		Expiration Date	
123 Main St		Address 2	
City	State	ZIP Code *	27707

Default Payment Method

Save Payment Method

Next

Once you save your payment method, you will be presented with this screen to choose your method of payment for this transaction. If you have multiple payment methods saved, they will all be listed here. Place a check mark next to the one you would like to use and hit “Next”.

What would you like to pay?
FULL BALANCE \$4.00

Show Open Invoices

How would you like to pay?

<input checked="" type="checkbox"/>	VISA 12/2026	Brian Struzik	Credit Card
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Add Payment Method

Next

The last screen is shown below. Here you will see the total amount to be processed. Please note that credit card transactions will have a 3% processing fee added, ACH payments will have no processing fee. Next click “Pay” at the top and process your transaction.

Pay \$4.12

PAYMENT SUMMARY

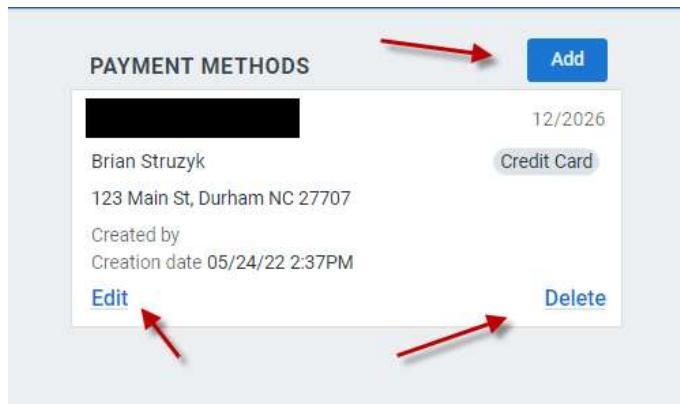
PAYMENT	FULL BALANCE
PAYMENT METHOD	redacted
BASE AMOUNT	\$4.00
SURCHARGE (3%)	\$0.12
TOTAL AMOUNT	\$4.12

Payment Memo

Go Back

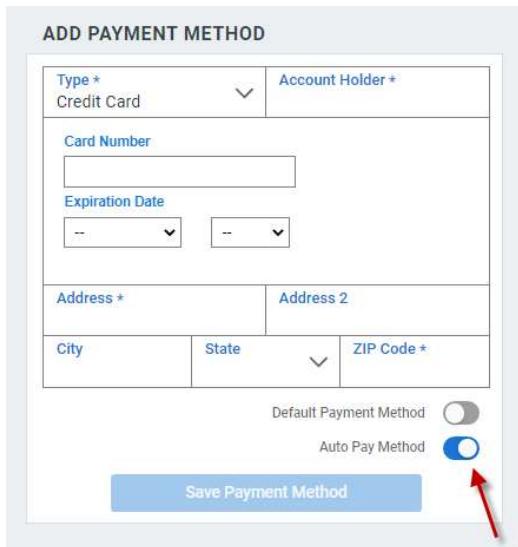
Wallet

This tab will allow you to control your payment methods on file. In the example below, there is only one payment method listed. From here, you have the option to add an additional method of payment, edit the information on file, or delete the payment method completely.



When adding a payment method through the “Wallet” tab, you will notice an option for an “Auto Pay Method”. If you are currently enrolled in auto pay, then you could change your payment method here.

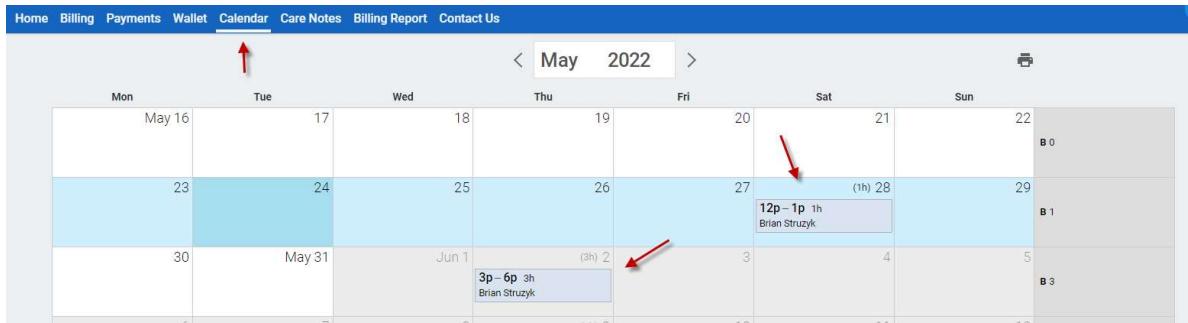
******How does auto pay work?** When enrolled in auto pay, you will receive an invoice via email three days prior to the payment processing. The three-day buffer is in place to allow time to discuss any questions/concerns regarding the invoice. After three days your auto pay method of payment will be processed.



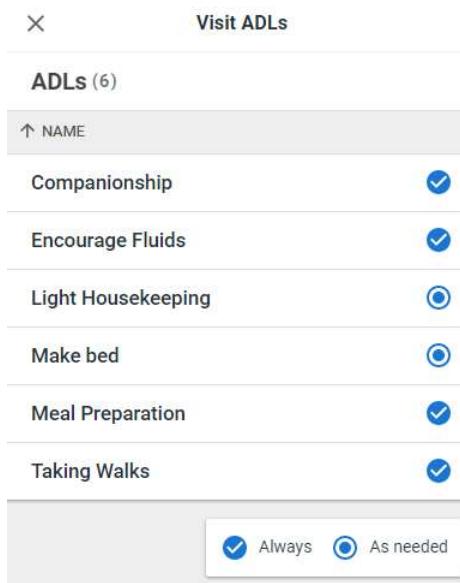
Type *	Credit Card	Account Holder *
Card Number		
Expiration Date		
Address *		Address 2
City	State	ZIP Code *
Default Payment Method <input type="checkbox"/>		
Auto Pay Method <input checked="" type="checkbox"/>		
Save Payment Method		

Calender

On this tab, you will be able to find information regarding upcoming visits. As shown below, there are two upcoming appointments scheduled - May 28th from 12-1pm and June 2nd 3-6pm with caregiver “Brian Struzyk”.

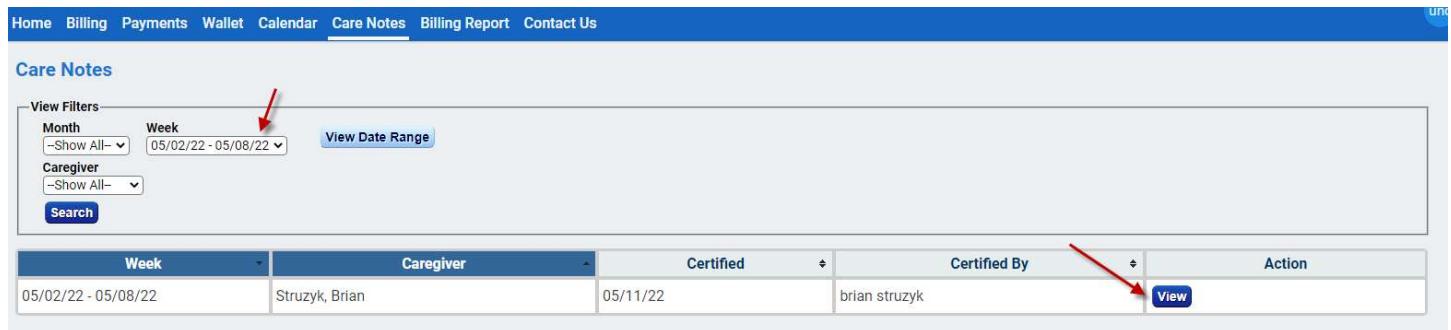


If you click on the grey box around the visit, you will be presented with the screen below. This will show a list of services that the caregiver could potentially be completing at the visit. If there is something in particular you would like a companion to do during that day/time, please let us know.



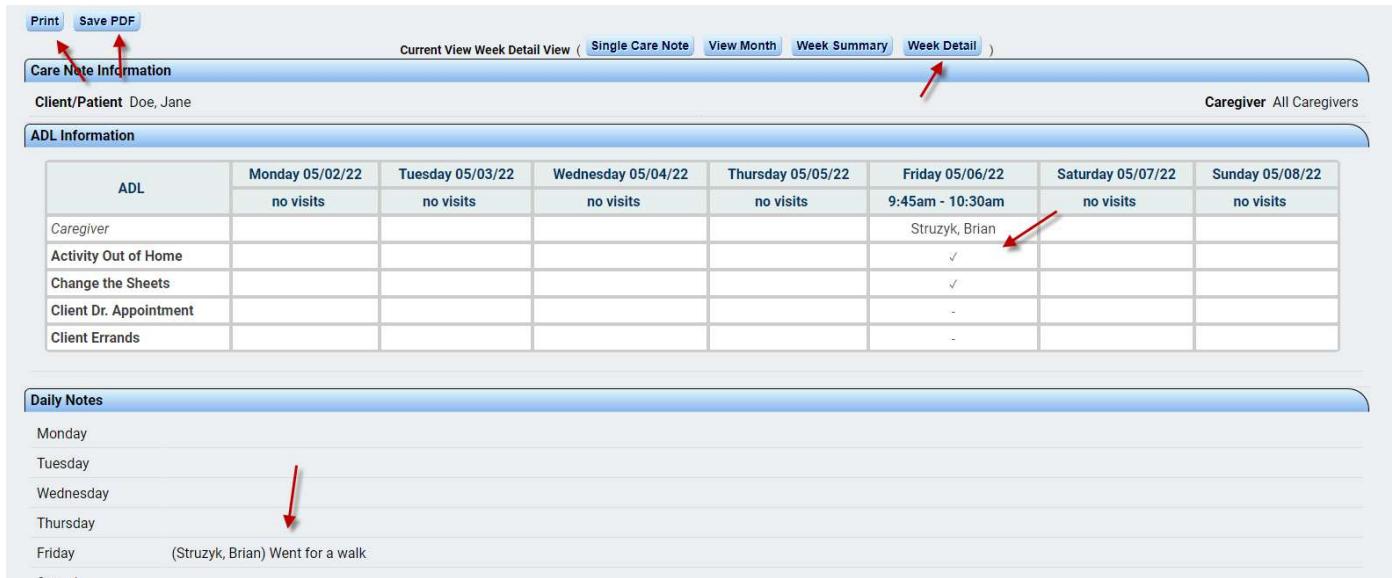
Care Notes

This tab will allow you to see caregiver notes from past service dates. At the top, you have the option to filter specific dates. Once you find the visit you are looking for, click "View".



The screenshot shows the 'Care Notes' page with a blue header bar containing links: Home, Billing, Payments, Wallet, Calendar, Care Notes (which is underlined), Billing Report, and Contact Us. Below the header is a 'Care Notes' section with 'View Filters' and dropdown menus for 'Month' (set to 'Week' with '05/02/22 - 05/08/22') and 'Caregiver' (set to 'Show All'). A 'Search' button is present. Below the filters is a table with columns: Week, Caregiver, Certified, Certified By, and Action. The table shows one row for '05/02/22 - 05/08/22' with 'Struzyk, Brian' in the Caregiver column, '05/11/22' in the Certified column, 'brian struzyk' in the Certified By column, and a 'View' button in the Action column. A red arrow points to the 'View' button.

Next, you will be presented with the screen below. In this example, I clicked the "Week Detail" view. From here, you can see there was a visit on Friday 5/6 from 9:45am – 10:30am. At this visit, there was activity out of the home and the sheets were changed. Additionally, you will see any notes from the caregiver who provided service. In this example, the caregiver and client "Went for a walk". You also have the option to Print or Save these notes as a PDF if needed.



The screenshot shows the 'Week Detail' view with a blue header bar containing 'Print' and 'Save PDF' buttons, and a menu with 'Current View Week Detail View (Single Care Note, View Month, Week Summary, Week Detail)'. Below the header is a 'Care Note Information' section with 'Client/Patient Doe, Jane' and 'Caregiver All Caregivers'. A 'ADL Information' table shows activity levels for each day of the week. A red arrow points to the 'Struzyk, Brian' entry in the Friday column. Below the table is a 'Daily Notes' section with a list of days (Monday, Tuesday, Wednesday, Thursday, Friday) and a note for Friday: '(Struzyk, Brian) Went for a walk'. A red arrow points to this note.

Billing Report

On this tab, the user will have the ability to generate multiple billing reports based on their desired dates. First you will want to select the dates needed, and then click “View Report”. Once the report is available, the user has the option to print or save as a pdf/excel/csv file.

Month: May 2022

DATE

By Date Range (check to apply) 05/01/22 - 05/31/22 By Week (check to apply) 05/09/22 - 05/15/22 By Bi-Week (check to apply) 05/09/22 - 05/22/22 By Bi-Monthly (check to apply) 05/01/22 - 05/15/22 By Month (check to apply) May 2022

By Six Months (check to apply) May 2022 to Oct 2022 By Year (check to apply) 2022

OTHER

VIEW REPORT **PRINT** **SAVE PDF** **SAVE EXCEL** **SAVE CSV**

Client	Caregiver	Service	Date	Start	End	Hours	Rate	Subtotal	Overtime Hours	Overtime Surcharge	Mileage	Expenses	Other	Total
Doe, Jane	Struzyk, Brian	Test	05/10/22	12:00pm	4:00pm	4.00	\$1.00	\$4.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4.00
Doe, Jane		Total for Test				4.00	\$1.00 (Hourly)	\$4.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4.00
Grand Total	Grand Total					4.00		\$4.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4.00

Contact Us

In this tab, you will find the main office number along with the option to e-mail questions/concerns to the office.

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Home Billing Payments Wallet Calendar Care Notes Billing Report **Contact Us**

CALL THE OFFICE

Office Phone 984-837-0991

E-MAIL US

Email Recipient

Subject

Message

Send

We hope you enjoy using the portal! If you have any questions/issues, please do not hesitate to reach out to Brian Struzyk.

Office – 984-837-0991

Cell – 716-228-8937 (call/text)

Email – brian@aahss.com