

# Aultra File Retrieval Guide

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## Background

Aultra has launched a new website (AultCAS.com) which offers better tools and improved security. AultraGroup.com (the current Aultra site) will eventually be re-directed to AultCAS.

This document explains the process of how to retrieve your monthly files on the new website.

Please remember that before you can use the AultCAS website, you must register for an account.

### Helpful links:

- Frequently Asked Questions
  - For Employers;
  - For Vendors, Brokers and Affiliates;
  
- Account Registration Guides
  - For Employers;
  - For Vendors, Brokers and Affiliates;

Thank you,

AultCAS Web Team

[AultConnect@AultCare.com](mailto:AultConnect@AultCare.com)

## AULTRA FILE RETRIEVAL GUIDE

# How to retrieve monthly files on Aultra-AultCAS website

Open a web browser and go to [www.AultCAS.com](http://www.AultCAS.com)

Click on [Login](#) button at the right of the screen.

The screenshot displays the Aultra Administrative Group website. At the top, there is a navigation bar with links for "Provider Directory", "AultCare", "Individual Coverage", and a search box. Below this is a secondary navigation bar with "Members Home", "Provider Info", "Pharmacy Center", "Health & Wellness", "Forms", "Help", and "Policies & Disclaimers". The main content area features a large image of a family and a welcome message: "Welcome to worry-free healthcare!" followed by a testimonial about Aultra Administrative Group Assurance. A red arrow points to the "Login" button in the "Manage Your Accounts" section, which also includes a dropdown menu for "Members" and links for "Forgot Password" and "Create Login". Below the main content is a "Links" section with various service links and social media icons. The footer contains contact information and copyright details.

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Enter your username and password and click on “Account Login” button.

- If you need help with your credentials, please email us at [AultConnect@AultCare.com](mailto:AultConnect@AultCare.com)
- If you need to register for an account –please read this how-to guide here.



### AultCAS Login

**Login to your account**

Username

Password

**ACCOUNT LOGIN**

Forgot your password?  
Register for new account

#### Why enroll in AULTCAS?



##### Increased security

We took our already secure site and made it even stronger.



##### Our Go Green Mission

Save trees by eliminating paper needs. View your account statements, benefits and Claims online anywhere anytime.



##### Stay Informed

Receive alerts to stay informed on the news from your employer and AultCare.

## My Dashboard

When you login you will arrive at “My Dashboard”. Your dashboard will display all the links which are relative to your account. In the image below, we have marked three areas of your dashboard namely A, B and C. Here is what these areas are:

- A. Area labeled “A”** is a “My Files Snapshot” widget. This widget will list the last three (3) files Aultra has posted for you. These are presented here on your dashboard so that you can pick these files up without having to click on more links.
- B. Area labeled “B”** is a link. This link will take you to your “Secure FTP center”. The FTP center will allow you to download all of the files that Aultra has upload for you. You will also be able to “upload” files for Aultra.
- C. Area labeled “C”** is a link similar to Area B. It will take you to the same place as B.

In the next pages, we will discuss what happens when you click on links B or C.

The screenshot shows the Aultra My Dashboard interface. At the top, there is a navigation bar with links: Employer Home, About Us, Forms, Health Care Plans, Help, Pharmacy Center, and Policies & Disclaimers. Below this is a secondary navigation bar with links: Welcome, Account, Files (marked with a red box and 'C'), Eligibility, Claims, and Forms. The main content area is titled 'My Dashboard' and includes a 'QUICK ELIGIBILITY INQUIRY' section with a form for Member ID and a 'Go' button. To the right of the form is a 'MY FILES' table with columns: FROM, DATE, SIZE (BYTES), and FILE. The table lists three files from Aultcare, all dated 06/24/2011, with sizes 110560, 106338, and 106351 bytes, and file names 5\_AC.pdf, 5\_AC.pdf, and t5\_AC.pdf. A red box and 'A' mark the table. Below the table is a link 'See all files' marked with a red box and 'B'. To the right of the dashboard is a sidebar with links: Change Account Password, View Eligibility Information, View Claims Information, Update Account Information, Request Change of Address, Join us on Facebook, and Follow us on Twitter. At the bottom, there is a footer with links: About Us, Contact Us, AultHealth Newsletter, Web Disclaimer, Privacy Policy, Aultman Hospital, Aultman Foundation, Site Directory, and a copyright notice for AultCare.

FROM	DATE	SIZE (BYTES)	FILE
Aultcare	06/24/2011	110560	5_AC.pdf
Aultcare	06/24/2011	106338	5_AC.pdf
Aultcare	06/24/2011	106351	t5_AC.pdf

## Secure FTP Center

When you click on the “Files” link from your dashboard, you will arrive at the Secure FTP center (See image below). From this page you will see two (2) links, “Files for you” and “Files from you”.

### Files for you

“Files for you” link will take you to a page which will list all of the files that Aultra has uploaded for you. You can retrieve your files using this link. The number that you see at the end of the word “files for you” is the number of files that are available to you.

#### Files for you ( 7 )

Download files that have been posted for you

### Files from you

“Files from you” link will take you to a page where you can upload files to Aultra.

#### Files from you

Click here upload files

In the next pages we will discuss what happens when you click on both of these links.

The screenshot shows the Aultra Secure FTP Center dashboard. At the top, there is a navigation bar with links: Employer Home, About Us, Forms, Health Care Plans, Help, Pharmacy Center, and Policies & Disclaimers. Below this is a secondary navigation bar with links: Welcome, Account, Files, Eligibility, Claims, and Forms. The main content area is titled "Secure FTP" and includes a warning: "This page is a secure area for you to exchange insurance documents with us." An "Important" notice states: "Please remember to change the drop-down selector to the group you would like to either upload files for or download files from." The dashboard features two main sections: "Files for you ( 7 )" with the text "Download files that have been posted for you" and "Files from you" with the text "Click here upload files". On the right side, there is a user profile section with "Welcome," and a "(Sign Out)" link, and a list of account management links: "Change Account Password", "View Eligibility Information", "View Claims Information", "Update Account Information", and "Request Change of Address". At the bottom right, there are social media links: "Join us on Facebook" and "Follow us on Twitter". The footer contains a list of links: "About Us | Contact Us | AultHealth Newsletter | Web Disclaimer | Privacy Policy | Aultman Hospital | Aultman Foundation | Site Directory", the address "AultCare • 2800 Sixth Street S.W. • Canton, Ohio 44710 Copyright © 2011 AultCare", and a search bar with the text "--Network Websites--" and a "Go" button.

## Downloading a File

**Step 1** – From your Secure FTP Center - click on the link labeled “Download files that have been posted for you”

### 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

File Transfers

Files for you ( 45 )

Download files that have been posted for you



**Step 2** – Once you click the above link, you will see a dropdown list. Select the group name from this list you wish to see the files for. *(You will only see the group names for which your account has been authorized)*

### 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 transfers main page

Shared Company Inc. ▼

FileName

FileSize Date Uploaded

Download

# AULTRA FILE RETRIEVAL GUIDE

**Step 3** – Once you see a list of files, click on the “download” to view/download it on your computer.

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Welcome | Account | Files | Eligibility | Claims | Forms

Welcome, [Name] (Sign Out)  
Account Holder: [Field]  
Account Type: [Field]  
Last Login: [Field]

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

Shared Company Inc. ▾

FileName	FileSize	Date Uploaded	Download
G-P-II-VeiorS_AC.pdf	110560	6/24/1111 2:59:47 PM	Download
8-II-VeiorC.pdf	106338	6/24/1111 2:59:47 PM	Download
G-P-II-VeiorS_AC.pdf	110560	6/24/1111 2:59:47 PM	Download
8-II-VeiorC.pdf	106338	6/24/1111 2:59:47 PM	Download
G-P-II-VeiorS_AC.pdf	110560	6/24/1111 2:59:47 PM	Download
8-II-VeiorC.pdf	106338	6/24/1111 2:59:47 PM	Download
G-P-II-VeiorS_AC.pdf	110560	6/24/1111 2:59:47 PM	Download

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--Network Websites-- ▾ Go

Join us on Facebook  
Follow us on Twitter

Change Account Password

View Eligibility Information

View Claims Information

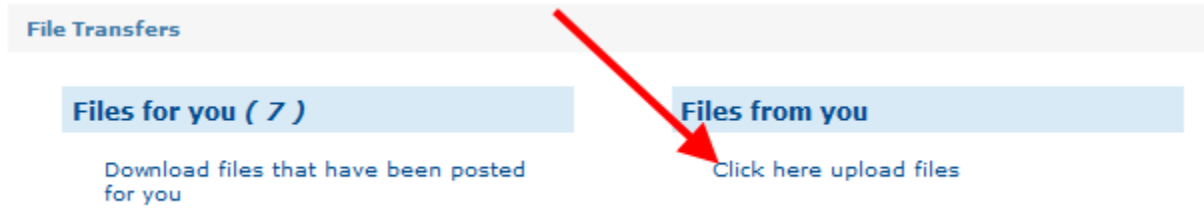
Update Account Information

Request Change of Address



## Uploading a File

**Step 1** – From your Secure FTP Center - click on the link labeled “Click here to upload files”



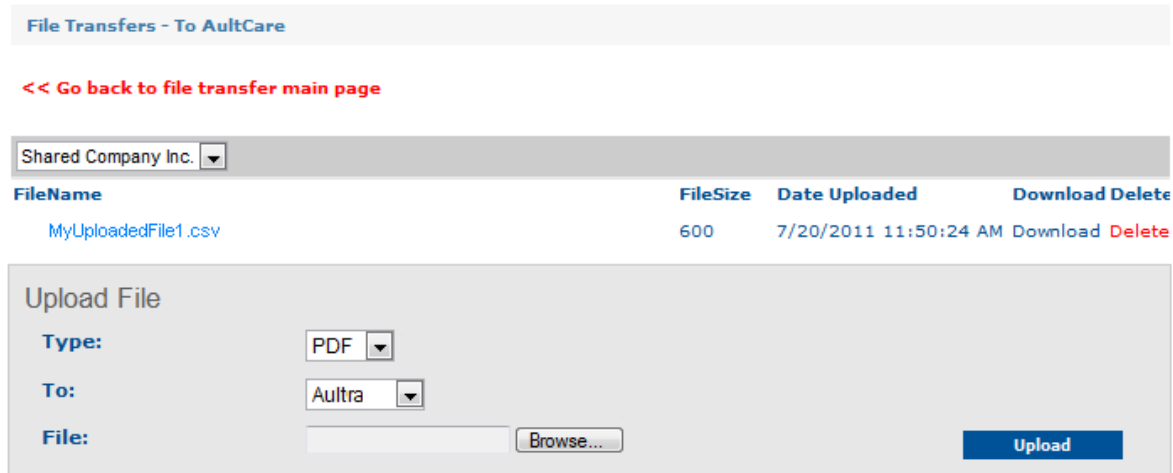
This link will take you to the upload center. The upload center is shown below:

## 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



## AULTRA FILE RETRIEVAL GUIDE

If you deal with multiple groups, select the group number that you would like to upload your file under;

- 1.) Select the file type associated with what you would like to upload;
- 2.) Browse for the file on your computer;
- 3.) Click the upload button;

### Past Uploaded Files

(A) – In this area, you can browse files that had been uploaded in the past

## 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 (1)

Shared Company Inc. (A)

FileName	FileSize	Date Uploaded	Download	Delete
MyUploadedFile1.csv	600	7/20/2011 11:50:24 AM	Download	Delete

Upload File

Type: PDF (2)

To: Aultra (3)

File:  Browse... (4)

Upload