

ACES Case Adjuster Portal FAQs

1. What is ACES?
 - ACES Case Adjuster portal is where you go to obtain documents related to the employee's injury. ACES (Akeso Clinical Excellence Solution) is our next generation platform that provides all the capabilities needed to serve you with the best-in-class care and service. This includes our ACES Case Adjuster portal which will be an important tool in providing you the most up to date information about the employee's injury (Work Status Report and Progress Notes).
2. How do I get my username and password?
 - You will receive two emails from Akeso Occupational health donotreply@mail1.prognocis.com
 - The first email will contain a password to open the PDF document contained in the second email.
 - The second email will have an encrypted document attached that contains your username and password.
 - 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?
 - From the HOME screen (patient list), find and click on the patient you are searching for.
 - From the left panel menu, find and click on DOCUMENTS.
 - **Clinic Shared Documents** ~ displays various patient documents.
 - **Submit Documents** ~ allows users to attach documents which can be access by the Akeso team.
 - **Visit Details** ~ allows users to view more details from the patient's visit.
5. How do I change my password?
 - Once you log on, you can see your name in the upper right had corner (person ICON). Select the dropdown menu to change your password.
6. I am having issues logging on/accessing the portal. Who do I contact?
 - Please, contact our ACES Support Team at acesupport@akesomedical.com
7. I am not seeing my worker's case documents in the new ACES Case Adjuster Portal.
 - Depending on when your injured worker was seen, the case documents could either be in iSYSTOC or the new ACES Case Adjuster portal.
 - i. If I am still having issues, who do I contact?
 - Please, contact our ACES Support Team at acesupport@akesomedical.com