Personal Accounting Services, Inc.

Part of the AssuranceSD Family

mySDHub

Your services. Your control.



mySD*Hub*

What's in this guide?

What is mySD Hub?

Getting Started

Navigating the Site

Your Dashboard

Your Usage in Detail

Your Service Providers

Your Profile

Frequently Asked Questions

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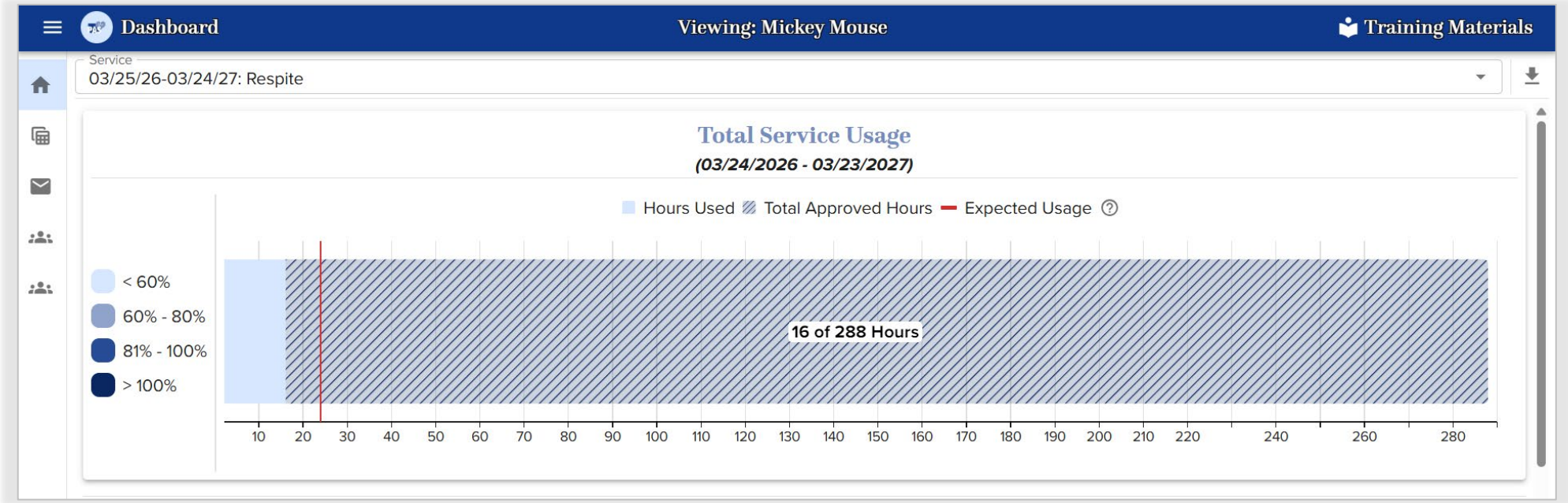
What is *mySD Hub*?

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See Your Services at a Glance

Dashboard

The dashboard shows the services approved, total usage, and recent activity.



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Track Your Usage in Detail

Usage in Detail

Detailed service history to manage your usage.

Payment History

Servi...	Service Date	Time In	Time Out	Payment Date	Service Provider	Rate	Usage	Total Amount	Pay Type
1	03/26/2026	03/26/2026 3:00A	03/26/2026 9:00A	04/15/2026	Friar Tuck	$19.00	6	$114.00	Regular
1	03/25/2026	03/25/2026 9:00A	03/25/2026 3:00P	04/15/2026	Scrooge McDu...	$19.00	6	$114.00	Regular

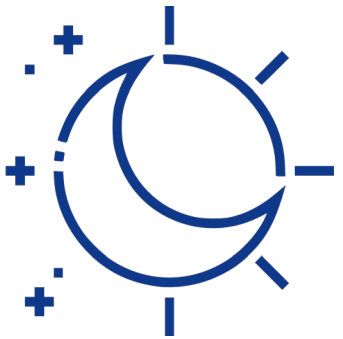
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Access Your Account Anytime

Your Account is Available 24 Hours a Day

Look at your services any time you want, day or night.

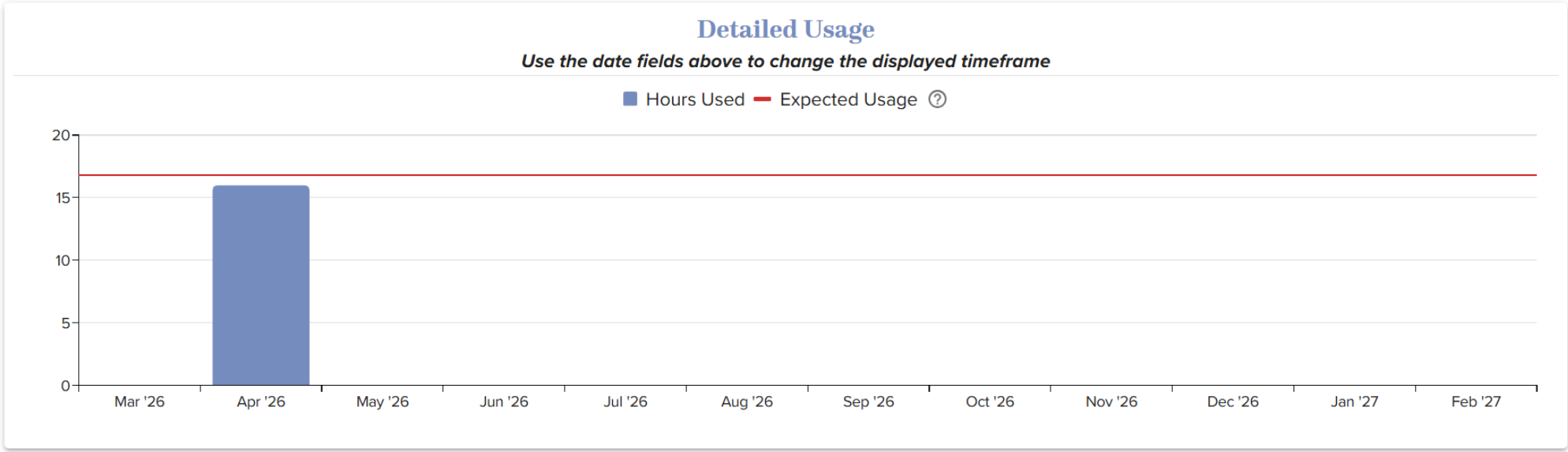


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Make Decisions Easier

Tools for Your Success

Resources to help you manage and plan your services.



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Your Control.

hub.passelfdirection.com

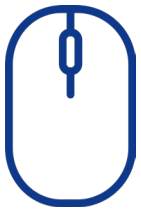
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mySDHub

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Getting Started

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Create a Login

To create a login, you will need:

✓ Access to the internet

✓ An email address

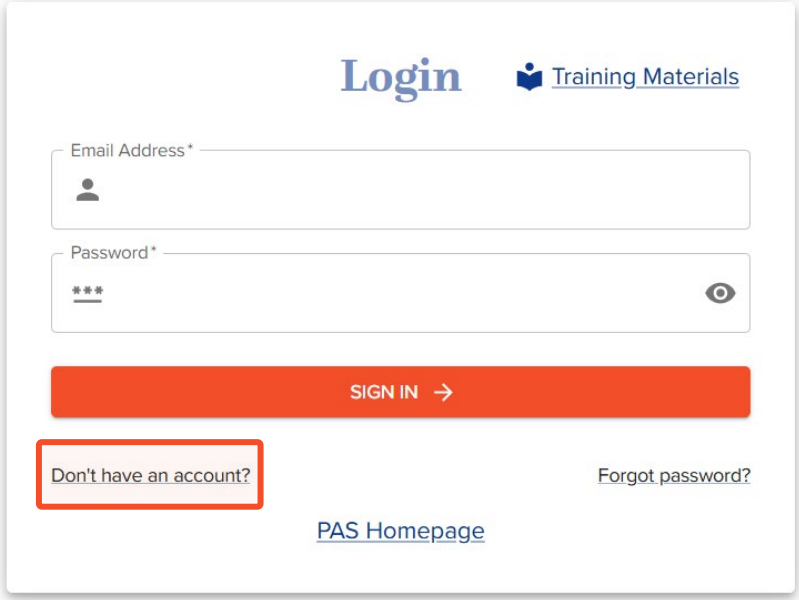
✓ The participant's Social Security Number

Representative Access

Guardians and those with Power of Attorney (POA) can also register with their own email and password. They should use the participant's Social Security Number during verification to connect to the correct account.

Getting Started

Create a Login

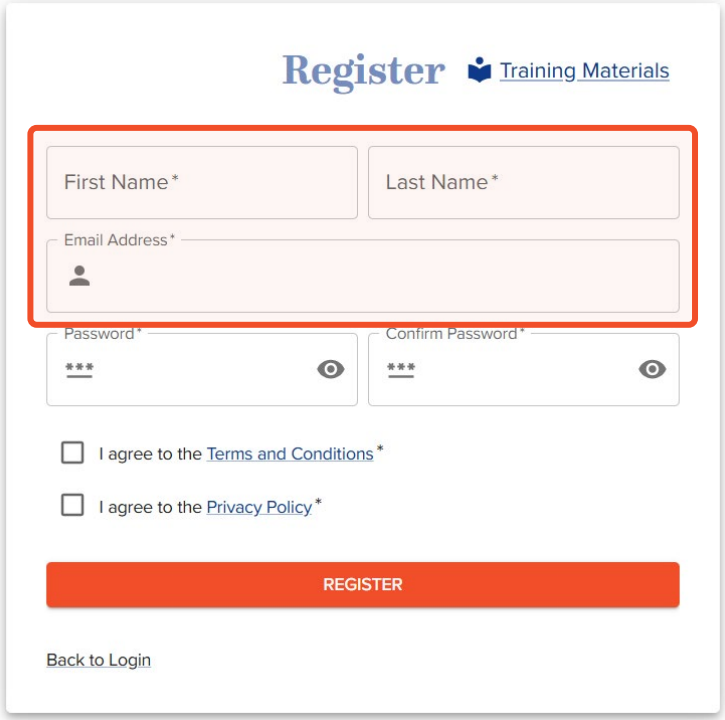


- ✓ Go to ***hub.passelfdirection.com***
- ✓ Select “Don’t have an account?”

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Getting Started

Name & Email Address



- ✓ Enter your first and last name
- ✓ Enter your email address

TIP

- ✓ If you are a guardian or are the power of attorney, enter your name and email address - not the name of the participant.
- ✓ Connecting to the participant's account will happen in a later step.

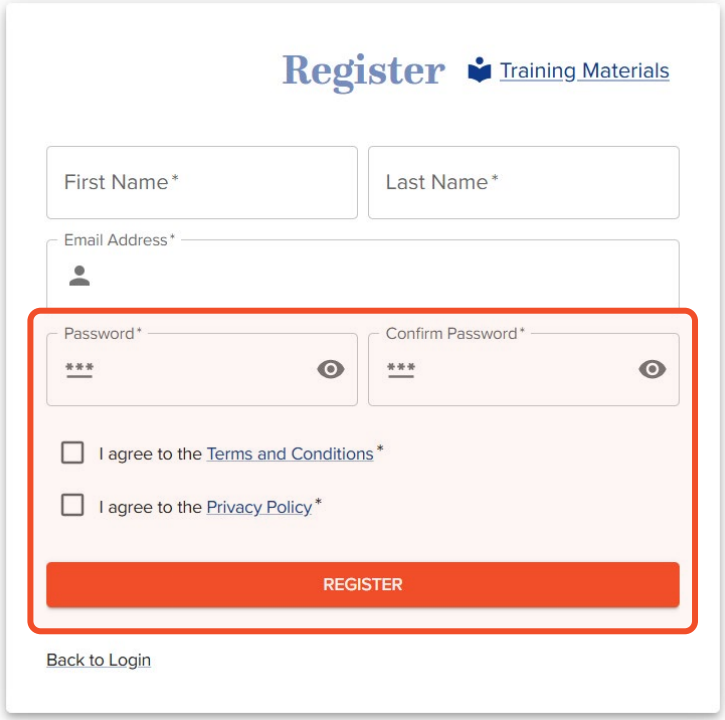
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Getting Started

Creating a Password

TIP

- ✓ Use a familiar phrase or saying like “Allyouneedislove” or “Thecatisoutofthebag”.
- ✓ Keep a copy of your password in a secure location.

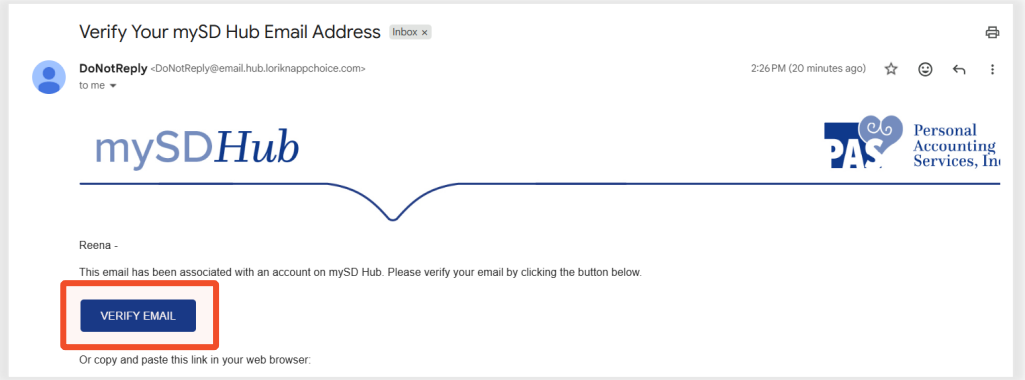


- ✓ Create a password that has 15 or more letters and/or numbers
- ✓ Accept the Terms and Conditions
- ✓ Accept the Privacy Policy
- ✓ Click “REGISTER”
- ✓ An email will be sent to you to continue the verification process

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Getting Started

Verification Email



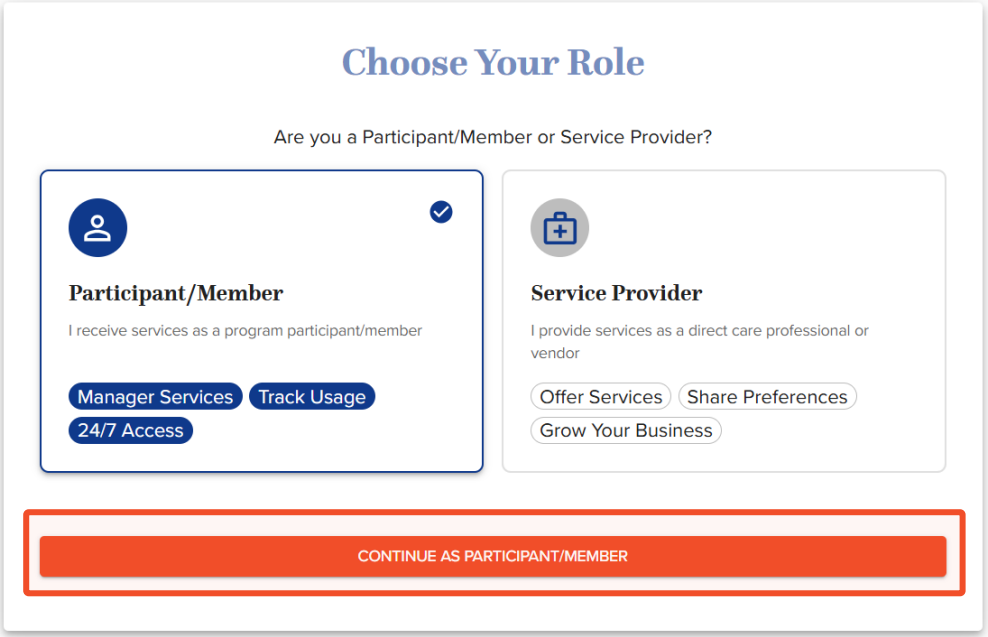
Check your inbox for a verification email from PAS.

- ✓ Click the “VERIFY EMAIL” button in the email to verify your account
- ✓ A new web browser window will open to verify your account
- ✓ Check your junk mail folder if the email does not appear in your inbox

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Getting Started

Choose Your Role



mySD Hub is available to both participants and service providers. It's important if you are a participant or a participant's representative you choose Participant/Member.

- ✓ Click on "Participant/Member" on the left
- ✓ Click "Continue as Participant/Member"

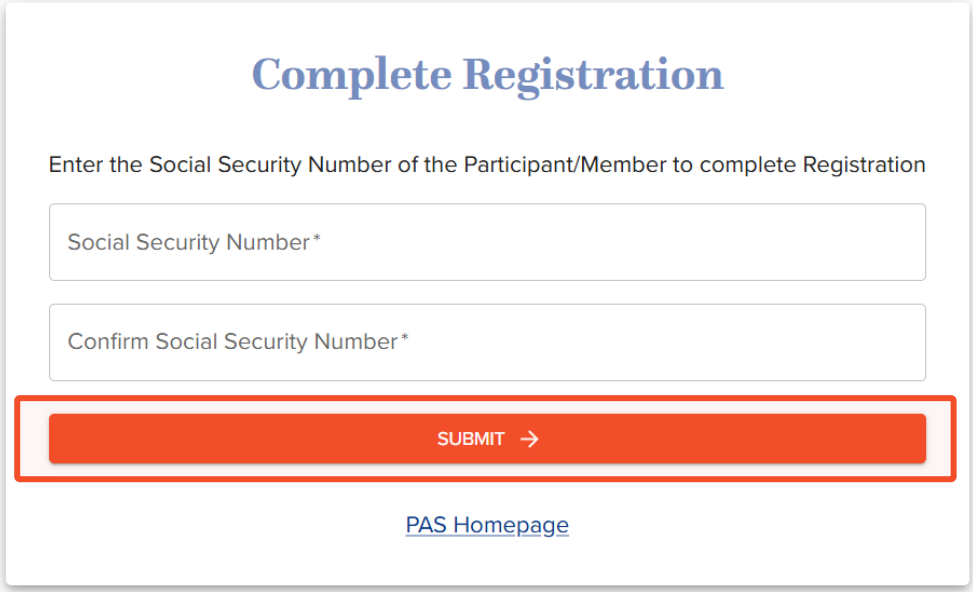
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Getting Started

Connecting to the Participant's Information

SECURITY

As a participant, your Social Security Number (SSN) is how you are identified in our system. Your SSN is not shared with others. This helps us connect your login to the right account.



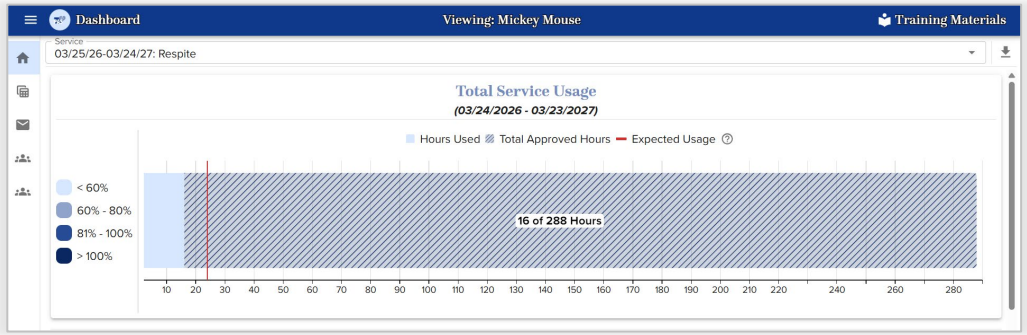
Now that you have set up your username and password, you will need to connect it to the participant's account.

- ✓ Enter the participant's Social Security Number
- ✓ Confirm the number by entering it a second time
- ✓ Click "Submit"

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Getting Started

Success!



Once you are logged in you have successfully set up your access to *mySD Hub*.

Difficulties getting started?

✓ Call us at 734.729.3100 and we will help you.

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Navigation

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Navigation

Navigation

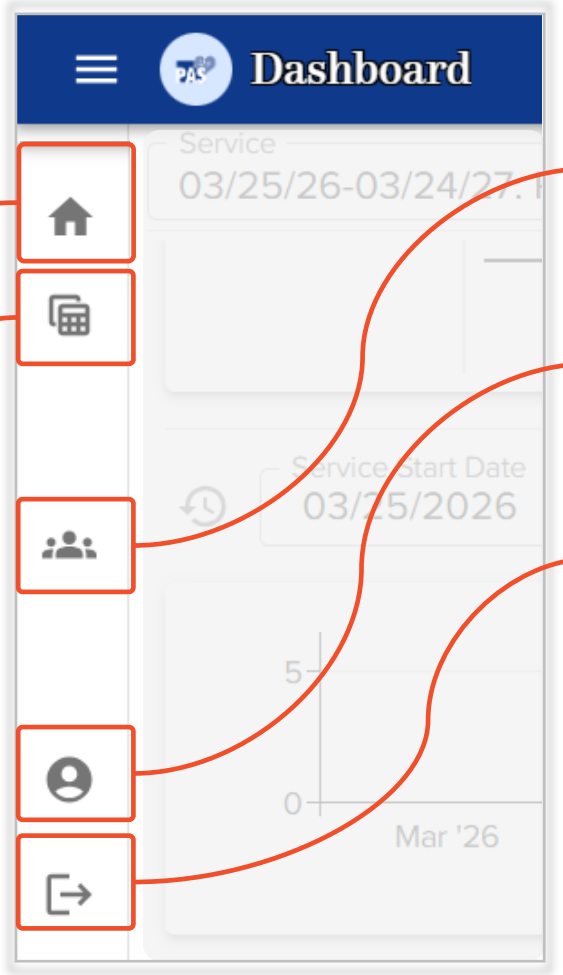
When you first log in you will be brought to the Dashboard. To go to different pages, use the navigation menu on the left panel.

Dashboard

View usage summary by service.

Detail

Track usage in detail with a history of all your services.



Service Providers

Details about your Direct Care Workers and vendors.

Profile

Update your username and password.

Log Out

Click to log out. You will be logged out after 25 minutes of inactivity, or when the browser window is closed.

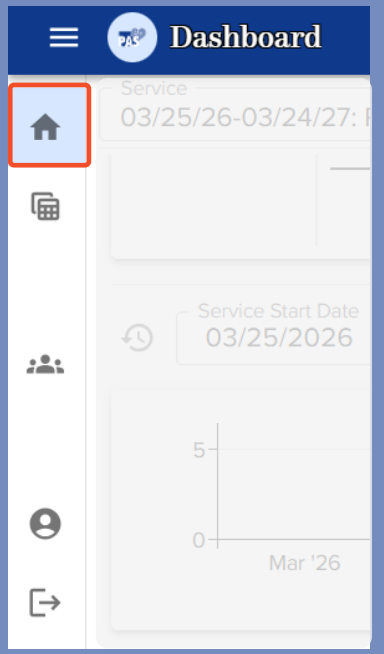
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View usage summary by service.



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Dashboard

Dashboard

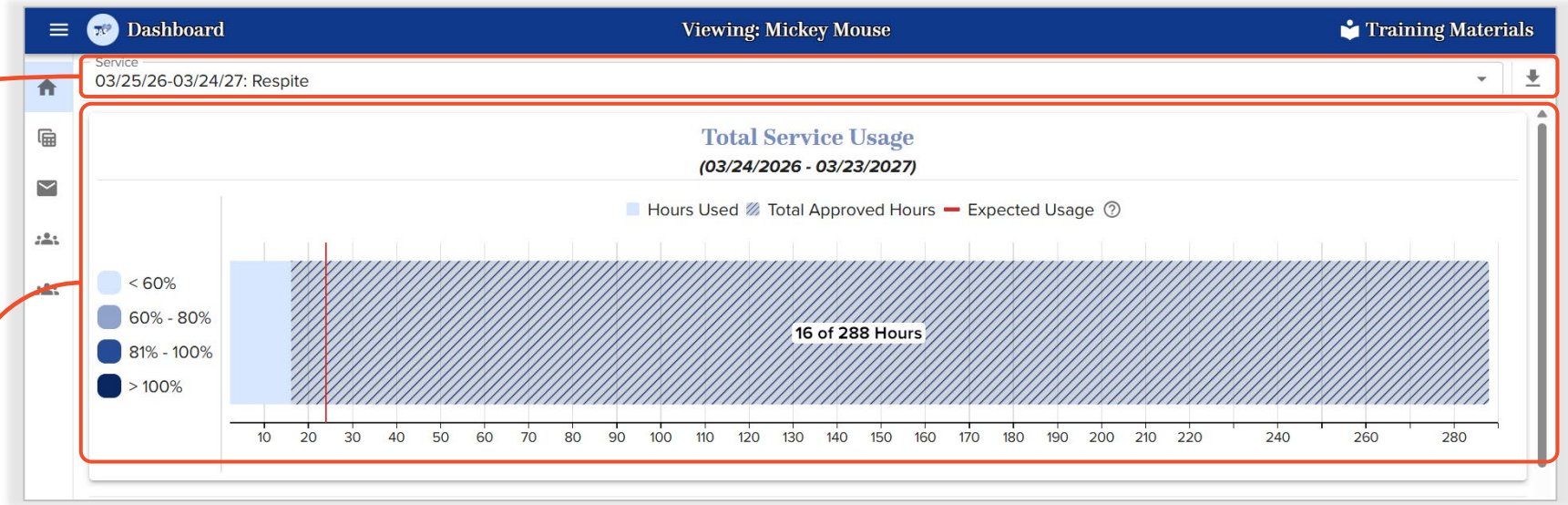
The dashboard shows the services approved, total usage, and recent activity.

Service

A dropdown menu listing all your current and past services by service period.

Total Service Usage

This shows how much of a service you have and how much you have used.



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Dashboard

Services

A ***service*** is structured support that helps a person meet their individual long-term care goals – such as maintaining health, safety, independence, or community participation.

All services have:

- A ***begin*** and ***end*** date.
- A ***set amount*** of service that can be provided in that timeframe.
- Services are often measured in ***hours***, ***miles***, or ***visits***.
- Your plan is unique to you.

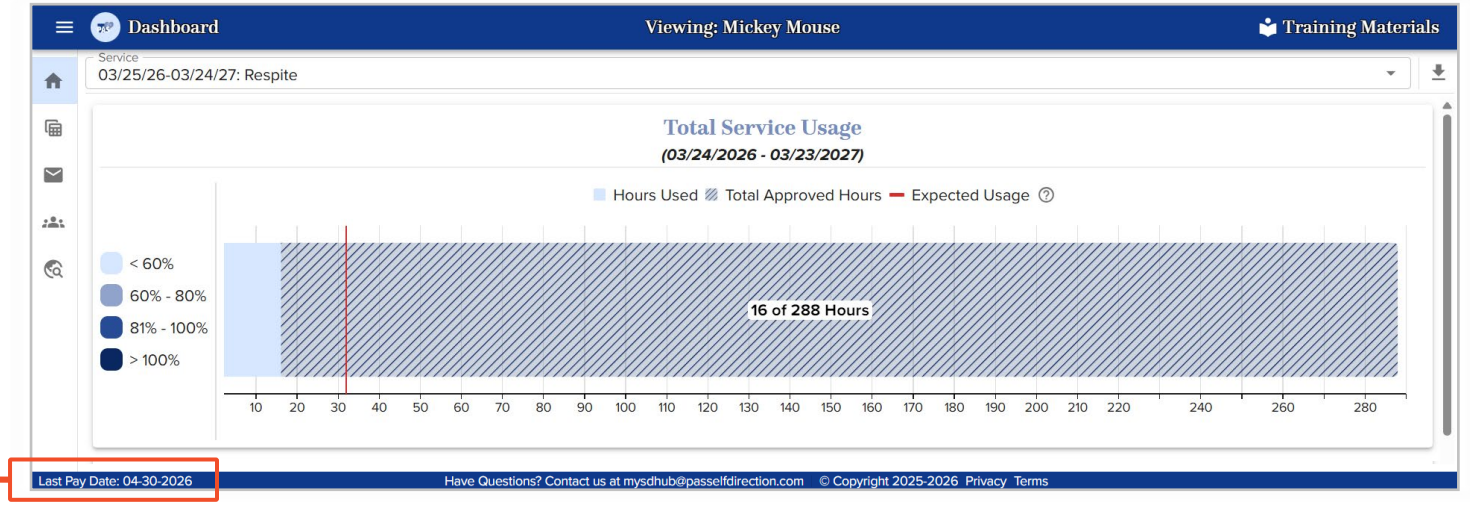
After developing your plan with your care team, the amount of service needed to support you is determined. This is called an ***authorization***. Authorizations tell you exactly ***how much*** of a ***service*** you are approved to receive.

Dashboard

Last Pay Date

All Service Information Updates Twice a Month

The information in *mySD Hub* updates the day after each pay date.
This date is located on the bottom bar of the dashboard.



Last Pay Date

The information displayed is current up to the date displayed here.

View Payroll Schedule

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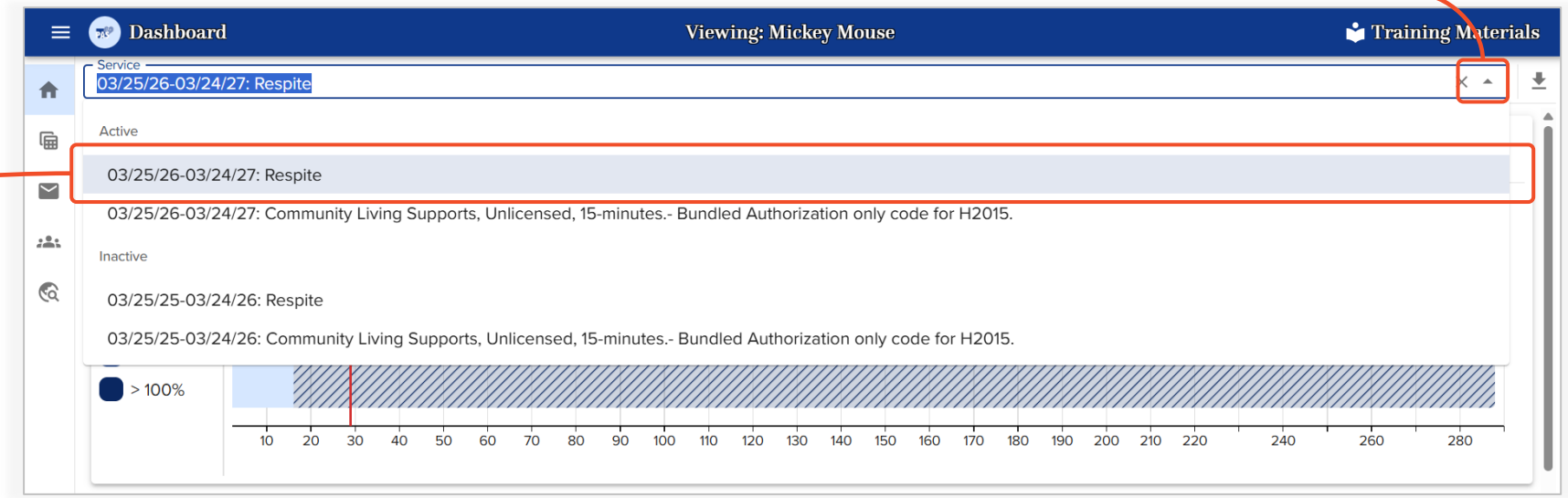
Dashboard

Service Dropdown

The Service Dropdown provides a full list of your services.

Service Dropdown

To view your list of services, click the triangle on the right end of the service bar.



Select to View

When you click on the service you would like to view, the dashboard will display only information for that service.

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Dashboard

Total Service Usage (1 of 2)

Provides a breakdown of how much of a service has been used and how much is remaining.

Total Approved

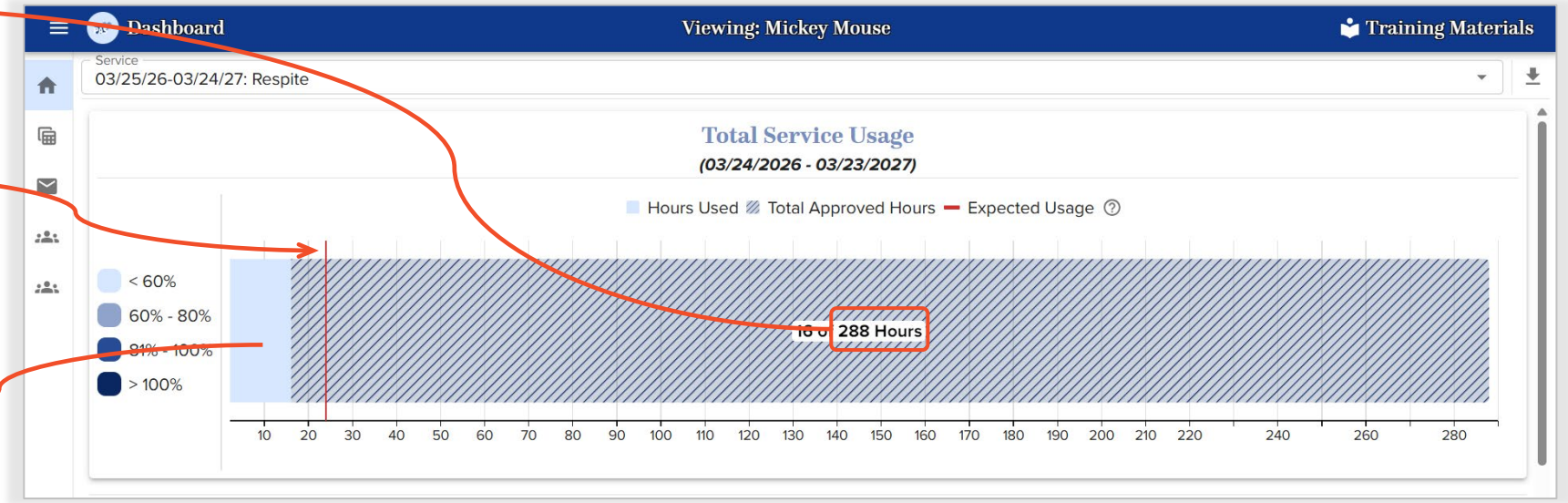
This shows how much of a service is approved.

Expected Usage

The forecast of expected usage if services are being used consistently to date.

Total Used

This shows how much of a service that has been used since the last pay date.



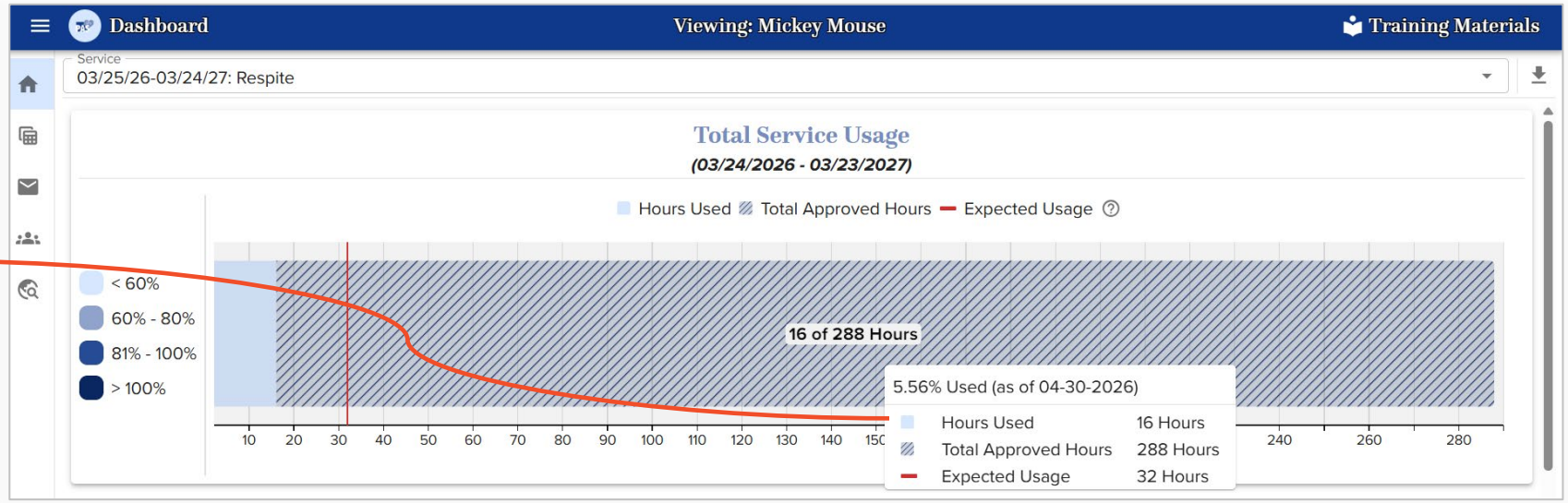
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Dashboard

Total Service Usage (2 of 2)

Hover for Detail

Hover your cursor over the chart and a window will appear with details.



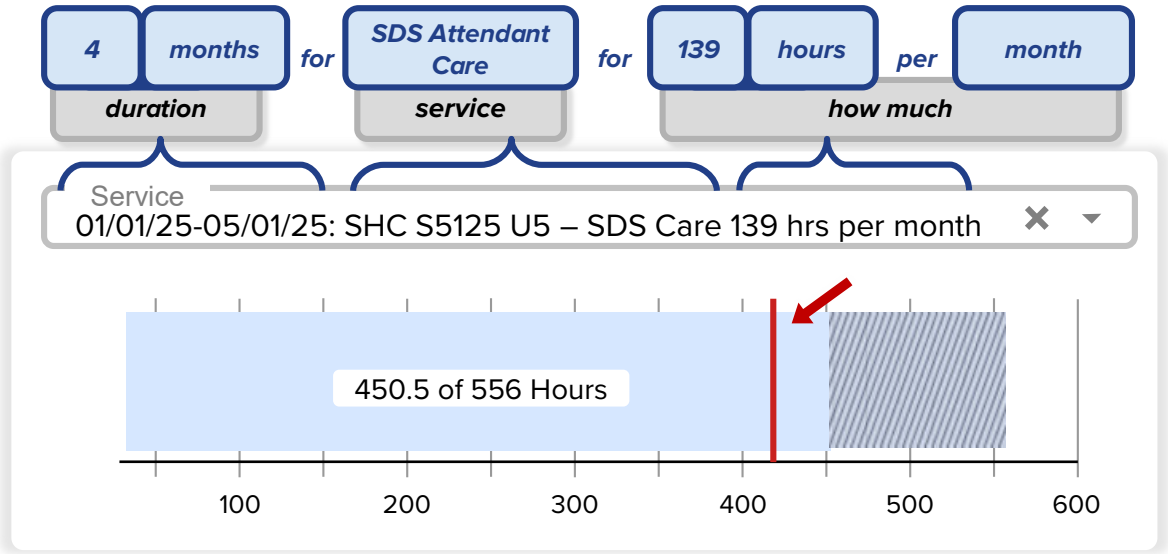
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Dashboard

Example Scenario 1: Olivia's Care

Olivia has a care plan for 139 hours per month to have a Direct Care Worker assist her with daily tasks for a total of 556 hours over four months.

The red line tells Olivia the estimated use of services based on the last pay date. Olivia has one month left of her current plan and has used more hours than expected. At this rate, Olivia will exceed her limit. Catching this early gives Olivia a chance to make choices to so she doesn't go over her total number of hours.



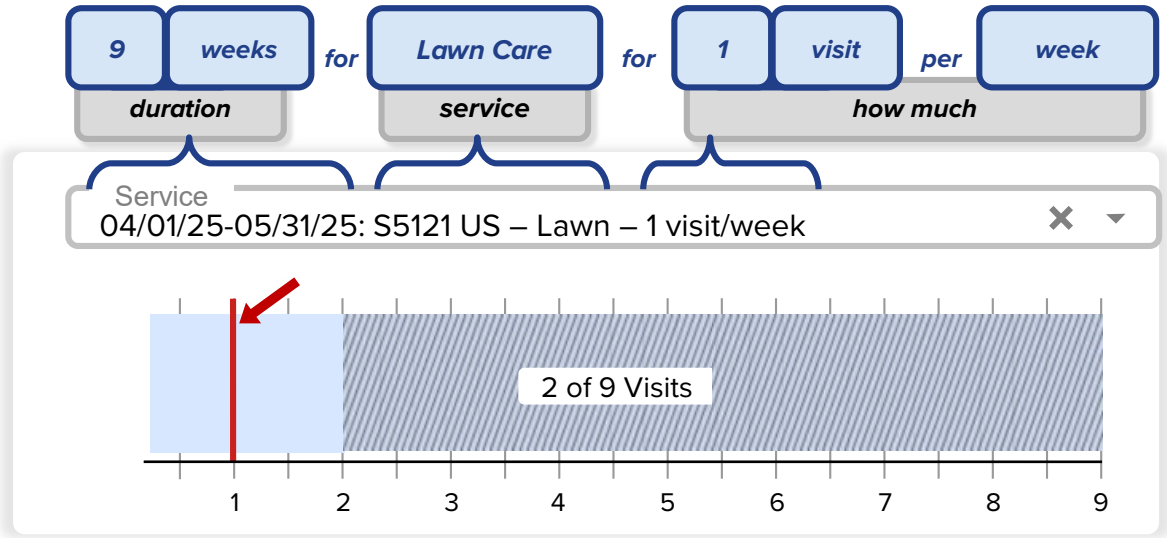
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Dashboard

Example Scenario 2: Rose's Lawn

Rose has a service that mows her lawn once a week. This service is approved for two months (nine weeks) at a time. So far, Rose has had her lawn mowed two times.

The red line tells Rose the estimated use of services based on the last pay date - which was week one for Rose. We also see that she has had the lawn mowed two times, beyond her expected usage. If Rose keeps up at this pace, she could go over her limit. This information will help Rose in making decisions about her services.



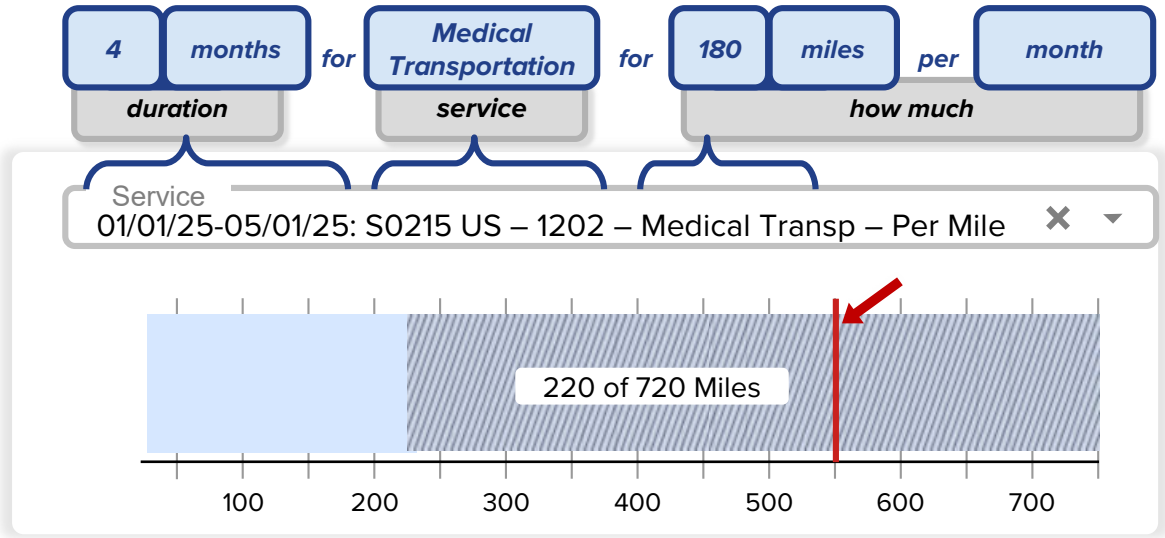
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Dashboard

Example Scenario 2: Jose's Mileage

Jose's dashboard shows us that he has a service for 180 miles of medical transportation per month for four months for a total of 720 miles.

The red line tells Jose his estimated use of services based on the last pay date. It is over three months into Jose's five months, and he has used 220 of his 720 miles. At this rate, he can use more miles per month than he has currently been using, without approaching his limit.



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Dashboard

Detailed Usage (1 of 2)

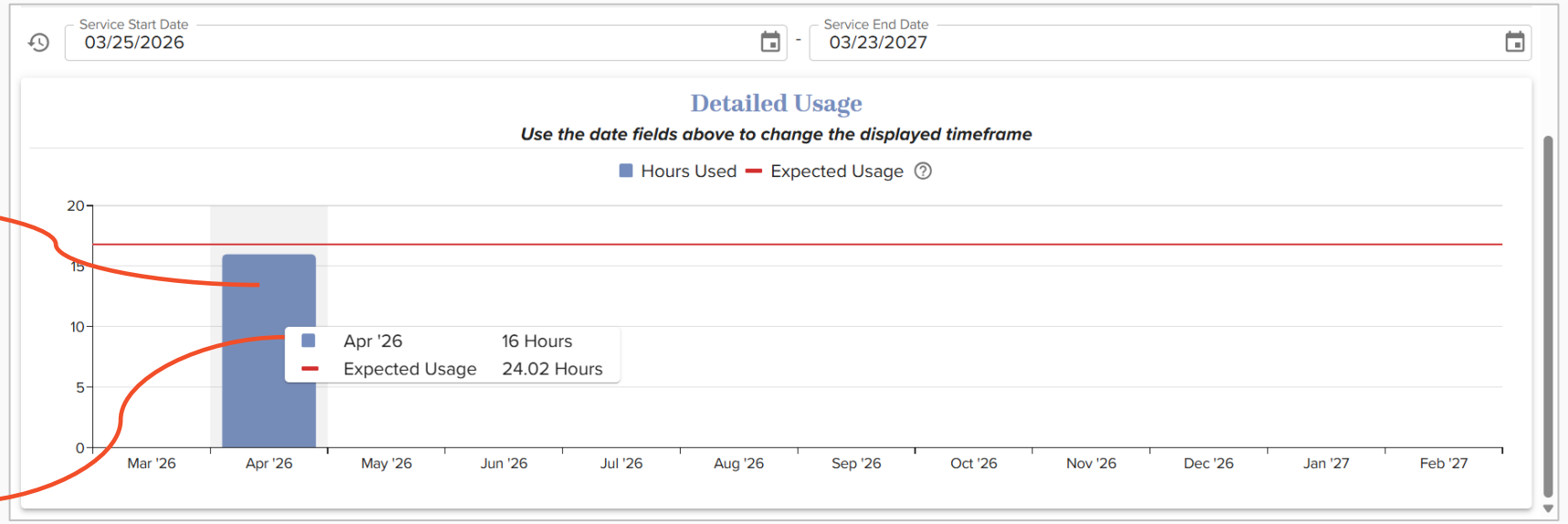
View a service in detail with the bar graph. The date range defaults to the entire service period.

Bar Graph

Each bar displays the usage for that specific timeframe.

Hover for Detail

Hover your cursor over a bar and a window will appear with details about that bar.



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Dashboard

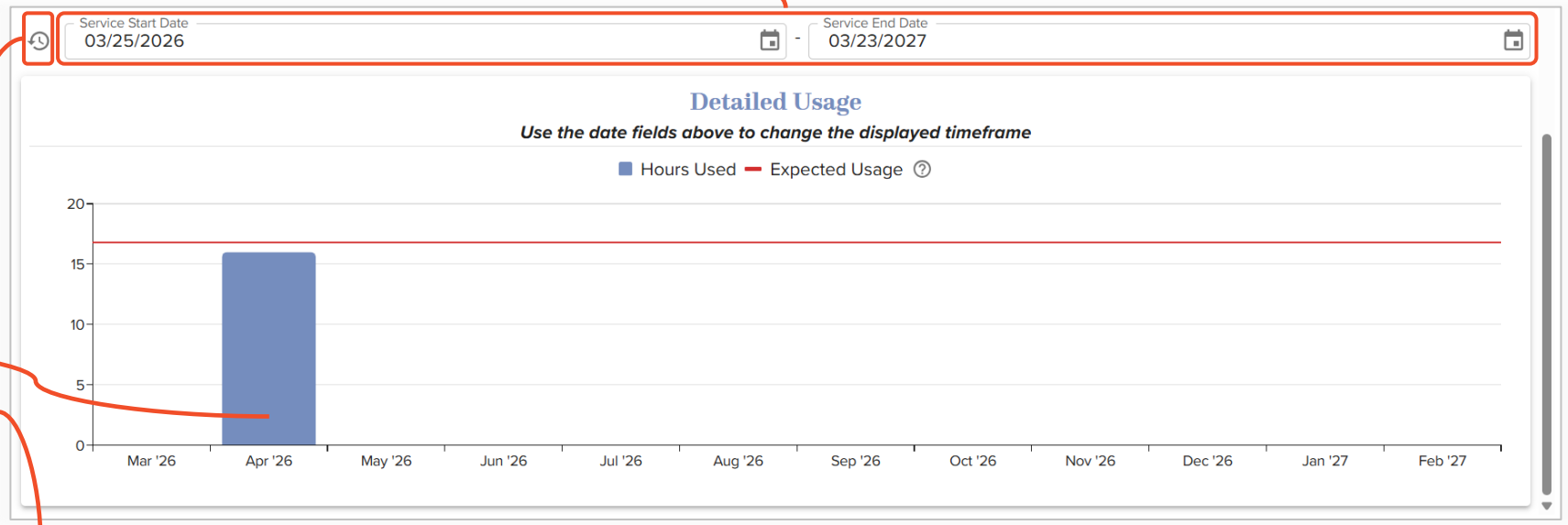
Detailed Usage (2 of 2)

Date Range

To view a service by month, week, or day, enter the dates you want to view.

Click to Zoom

You can also click on a bar to zoom in to a more detailed view of that timeframe.



Reset After Zoom

After zooming in, select the clock icon to reset the date range to the entire service period.

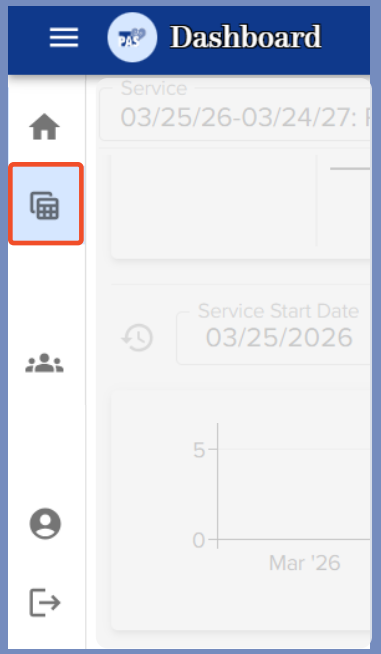
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Detail

Track usage in detail with a history of all your services



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Detail

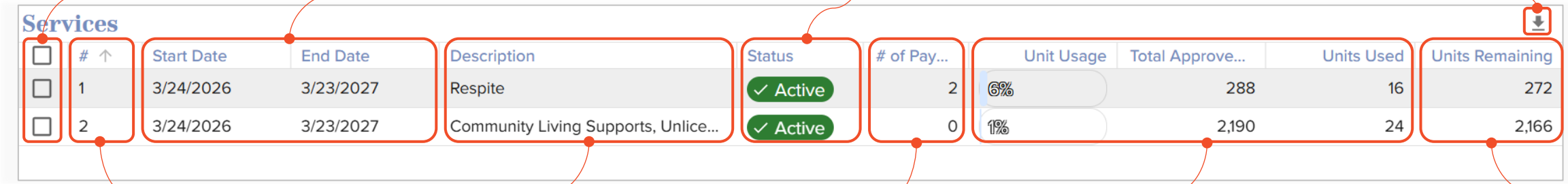
Service Definitions

Payment History
Select a service to see the detailed payment history.

Start and End Dates
Each service is approved for a specific timeframe.

Status
This indicates whether the status of the authorization is active or inactive. Inactive status indicates that a service has been fully used or its end date has passed.

Download
Download a PDF or spreadsheet of the data currently displayed.



Service
Each service is assigned a unique number for easy identification.

Description
Services are listed with details for easy identification.

of Payments
Refers to the number of payments issued for that service.

Unit Usage
Services recorded as already used as documented through timesheets, EVV, or invoices.

Units Remaining
The quantity of services yet to be used.

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Detail

Payment History Definitions

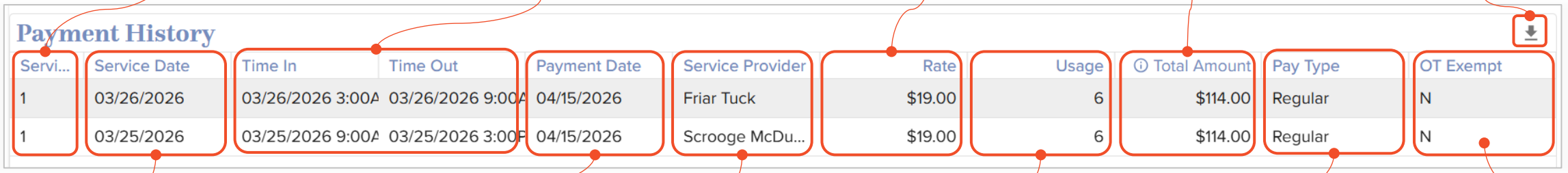
Service Number
Each service is assigned a unique number for easy identification.

Time In / Out
The dates and times in which the service provider began and ended a shift, directly from their timesheet.

Rate
The cost of one unit.

Total Amount
The rate multiplied by the units used.

Download
Download a PDF or spreadsheet of the data currently displayed.



Payment History

Servi...	Service Date	Time In	Time Out	Payment Date	Service Provider	Rate	Usage	Total Amount	Pay Type	OT Exempt
1	03/26/2026	03/26/2026 3:00A	03/26/2026 9:00A	04/15/2026	Friar Tuck	$19.00	6	$114.00	Regular	N
1	03/25/2026	03/25/2026 9:00A	03/25/2026 3:00P	04/15/2026	Scrooge McDu...	$19.00	6	$114.00	Regular	N

Service Date
The date on which the service was provided.

Payment Date
The date the payment was made.

Service Provider
The person to whom a payment was made.

Usage
The number of units recorded for a service.

Pay Type
This indicates whether the service is regular pay, overtime pay, mileage, etc.

OT Exempt
Indicates whether a wage is or is not exempt from overtime.

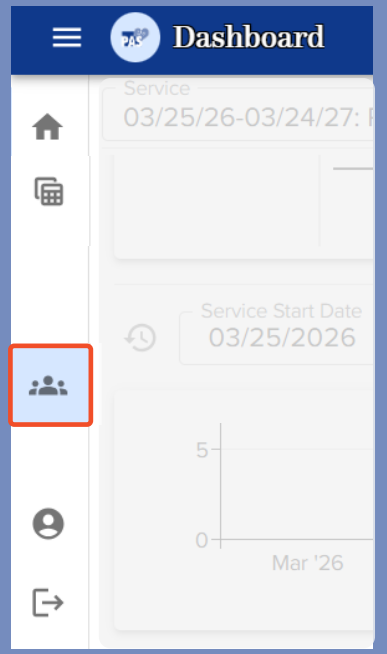
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Service Providers

Details about your Direct Care Workers and vendors.



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Service Providers

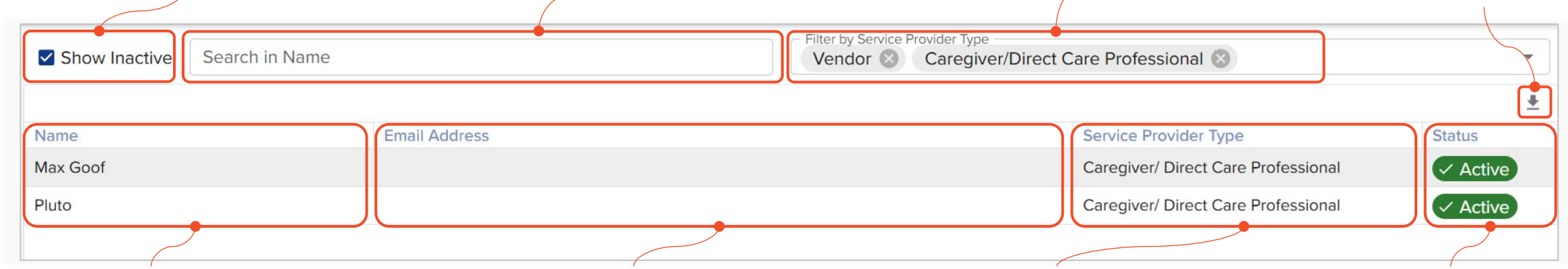
List of Participant's Service Providers

Show Inactive
Only active service providers are shown by default. Check the box to view inactive service providers.

Search in Name
Type in the name of the service provider to narrow the results displayed.

Filter by Type
Choose whether to search by Direct Care Workers or vendors.

Download
Download a PDF or spreadsheet of the data currently displayed.



Name
Name of the service provider.

Email Address
The service provider's email address will be listed here, if on file.

Service Provider Type
This will list whether the service provider is a caregiver/direct care worker or vendor.

Status
This will list whether the service provider is active or terminated.

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Service Providers

Updating Service Provider Information

Service Provider information displayed here is managed by your team at PAS (Personal Accounting Services).

To request edits or add a service provider, contact support at ***PASSDHUB@passelfdirection.com or 734.729.3100*** with the provider's details.

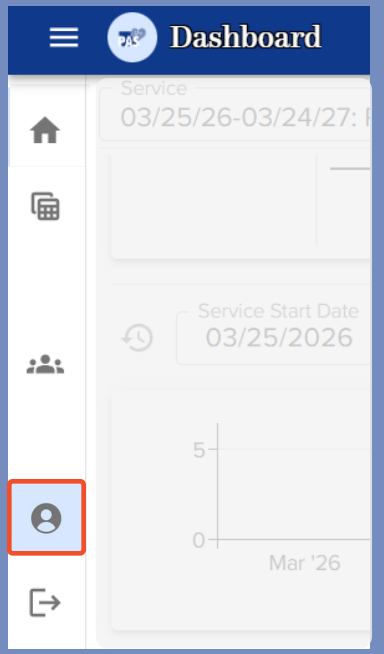
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Profile

Update your username and password.



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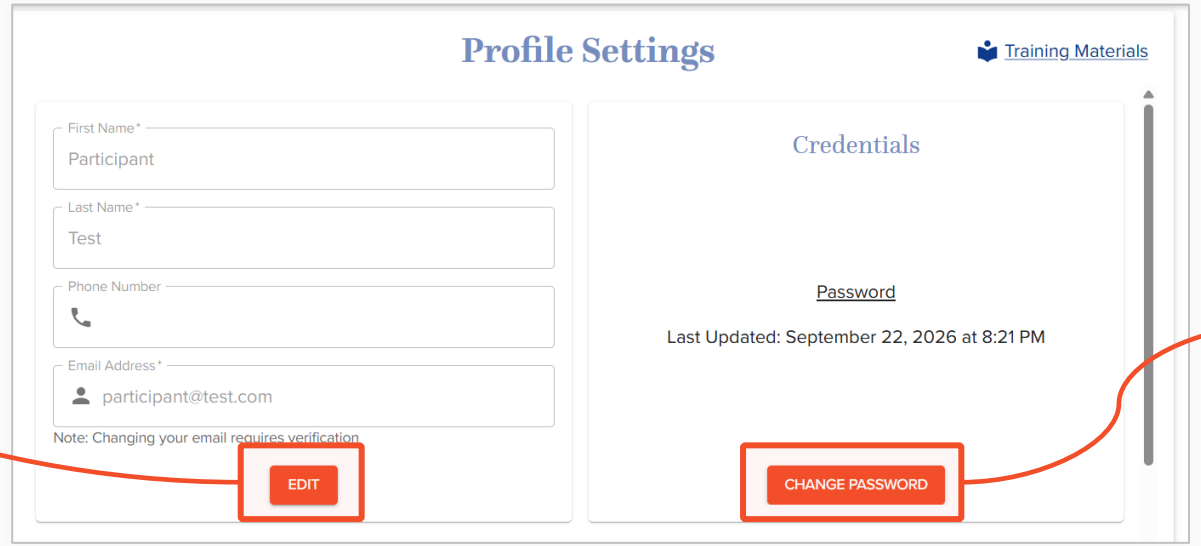
Profile

Profile

Under profile settings you can update your name, email address, and password.

Change Name and/or Email Address

To update your name or email address, click “EDIT”.



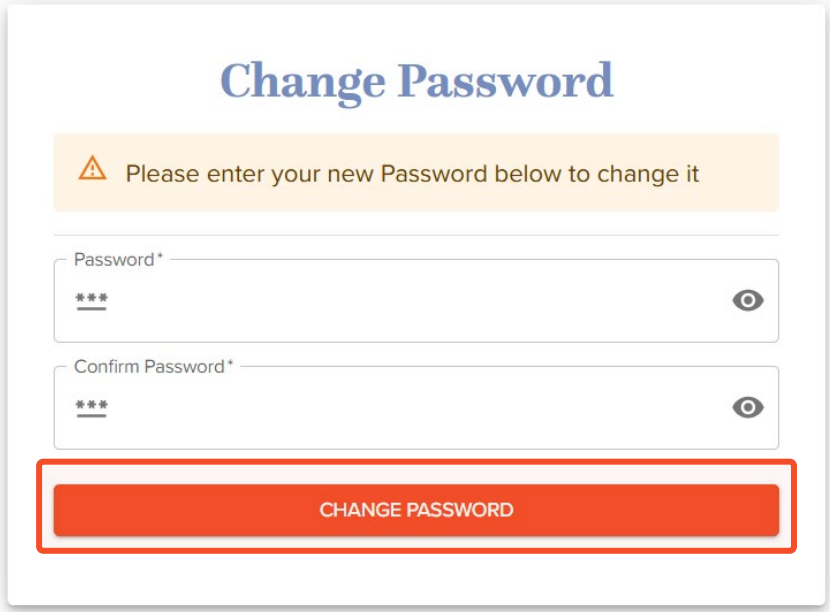
Change Password

To change your password, click “CHANGE PASSWORD” and a change password screen will appear.

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Profile

Changing Your Password



- ✓ Create a new password that has 15 or more letters and/or numbers.
- ✓ Click “CHANGE PASSWORD” to finalize your change.

TIP

- ✓ Use a familiar phrase or saying like “Allyouneedislove” or “Thecatisoutofthebag”.
- ✓ Keep a copy of your password in a secure location.

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Frequently Asked Questions

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Frequently Asked Questions

Why am I automatically logged out?

For security you are logged out after 25 minutes of inactivity or when you close your browser.

What if I forgot my password?

On the login screen click “Forgot Password?” and enter your email to receive a password reset link. Follow the link to create a new password at least 15 characters in length.

PAS Personal Accounting Services, Inc.

Frequently Asked Questions

As a guardian can I view more than one account?

If you have more than one participant who is enrolled, you will need a different login with a different email address and password for each person.

How many accounts can one email have?

One email works for one participant account. To log in to a second account you will need a second email address.

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Frequently Asked Questions

How do I close my account?

Call us at 734.729.3100 if you no longer wish to have a login with mySDHub.
We will need the email address you use to login and the name of the participant.

Can I remove access for a representative?

If someone else has access to your account and you no longer want them to, call ***734.729.3100*** or email ***PASSDHUB@passelfdirection.com***.

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Frequently Asked Questions

When does my balance update?

Balances update the day after payroll and vendor payments are processed. This occurs twice a month.

View Payroll Schedule

Who should I contact if something doesn't look right?

If your services do not look right, call ***734.729.3100*** or email ***PASSDHub@passelfdirection.com***.

The following information can be helpful when discussing an issue:

- The service number
- The date(s) of service
- Any paper with helpful information (e.g., the original timesheet)

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