Create More Housing Connections With The Customer Portal

The Customer Portal is a secure website that allows your service participants to be more hands-on in their housing journey and helps you provide outstanding care.

Key Features of The Customer Portal

Each of these features is participant-initiated, and participants have the control to use them independently as they progress toward housing.

Document Upload and Signing

Participants can quickly upload and sign documents in the portal, saving valuable time and energy (no matter they are in their housing journey).

Location Sharing

If they'd like to, participants can drop a pin to let you know where they're staying so you have no trouble finding them when needs arise.

Information Management

The Customer Portal lets participants update their contact information, keep track of upcoming appointments, and access their documents all in one place.

Data Protection

The Customer Portal safeguards participants' personal information and location data, preserving the trust you've carefully built with them.

Seamless Messaging

You can securely message a participant — or reach out to multiple participants at once — using The Customer Portal's 'convenient messaging feature.

Easy to Learn

The Customer Portal is designed to be user-friendly. Features are designed to improve communication and remove barriers for agency teams and clients.

Easy to Share

To sign up, participants need a phone, tablet or computer, internet access, and an email address. To get started Scan the QR code or visit: https://alameda.bitfocus.com/client-record to learn more.

Scan the QR code to learn more

Jumpstart Your Housing Journey With The Customer Portal

If you're experiencing homelessness in Alameda County, The Customer Portal gives you the power to be more hands-on in your housing journey.

How The Customer Portal Can Help

The Customer Portal is a protected website where you can:

- **Upload and sign documents** digitally, saving time and energy.
- **Share your location** so your case manager can meet up with you for services.
- **Update your contact information** so your service team can always reach you.
- **Solve problems** with your case manager, no matter where you are in your journey.
- **Securely message** your service team whenever needs arise.

Reach out to a team member today to get connected today.

The Customer Portal Protects Your Data

The Customer Portal was created by folks who have lived experience with homelessness in Alameda County.

It's 100% safe to use – employers, the police, and the court system do not have access to your information!

What Do I Need to Join?

To join the Customer Portal, you need:

- **Phone, tablet or computer**
- **Internet access**
- **An email address**

If you're ready to try The Customer Portal, talk to your case manager or another member of your support team and ask them to sign you up!