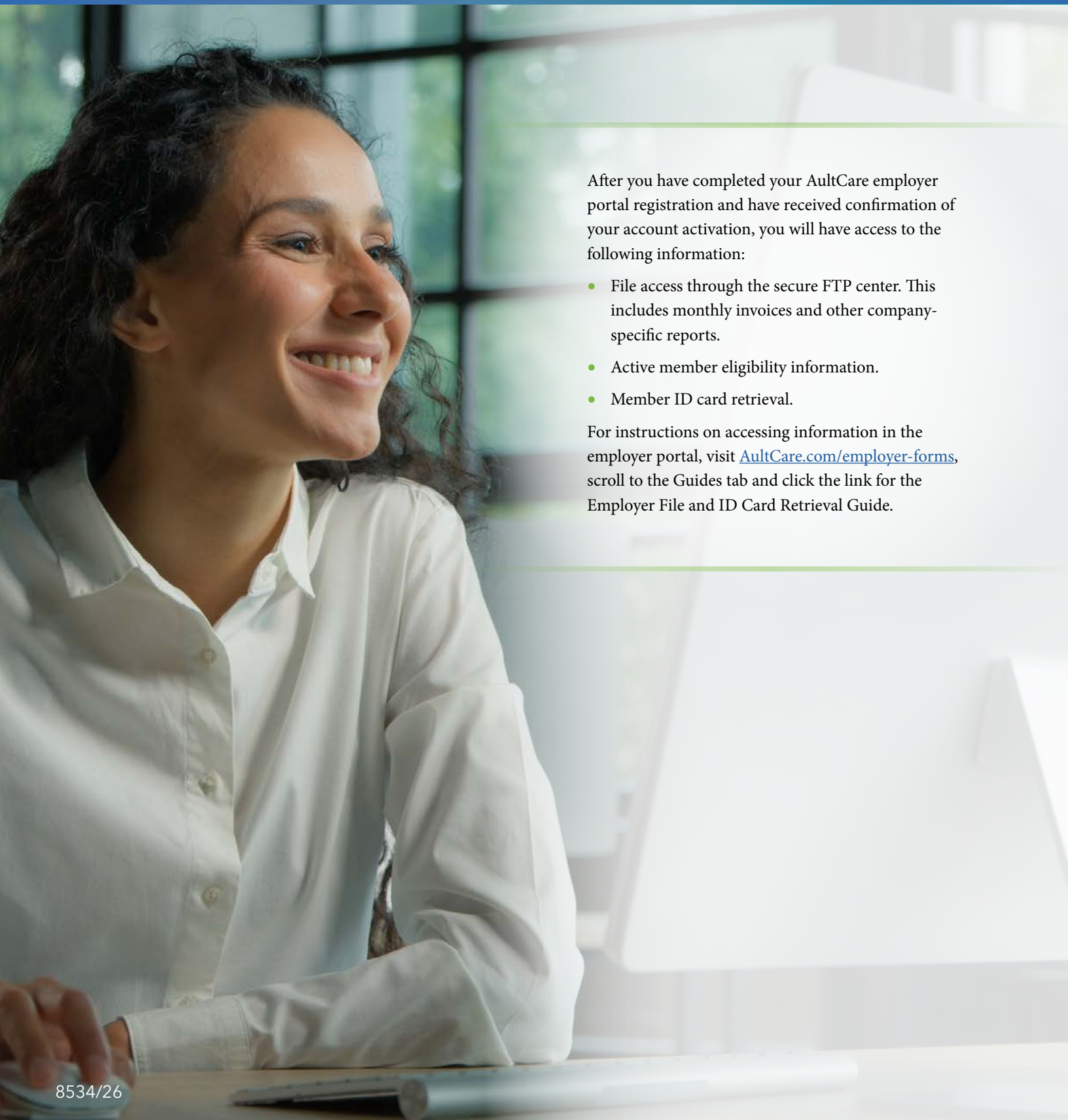


Employer Portal Access



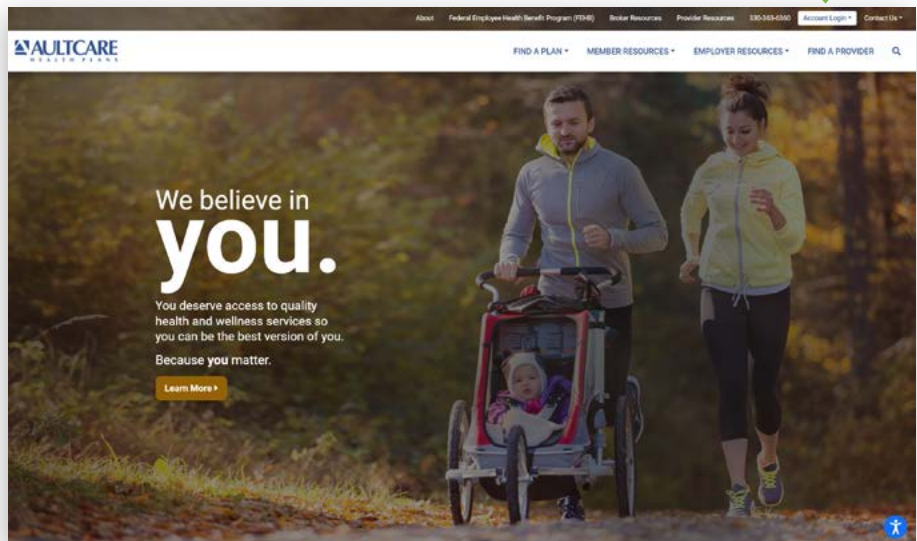
After you have completed your AultCare employer portal registration and have received confirmation of your account activation, you will have access to the following information:

- File access through the secure FTP center. This includes monthly invoices and other company-specific reports.
- Active member eligibility information.
- Member ID card retrieval.

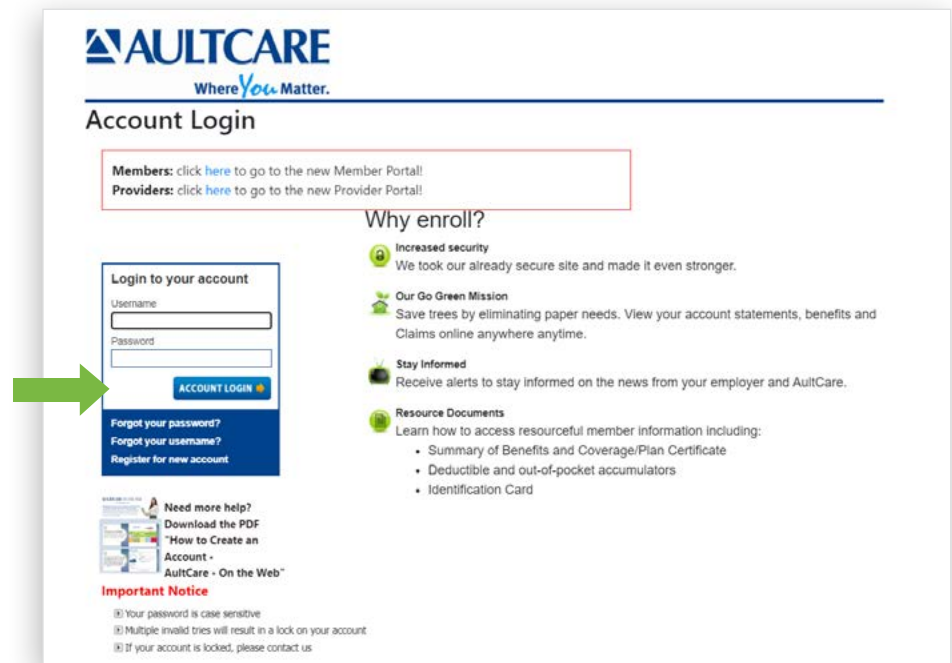
For instructions on accessing information in the employer portal, visit AultCare.com/employer-forms, scroll to the Guides tab and click the link for the Employer File and ID Card Retrieval Guide.

Employer Portal Access

1. Open a web browser and go to [AultCare.com](https://www.aultcare.com)
2. Click **Account Login** in the upper right corner and select **"Employer"** from the drop-down menu.



3. Enter your username and password. Click **Account Login** to access your account.
4. You must have an online account to retrieve files. Select **Register for new account** if you do not have an account.



My Dashboard

Once you are logged in to your account, your dashboard will appear. All links associated to your account will be displayed.

In the screenshot below, three main areas have been identified.

- **Location A** lists the last three (3) files AultCare has posted for you. These are on your dashboard so you can easily view these files.
- **Location B** is a link. This link will take you to your Secure FTP Center. The FTP Center allows you to download all files and, if available, you may upload files.
- **Location C** is a link similar to Area B. It will take you to the same place and files as Location B.

The screenshot shows the AultCare website's 'My Dashboard' page. At the top, the AultCare logo and tagline 'Where You Matter.' are visible. Below the logo is a navigation menu with 'Welcome', 'Account', 'Files', 'Eligibility', and 'My Forms'. The 'Files' link is circled in red and labeled 'C'. The main content area is titled 'My Dashboard' and includes a message about employer groups, 'Coronavirus (COVID-19) Information', and a 'QUICK ELIGIBILITY INQUIRY' section. At the bottom, there is a 'MY FILES' table with three rows of file information, circled in red and labeled 'A'. To the right of the table is a link that says 'See all files', also circled in red and labeled 'B'. On the right side of the dashboard, there is a user profile section for 'FakeEmployer' and several utility links like 'Change Account Password' and 'View Eligibility Information'.

Files Table:

FROM	DATE	SIZE (BYTES)	FILE
AultCare	06/19/2024	13	TestFile3.txt
AultCare	06/19/2024	13	TestFile2.txt
AultCare	06/19/2024	13	TestFile1.txt

Secure FTP Center

When you click on the **Files** link from your dashboard (Location C in the example) you will be directed to the Secure FTP Center (see image below). You will see two links: **Files for you** and **Files from you**.

[Viewing Your Files | Files for You](#)

This link will show all of the files AultCare uploaded to your account. Retrieve your files by clicking on this link. The number displayed is the number of available files.

[Uploading Files to Send to AultCare | Files From You](#)

This link will take you to a page where you can upload files to AultCare.

AULTCARE
Where You Matter.

Welcome Account Files Eligibility My Forms

Main Page > Files

Secure FTP

This page is a secure area for you to exchange insurance documents with us.

Important
Please remember to change the drop-down selector to the group you would like to either upload files for or download files from

File Transfers

- Files for you (3)**
Download files that have been posted for you
- Files from you**
Click here to upload files

Welcome, FakeEmployer (Sign Out)

Account Holder: John Doe
Account Type: Employer
Last Login: 09/07/2018

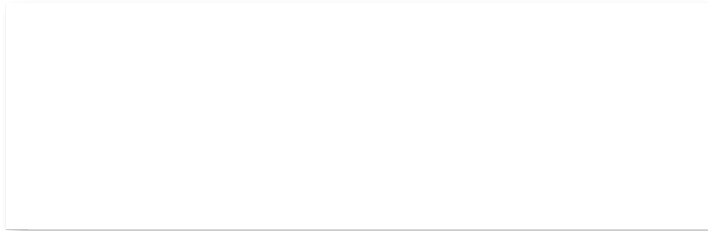
- Change Account Password
- View Eligibility Information
- Update Account Information
- Request a member card replacement

Join us on Facebook
Follow us on Twitter

Information Center
Read Our Electronic EOB FAQ

Downloading a File

1. Click on the text labeled **Download files that have been posted for you.**



AULTCARE
Where You Matter.

Welcome | Account | Files | Eligibility | My Forms

Main Page > Files

Secure FTP

This page is a secure area for you to exchange insurance documents with us.

Important
Please remember to change the drop-down selector to the group you would like to either upload files for or download files from

File Transfers - From AultCare

<< Go back to file transfer main page

AultCare Test Employer

FileName	FileSize	Date Uploaded	Download
testFile3.txt	13	6/19/2024 6:58:07 PM	Download
TestFile2.txt	13	6/19/2024 6:58:06 PM	Download
TestFile1.txt	13	6/19/2024 6:58:06 PM	Download

Welcome, FakeEmployer (Sign Out)

Account Holder: John Doe
Account Type: Employer
Last Login: 09/07/2018

[Change Account Password](#)
[View Eligibility Information](#)
[Update Account Information](#)
[Request a member card replacement](#)

Join us on Facebook
Follow us on Twitter

Information Center
[Read Our Electronic EOB FAQ](#)

2. When you click the link, a drop-down list will appear. From the list, select the group name to view files. (Based on your authorization, only those particular group names will be displayed.)
3. For employers who have more than one AultCare account, select the appropriate account from the drop-down box.

Secure FTP

This page is a secure area for you to exchange insurance documents with us.

Important

Please remember to change the drop-down selector to the group you would like to either upload files for or download files from

File Transfers - To AultCare

<< [Go back to file transfer main page](#)

AultCare Test Employer

FileName	FileSize	Date Uploaded	Download	Delete
UploadTestFile3_0004068692.txt	13	6/24/2024 3:29:27 PM	Download	
UploadTestFile2_0004068691.txt	13	6/24/2024 3:29:11 PM	Download	Delete
UploadTestFile1_0004068690.txt	13	6/24/2024 3:28:53 PM	Download	Delete

Welcome, FakeEmployer ([Sign Out](#))

Account Holder: John Doe
Account Type: Employer
Last Login: 09/07/2018

[Change Account Password](#)
[View Eligibility Information](#)
[Update Account Information](#)
[Request a member card replacement](#)

Join us on Facebook
Follow us on Twitter

Information Center

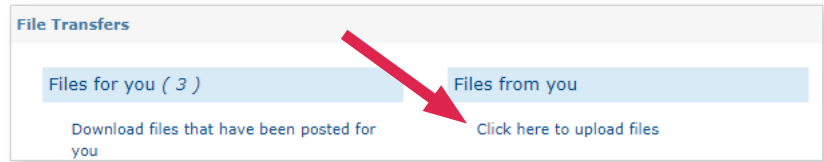
[Read Our Electronic EOB FAQ](#)

- Once you see a list of files, click on the **Download** link to view/download it on your computer.



Uploading a File

1. Click the link labeled **Click here to upload files.**



An example of the upload center is shown to the right.

2. Select the group number associated with your file upload.
3. Select the specific file type.
4. Browse for the file you want to upload on your computer.
5. Select **Upload.**

The screenshot shows the AultCare Secure FTP interface. At the top, there is a navigation bar with 'Welcome', 'Account', 'Files', 'Eligibility', and 'My Forms'. The main content area is titled 'Secure FTP' and includes a warning message: 'Important: Please remember to change the drop-down selector to the group you would like to either upload files for or download files from'. Below this, there is a table of uploaded files:

FileName	FileSize	Date Uploaded	Download	Delete
UploadTestFile3_0004068692.txt	13	6/24/2024 3:29:27 PM	Download	Delete
UploadTestFile2_0004068691.txt	13	6/24/2024 3:29:11 PM	Download	Delete
UploadTestFile1_0004068690.txt	13	6/24/2024 3:28:53 PM	Download	Delete

Below the table is an 'Upload File' section with the following fields:

- Type: -- Select a File Type --
- To: AultCare
- File: Choose File No file...chosen

A red arrow points to the 'Upload' button at the bottom right of the 'Upload File' section.

Previously Uploaded Files

You can also see files previously uploaded.

If you have questions, contact your group coordinator, or for technical assistance, email the AultCare Web Team at [the Employer Contact Us Page](#).

Member ID Cards on the Employer Portal

1. Log in to your employer secured account and select **Eligibility**.

The image displays two screenshots of the AultCare Employer Portal. The top screenshot shows the 'My Dashboard' page. The navigation menu at the top includes 'Welcome', 'Account', 'Files', and 'Eligibility'. A green arrow points to the 'Eligibility' link. Below the navigation, there is a 'My Dashboard' section with a 'Coronavirus (COVID-19) Information' box. To the right, there are links for 'Change Account Password', 'View Eligibility Information', 'Update Account Information', and 'Request a member card replacement'. The bottom screenshot shows the 'Eligibility' page. It features a search form with fields for 'Member ID', 'First Name', 'Last Name', and 'Status' (set to 'ACTIVE'). A green arrow points to the 'Search' button. The page also includes an 'Eligibility Information Center' section with text about UCR and RBP.

2. Click **Search** to view a list of active members.

3. Select a name to view the member's ID card.



4. To view a copy of the member ID card, select this link: **Member Card click here.**
5. To order or reorder member ID cards, select the link: **Request a member card replacement.**

