

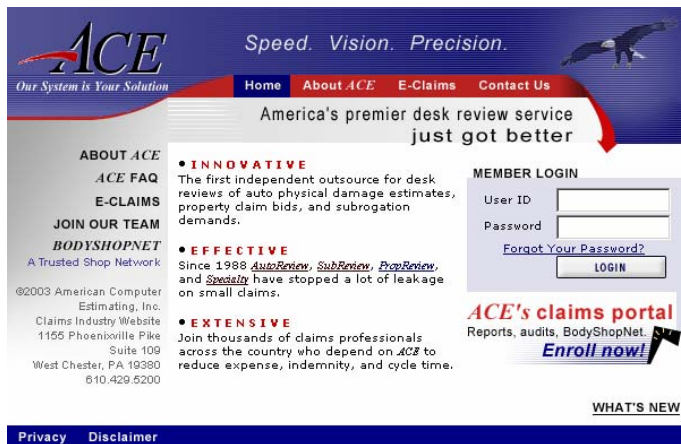
ACE-IT.com Claims Portal – Help Documentation

How do I:

1. Access the ACE Portal?
2. Complete the ACE Member Signup Form?
3. View my audits?
4. Submit a claim?
5. View my reports?
6. Edit my profile?

How do I access the ACE Portal?

- 1) Go to ACE's homepage, www.ace-it.com.



- 2) From the ACE homepage, type your user ID in the User ID field, your password in the Password field, and click **LOGIN**.



- If you do not currently have an ACE User ID, click on the claims portal **Enroll now** button.



Complete the ACE Member Signup form to access the claims portal.

How do I complete the ACE Member Signup form?

- 1) Go to ACE's homepage, www.ace-it.com.

- 2) From the ACE homepage, click on the claims portal **Enroll Now** button.

- 3) Fill in the fields of the Member Signup form.
NOTE: All fields that are labeled with **red text** require data to be entered.

- 4) After entering information into all necessary fields, click the Submit button.

Make sure your Email address is correct. You will be notified via email when your account is set up. We validate each user manually to ensure security. Your account may take up to 48 hours to set up. Thank You.



- 5) After submitting your information, the following message will appear on your computer:



Your request is being processed. Please wait.

Processing Complete.

Your information has been submitted.

As soon as your information is verified you will receive an activation Email.

[Home](#)

Thank You.

- 6) After a short time, you will receive an email from Support@ace-it.com indicating that you are signed up.
NOTE: Clicking on the link contained in the email will take you directly to the ACE homepage. From there you can log in to the claims portal.

How do I view my audits?

1) From **ACE**'s homepage, login to the claims portal.

2) From the **View Audits** page, there are two ways to search for claims:

A. Click the claim you want to view in the **View Audit** window.
(Only closed files appear.)

- NOTE: You must have Adobe Acrobat Reader installed on your computer to view audits. If you do not already have the reader, go to the website link below to install it on your computer. (Consult your IT Department.)
<http://www.adobe.com/products/acrobat/readstep2>

B. Click the **green link** labeled “Click HERE to see Pending and Completed files for your office” and then click anywhere in the row containing the claim you want to view.

Claim #	Vehicle Owner	Insured	Rcv. Date	Loss Date	Shop Estimate	ACE Audit	Status
THY13346	TAYLOR, ELIZABETH	MONROE, MARILYN	01/11/2006	01/09/2006	2,566.58	2,127.48	Closed
HYT445566	FORD, BOB	JAMES, JESSIE	01/05/2006	01/02/2006	1,313.63	1,222.04	Closed
TTT77723	DANIELS, JACK	WALKER, JOHNNIE	01/01/2006	12/30/2005	2,236.57	2,055.97	Closed
GHY667755	ELIOT, T.S.	KIPLING, RUDYARD	01/03/2006	12/11/2005	3,787.26	3,405.72	Closed
HGX12344	BEST, PETE	STARR, RINGO	12/29/2005	12/11/2005	1,719.74	1,562.36	Closed
ARZ12345	FARROW, MIA	ALLEN, WOODY	12/31/2005	12/10/2005	1,101.42	967.59	Closed

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(Claims list user sort options)

Claim #	Vehicle Owner	Insured	Rcv. Date	Loss Date	Shop Estimate	ACE Audit	Status
THY13346	TAYLOR, ELIZABETH	MONROE, MARILYN	01/11/2006	01/09/2006	2,566.58	2,127.48	Closed

How do I submit a claim?

- 1) From **ACE**'s homepage, login to the claims portal.

The screenshot shows the ACE homepage with a navigation bar. The ACE logo is on the left. The navigation bar includes links: View Audits, Submit Claim, Reports, ACE Info, My Profile, and Support. A welcome message reads: "Welcome: Betty Smith | Log Out | BodyShopNet". Below the navigation bar, a large box contains the text "Select the type of Review below:" followed by two links: [AutoReview & SubReview](#) and [PropReview](#).

- 4) Fill in information related to the estimate in the form fields and click **Submit** (* denotes required field).

The screenshot shows the "PropReview Submission Form" with the ACE logo at the top. The form is divided into three main sections: COMPANY INFORMATION, CLAIM INFORMATION, and CONTRACTOR CONTACT INFORMATION. The COMPANY INFORMATION section includes fields for Company, Submitted by, ACE #, Office, Phone Number, Fax Number, and Email Address. The CLAIM INFORMATION section includes fields for Policy Type, Claim #, Policy Number, DOL, Insured, and Property Owner. The CONTRACTOR CONTACT INFORMATION section includes fields for Contact Name, Phone Number, and Attachments. A "Submit" button is at the bottom.

- 2) From the portal tab menu, select **Submit Claim**.

- 3) From the **Submit Claim** page of the portal, select the type of estimate review by clicking on the appropriate link.



The screenshot shows the "AutoReview & SubReview Submission Form" with the ACE logo at the top. The form is divided into four main sections: COMPANY INFORMATION, CLAIM INFORMATION, VEHICLE INFORMATION, and CONTACT INFORMATION. The COMPANY INFORMATION section includes fields for Company, Submitted by, ACE #, Office, Phone Number, Fax Number, and Email Address. The CLAIM INFORMATION section includes fields for Loss Type, Claim #, Policy Number, DOL, Insured, and Vehicle Owner. The VEHICLE INFORMATION section includes fields for Year, Make, Model, and Vin #. The CONTACT INFORMATION section includes fields for Shop / Adverse, Phone Number, and Liability accepted. A "Submit" button is at the bottom.

How do I view my reports?

1) From ACE's homepage, login to the claims portal.

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- NOTE: You must have Adobe Acrobat Reader installed on your computer to view audits? If you do not already have the reader, go to the website link below to install it on your computer. (Consult your IT Department.)

<http://www.adobe.com/products/acrobat/readstep2>

2) From the portal tab menu, select **Reports**.

3) From the Reports page of the portal, first select the type of report you wish to view from the **Select a Report** window.

4) Choose start and end dates from the drop down menus and click **View Report**.

5) A report with the information you selected will be generated in Adobe.pdf format and will load in a separate window. From this window, you can view, save, or print reports.

- NOTE: You must be an office manager or company manager to have access to reports. If you are a manager and do not currently have report access, email a request for access to support@ace-it.com.

How do I edit my profile?

1) From ACE's homepage, login to the claims portal.

ACE

Welcome: Betty Smith | Log Out | BodyShopNet

View Audits | Submit Claim | Reports | ACE Info | My Profile | Support

Company Name: ANYTOWN MUTUAL

Office: ANYTOWN

Your Name: BETTY SMITH

Your Phone Number: (999) 555 - 1234 Ext 123

Your Fax Number: () -

Your Email Address: betty@anytownmutual.com

Sex: Female

Change Password To: -- keep this private!
Leave blank if you do not wish to change your password

Re-enter Password: -- for verification

This form submits your request for changes to our staff. Your account will NOT be immediately changed. For security purposes our staff will review your request and you will be notified via email when your account has been updated. This process may take up to 48 hours. Thank You.

Submit

By submitting this completed form you are agreeing to our terms of use.
Please read our [Terms of Service Agreement](#).

2) From the portal tab menu, select **My Profile**.

3) Make changes by typing your new information in the profile form fields.

Your Fax Number: (610) 429 - 3131

Your Email Address: betty@anytownmutual.com

4) Once you have finished making changes to your profile, click **Submit**.

You will be notified by email when your request is processed.