



Client Portal

Activation

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

The screenshot shows the Active at Home Client Portal login page. At the top is the logo and the text "ACTIVE AT HOME SENIOR SERVICES". Below this is a link "Apply online". There are two input fields: "Username or email" and "Password". Below these fields is a blue "Sign in" button. A red arrow points to the "Sign in" button. At the bottom of the form are two links: "Activate account" and "Forgot password?".

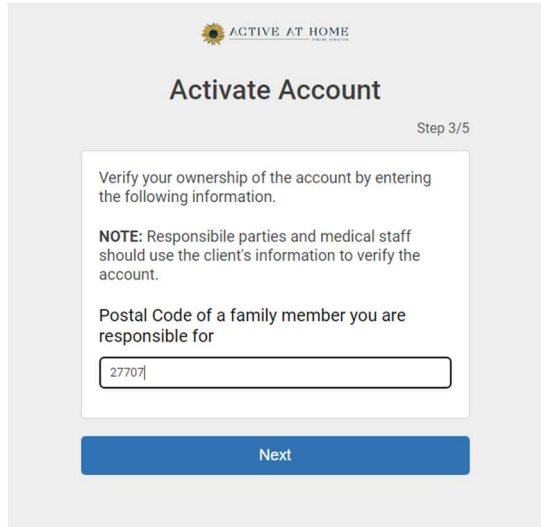
2. Enter the email address you provided to AAHSS and click “Next”.

The screenshot shows the "Activate Account" page, Step 1/5. The title "Activate Account" is at the top, with "Step 1/5" to its right. Below the title is a message: "Please enter the email address we have associated with your account." There is an input field labeled "Email address" containing the text "info@aahss.com". Below the input field is a blue "Next" button.

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

The screenshot shows the "Activate Account" page, Step 2/5. The title "Activate Account" is at the top, with "Step 2/5" to its right. Below the title is a message: "Check your email (info@aahss.com) for an account activation link/code." Below this is another message: "The activation request will expire in 20 minutes". There is an input field labeled "Verification code" containing the text "b0232b4a". Below the input field is a link "Send another code". At the bottom is a blue "Verify code" button.

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



ACTIVE AT HOME

Activate Account

Step 3/5

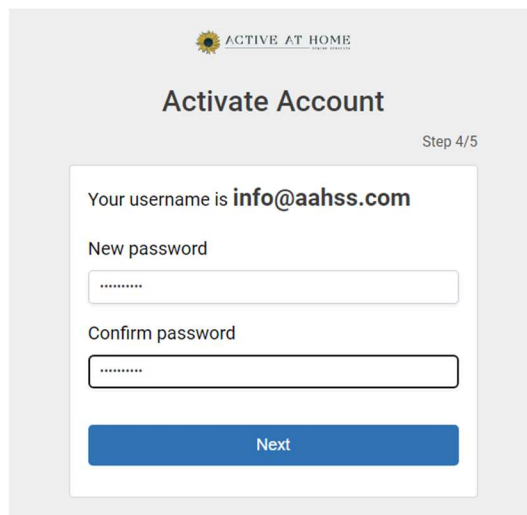
Verify your ownership of the account by entering the following information.

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”.



ACTIVE AT HOME

Activate Account

Step 4/5

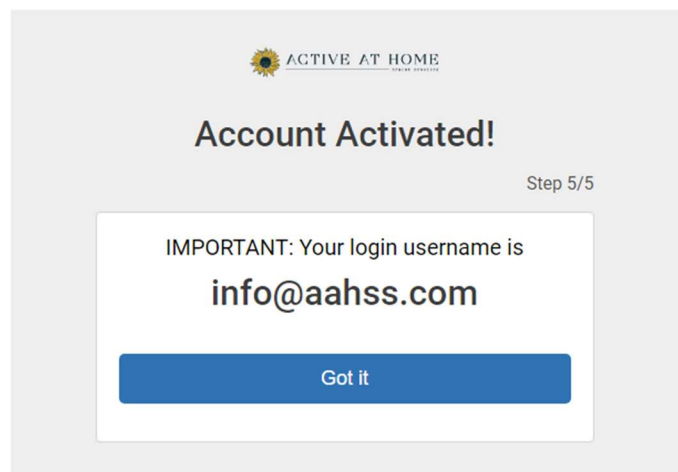
Your username is **info@aahss.com**

New password

Confirm password

Next

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



ACTIVE AT HOME

Account Activated!

Step 5/5

IMPORTANT: Your login username is **info@aahss.com**

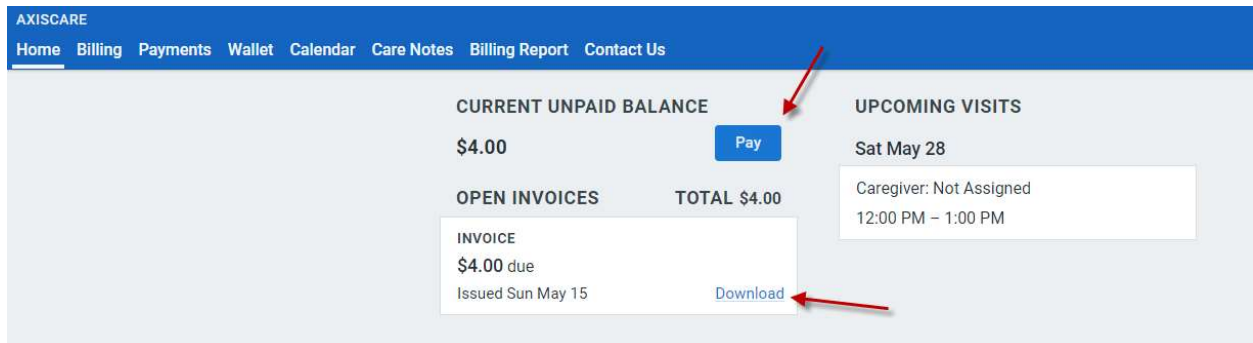
Got it

Walkthrough

Home

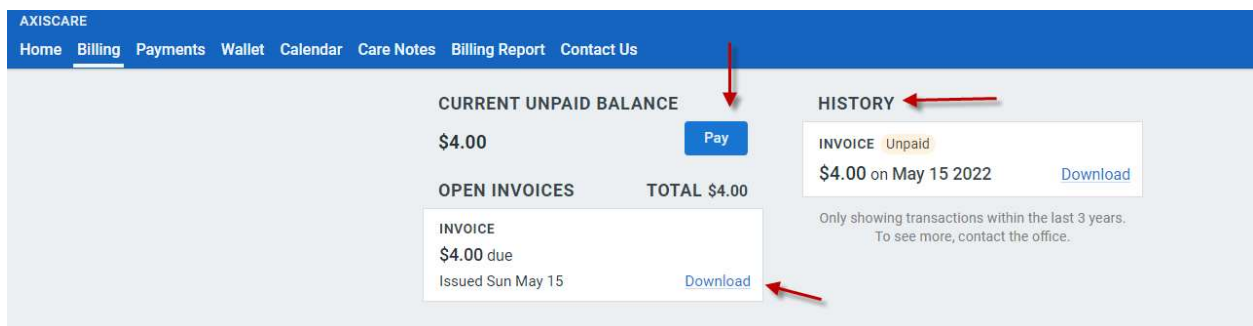
When logged into the client portal, you will be defaulted to the “Home” tab. This screen will show a quick summary of unpaid balances, open invoices, and upcoming visits.

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.



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.



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 Struzyk

Card Number [REDACTED] ✓

Expiration Date December 2026

Address * 123 Main St Address 2

City Durham State North Carolina 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?

☒ VISA [REDACTED] 12/2026 Brian Struzyk Credit Card

[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

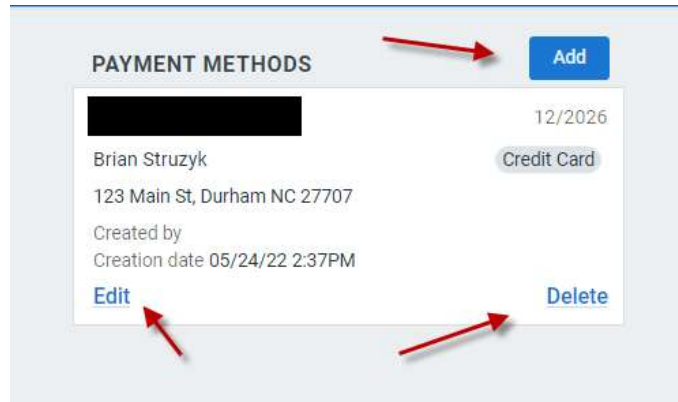
PAYMENT	FULL BALANCE
PAYMENT METHOD	[REDACTED]
BASE AMOUNT	\$4.00
SURCHARGE (3%) ?	\$0.12
TOTAL AMOUNT	\$4.12

Payment Memo

[Go Back](#)

Wallet

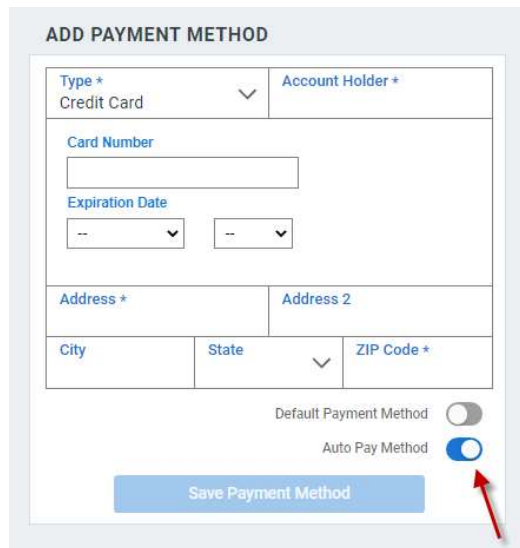
This tab will allow you to control your payment methods on file. In the example below, there is only one payment method listed. From here, you have the option to add an additional method of payment, edit the information on file, or delete the payment method completely.



The screenshot shows a section titled "PAYMENT METHODS". In the top right corner, there is a blue "Add" button with a red arrow pointing to it. Below this, a payment method card is displayed for "Brian Struzyk" with a masked card number, expiration date "12/2026", and address "123 Main St, Durham NC 27707". The card also shows "Created by" and "Creation date 05/24/22 2:37PM". At the bottom left of the card is a blue "Edit" button with a red arrow pointing to it, and at the bottom right is a blue "Delete" button with a red arrow pointing to it.

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.

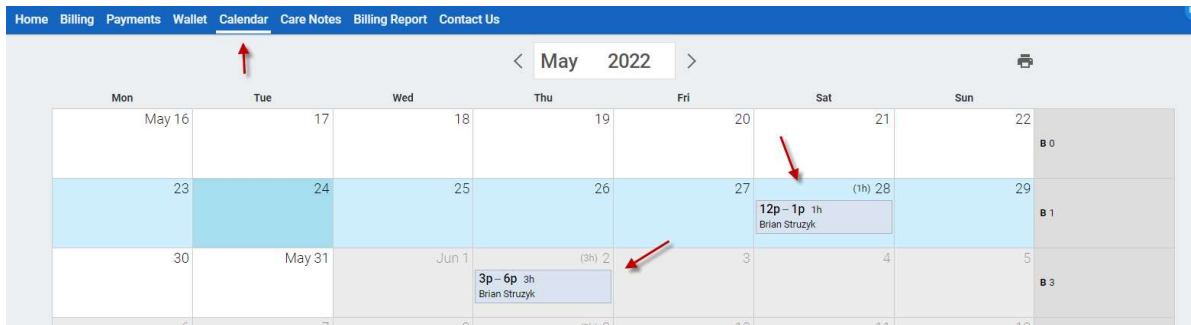


The screenshot shows the "ADD PAYMENT METHOD" form. It includes the following fields and controls:

- Type ***: A dropdown menu currently set to "Credit Card".
- Account Holder ***: A text input field.
- Card Number**: A text input field.
- Expiration Date**: Two dropdown menus for month and year, both currently showing "--".
- Address ***: A text input field.
- Address 2**: A text input field.
- City**: A text input field.
- State**: A dropdown menu.
- ZIP Code ***: A text input field.
- Default Payment Method**: A toggle switch currently turned off.
- Auto Pay Method**: A toggle switch currently turned on.
- Save Payment Method**: A blue button at the bottom with a red arrow pointing to it.

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.

×

Visit ADLs

ADLs (6)

↑ NAME

Companionship

☒

Encourage Fluids

☒

Light Housekeeping

☐

Make bed

☐

Meal Preparation

☒

Taking Walks

☒

☒ Always

☐ As needed

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".

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

Care Notes

View Filters

Month: --Show All-- Week: 05/02/22 - 05/08/22 [View Date Range](#)

Caregiver: --Show All-- [Search](#)

Week	Caregiver	Certified	Certified By	Action
05/02/22 - 05/08/22	Struzyk, Brian	05/11/22	brian struzyk	View

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.

[Print](#) [Save PDF](#)

Current View Week Detail View ([Single Care Note](#) [View Month](#) [Week Summary](#) [Week Detail](#))

Care Note Information

Client/Patient Doe, Jane Caregiver All Caregivers

ADL Information

ADL	Monday 05/02/22	Tuesday 05/03/22	Wednesday 05/04/22	Thursday 05/05/22	Friday 05/06/22	Saturday 05/07/22	Sunday 05/08/22
	no visits	no visits	no visits	no visits	9:45am - 10:30am	no visits	no visits
Caregiver					Struzyk, Brian		
Activity Out of Home					✓		
Change the Sheets					✓		
Client Dr. Appointment					-		
Client Errands					-		

Daily Notes

Monday

Tuesday

Wednesday

Thursday

Friday (Struzyk, Brian) Went for a walk

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) ☐ By Week (check to apply) ☐ By Bi-Week (check to apply) ☐ By Bi-Monthly (check to apply) ☒ By Month (check to apply)

05/01/22 - 05/31/22 05/09/22 - 05/15/22 05/09/22 - 05/22/22 05/01/22 - 05/15/22 May 2022

☐ By Six Months (check to apply) ☐ By Year (check to apply)

May 2022 to Oct 2022 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.

AXISCARE

[Home](#) [Billing](#) [Payments](#) [Wallet](#) [Calendar](#) [Care Notes](#) [Billing Report](#) [Contact Us](#)

CALL THE OFFICE

Office Phone 984-837-0991

E-MAIL US

Email Recipient [Select One]

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@aaahss.com