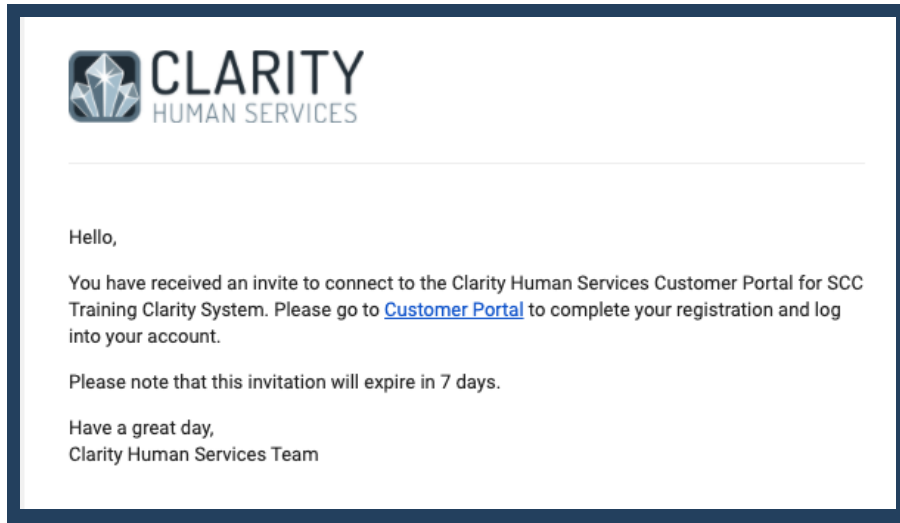


ACCOUNT CREATION & MANAGEMENT

Client Email Invitation

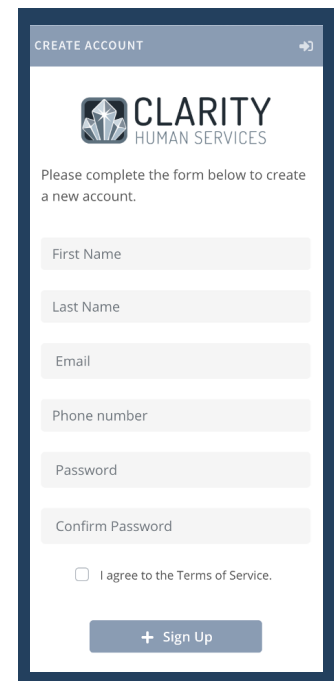
Access to the Customer Portal is initiated through an invitation from a service provider that is received via email to the email address you give your provider. After a provider sends an invitation to join the Portal, you will receive an invitation from noreply@bitfocus.com titled "Clarity Human Services Portal Invitation". Clicking the blue "Customer Portal" link will direct you to the Portal site to register an account.



Client Credentials

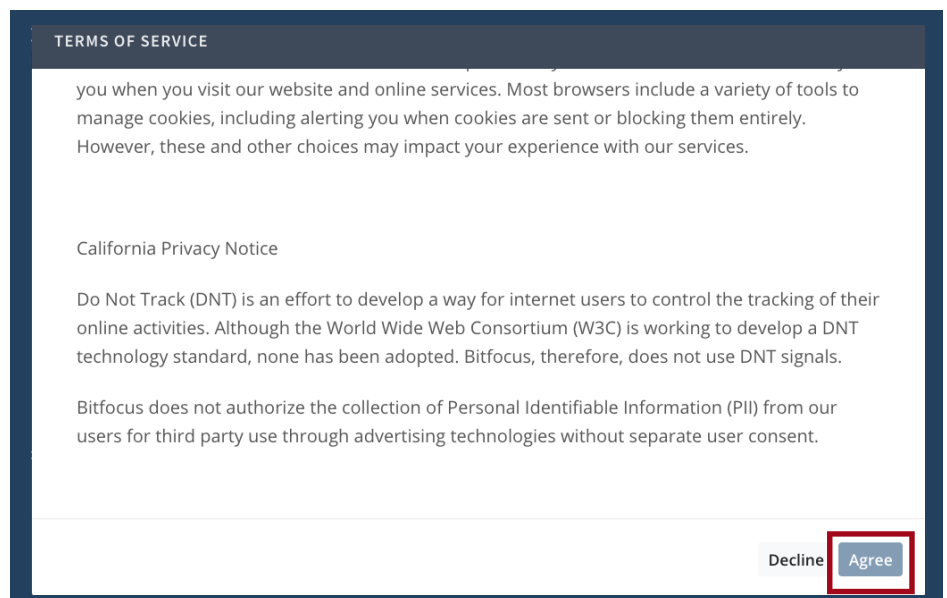
To create an account enter your first name, last name, email address, mobile phone number, and password to start registration. The email address will be the username you gave to your provider and received the invitation through. Info bubbles appear to provide additional information about field requirements.

The password must be at least 8 characters long, and contain at least one special character, one upper case letter, and one lower case letter.

A screenshot of the "CREATE ACCOUNT" form on the Clarity Human Services website. The form includes fields for First Name, Last Name, Email, Phone number, Password, and Confirm Password. Below the fields is a checkbox labeled "I agree to the Terms of Service." and a "+ Sign Up" button.

Terms of Service

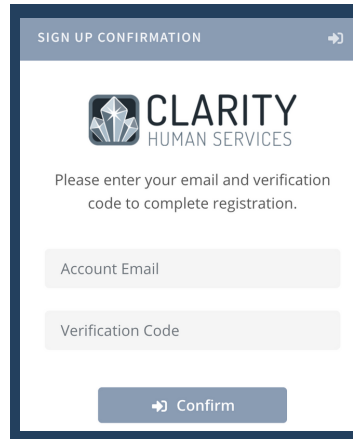
Click **I Agree to the Terms of Service** to review the site agreement. When the Terms of Service appear, please review and scroll to the bottom of the Terms to click the **Agree** button. Agreeing to the Terms of Service is required to access the Portal.

A screenshot of the "TERMS OF SERVICE" page. The page contains text about cookies and DNT (Do Not Track) technology. At the bottom right, there are two buttons: "Decline" and "Agree". The "Agree" button is highlighted with a red box.

ACCOUNT CREATION

Registration Process

After agreeing to the Terms, click the **Sign Up** button. The system will then send an email with a verification code and prompt you to enter the code for signup confirmation.



SIGN UP CONFIRMATION

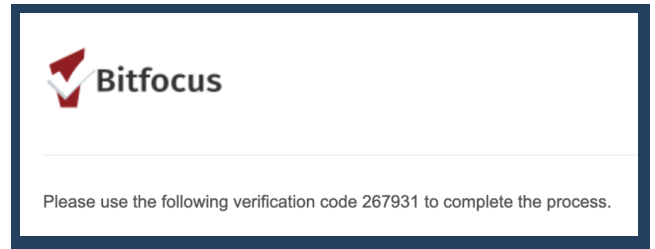
CLARITY
HUMAN SERVICES

Please enter your email and verification code to complete registration.

Account Email

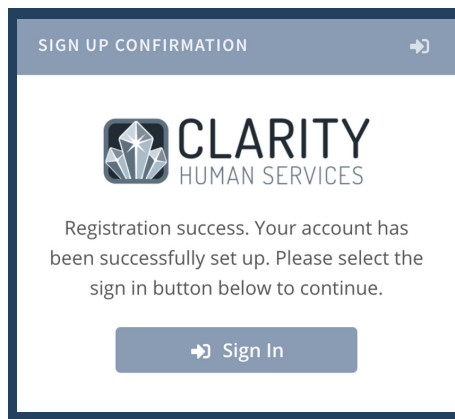
Verification Code

Confirm



Complete Registration

Once the code has been entered, click **Confirm**, which will direct you to a confirmation page indicating that registration is complete. Click **Sign In** from the confirmation page.



SIGN UP CONFIRMATION

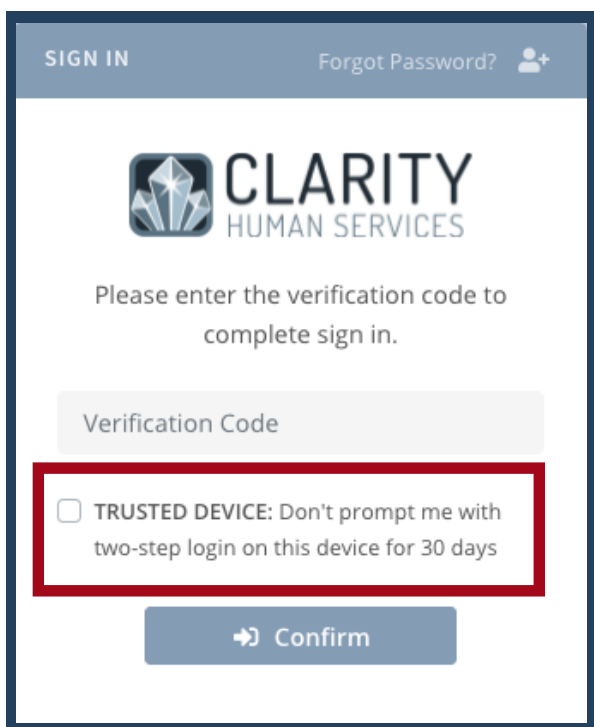
CLARITY
HUMAN SERVICES

Registration success. Your account has been successfully set up. Please select the sign in button below to continue.

Sign In

Authentication Process

The Portal is secured with multi-factor authentication. This means that in addition to entering the password, the system will send a verification code to the email address used at account creation. The code sent to your email must be entered into the login screen to access the account. After authentication is complete, your account will be made active.



SIGN IN [Forgot Password?](#)

CLARITY
HUMAN SERVICES

Please enter the verification code to complete sign in.

Verification Code

TRUSTED DEVICE: Don't prompt me with two-step login on this device for 30 days

Confirm

Trusted Device

There is an option to mark a trusted device to limit the need to enter a code from each log in to once every 30 days. **It is advised not to mark a public or shared device as trusted to protect your personal information and security.** Enter the code and click **Confirm**. This completes the log-in process, and you will be directed to your Portal dashboard.

ACCOUNT DISCONNECTION

If you experience a security issue or no longer want to participate in the Customer Portal, you can easily disconnect your account from within your Client Profile Settings. If you disconnect your account, all of your information will be saved, but it will no longer be visible to you. You can reconnect your Portal account at any time by reaching out to a service provider.

Reasons for Account Suspension

There are a few reasons your account may need to be disconnected. If you experience any of the issues below, please disconnect your account as soon as possible. If you need help, reach out to your service provider and they can disconnect your account for you.

Lost Access to Personal Email

If you lost access to the email you used to sign up to your account, you will need to disconnect your Portal account. Your service provider will send a new invitation to your new email account.

Personal Email Account is Compromised

If someone gains access to your personal email or your email is hacked, you will need to disconnect your Portal account. Your service provider will send a new invitation to your new email account.

Personal Email is Updated

If you have updated your personal email account, you will need to disconnect your Portal account. Your service provider will send a new invitation to your new email account.

Customer Portal Account is Compromised

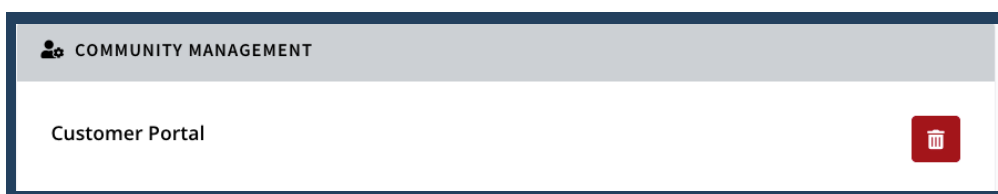
If someone has gained access to your Portal account, you will need to disconnect immediately. Please notify your service provider as soon as possible!

You Choose to Discontinue Participation

If you no longer want to use the Customer Portal, it is recommended that you disconnect your Portal account. You can rejoin the Portal at any time.

Instructions for Account Disconnection

Open your Client Profile Settings located in the upper right-hand corner of the screen under your photo. Scroll the bottom of the settings page. Underneath the Community Management settings, you'll see the name of the Customer Portal account displayed next to the red trash can. Click the trash can icon, and press "ok" on the warning pop-up. Your account disconnection is now complete.



If you log back in after account disconnection, only the dashboard will be visible. All your personal information will be removed from your account. You can reconnect at any time by reaching out to your service provider.