



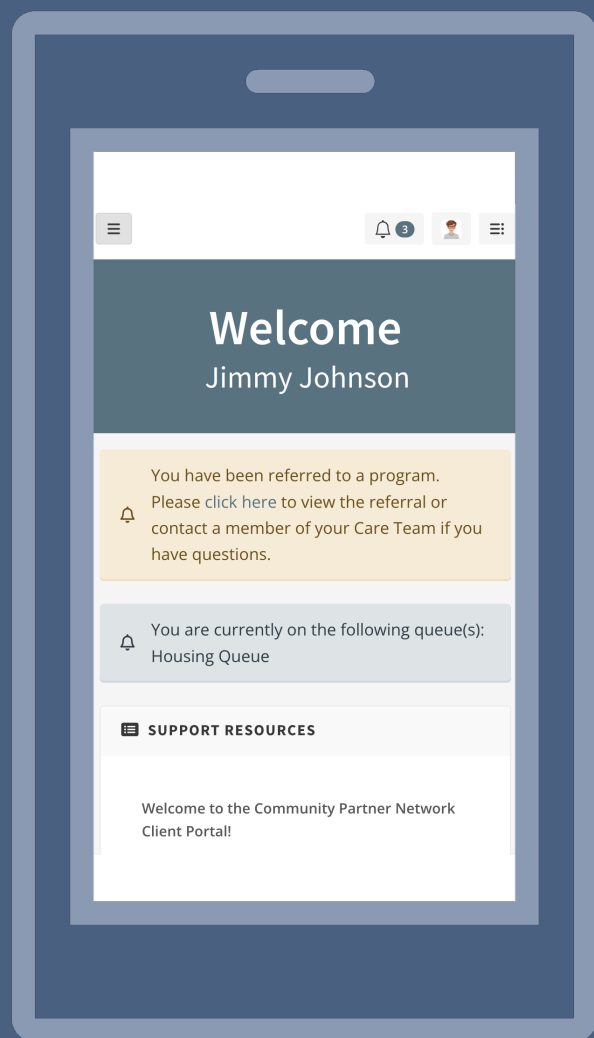
# About the Portal

**The Portal** is a safe and secure website connected to **Alameda County's** Homeless Management Information System, known as HMIS, also known as **Clarity Human Services**.

HMIS is a local system used to collect participant information and service history. Its main purpose is to help service providers get to know you better, understand your unique needs, and connect you to the right services.

In the **Portal**, you can:

- View parts of your HMIS history
- Get alerted about referrals to programs
- Upload and store documents
- Securely message your providers
- Keep your contact information up-to-date
- *And more!*





# ACCOUNT CREATION AND MANAGEMENT

Create your account with **four easy steps!**



1. Open invite email



3. Agree to Terms of Service

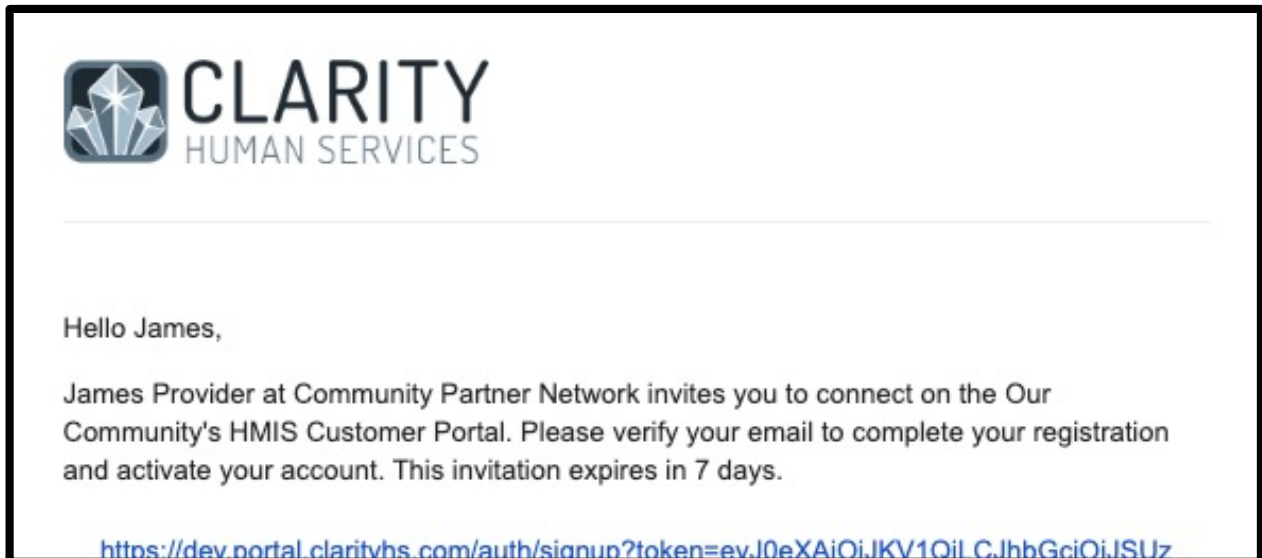


2. Enter your info



4. Complete registration

## 1. Open Invite Email



You will receive an email invitation to join the **Portal**.

Look for an email with the subject “**Clarity Human Services Customer Portal Invitation.**”

If you don't sign up right away, you may receive two reminder emails.

Click the link in any email invite to register.



# ACCOUNT CREATION AND MANAGEMENT

## 2. Enter Your Info

The screenshot shows a mobile application interface for creating an account. At the top, it says 'CREATE ACCOUNT' with a right-pointing arrow. Below that is the Clarity Human Services logo, which consists of a diamond icon and the text 'CLARITY HUMAN SERVICES'. A message reads: 'Please complete the form below to create a new account.' The form contains several input fields: '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.' At the bottom of the form is a blue button with a white plus sign and the text '+ Sign Up'.

To create an account, enter your:

- First name
- Last name
- Email address
- Mobile phone number (*if you have one*)

Use the same email address you received the invitation through. This email address will be your username next time you log in.

Create a password that you'll be able to remember the next time you need to log in.

Your password must be at least 8 characters long and contain at least one special character (like #, @, or !), one UPPER CASE letter, and one lower case letter.



# ACCOUNT CREATION AND MANAGEMENT

## 3. Agree to Terms of Service

Check the box next to **“I agree to the Terms of Service”** to review the site agreement.

When the Terms of Service appear, please review. Then, scroll to the bottom and click **“Agree.”**

TERMS OF SERVICE

you when you visit our website and online services. Most browsers include a variety of tools to manage cookies, including alerting you when cookies are sent or blocking them entirely. However, these and other choices may impact your experience with our services.

California Privacy Notice

Do Not Track (DNT) is an effort to develop a way for internet users to control the tracking of their online activities. Although the World Wide Web Consortium (W3C) is working to develop a DNT technology standard, none has been adopted. Bitfocus, therefore, does not use DNT signals.

Bitfocus does not authorize the collection of Personal Identifiable Information (PII) from our users for third party use through advertising technologies without separate user consent.

Agreeing to the Terms of Service is required to access the Portal.


If you have questions about the Terms of Service, contact your provider.



# ACCOUNT CREATION AND MANAGEMENT

## 4. Complete Registration

SIGN UP CONFIRMATION


 **CLARITY**  
HUMAN SERVICES

Please enter your email and verification code to complete registration.

Account Email

Verification Code

Confirm

 **Bitfocus**

Please use the following verification code 267931 to complete the process.

After agreeing to the Terms, click the “**Sign up**” button.

The system will then send you an email with a verification code to complete your sign up.

Enter the code into **Portal** and click “**Confirm.**” You will be redirected to a confirmation page that tells you your registration is complete.



# LOGGING INTO YOUR ACCOUNT

To log into your Portal account at any time, visit:

[portal.clarityhs.com](https://portal.clarityhs.com)

We recommend writing this site down or bookmarking it on your device's browser so you don't lose it!

## Logging in



The Portal takes your privacy seriously! We've got multi-factor authentication, which means double protection.



When you log in, we'll send a special code to your email (the one you used when you signed up).



Check your email for that code. You'll need to type it in on the login screen.



Once you've entered the code, you're good to go! You're logged in and all set to use the Portal!



# LOGGING INTO YOUR ACCOUNT

## Setting up a Trusted Device

**Want an easier login?** You can mark your own personal device as 'trusted.' No more codes every time!

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



Don't mark a public device (like a library computer) or shared device (like your friend's phone) as trusted! Keep your info safe!



Enter the new code you received and click 'Confirm.' If you checked the box, you won't have to enter a code on this device for 30 days.