



Contact ACES\$ Illinois Consumer Care for answers to your questions about enrollment, timesheets, forms and other program support.

Toll-free: 1-877-223-7781 • Email: Support@mycil.org

ACES\$ Illinois – Springfield
2960 Baker Drive
Springfield, IL 62703
Fax Documents: 1-217-528-9849

ACES\$ Illinois – Tinley Park
7820 Graphics Drive Suite 106
Tinley Park, IL 60477
Fax Documents: 1-708-532-3631

**ACES\$ offers convenient hours from 8 a.m. - 5 p.m.
Monday through Friday with 24-hour access to voicemail.**

How To

Speak with an agent in a different language

For Spanish, call ACES\$ at 1-844-500-3815 and press "9." Otherwise, call and request the language in which you would like to speak. ACES\$ staff will get an interpreter on the line.

Enroll in secure email to send enrollment packets

Email your request to secureIL@mycil.org to begin the enrollment process.

Submit timesheets

Online*: login.mycil.org

Email: timesheets@mycil.org

Fax: 877-808-7014

*Please note: Both the Employer and the personal support worker must have an account. If the Employer is not the Consumer, use all the Consumer details and the Employer email.

Register for your ACES\$ Online™ Account

With your ACES\$ Online™ Account, you can submit timesheets, view real-time information and more.

Step 1. Find your **Consumer ID number** in your welcome letter or call 1-877-223-7781.
(Workers don't need an ID number and can skip this first step.)

Step 2. Visit login.mycil.org

Step 3. Click the **Register for an Account** button.

Step 4. Choose **Illinois Department of Human Services** from the "Organization" dropdown menu.

Step 5. Choose your account type from the "Account Type" dropdown menu.

Step 6. Fill out your information.