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 gather and collect 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.

Through the **Portal**, you can:

- View parts of your HMIS history
- Upload and store documents
- Securely message your providers
- Access local information
- 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

CLARITY
HUMAN SERVICES

Hello James,

James Provider at Community Partner Network invites you to connect on the Our Community's HMIS Customer Portal. Please verify your email to complete your registration and activate your account. This invitation expires in 7 days.

https://dev.portal.clarityhs.com/auth/signup?token=eyJ0eXAiOiJKV1QiLCJhbGciOiJSUz

Your provider will send you an email to join the **Portal**.

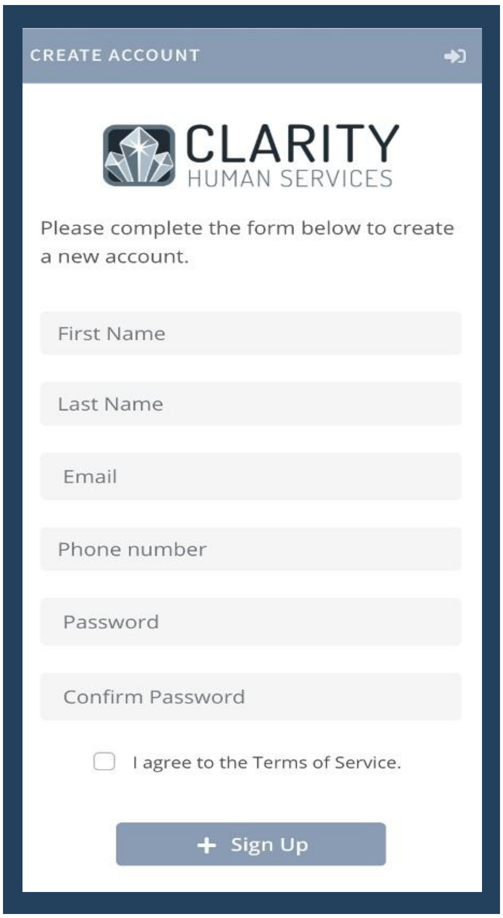
Look for an email with the subject “**Clarity Human Services Customer Portal Invitation**.”

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

Click the link in any email invite to register.

ACCOUNT CREATION AND MANAGEMENT

2. Enter Your Info



To create an account, enter your:

- First name
- Last name
- Email address
- Mobile phone number *(if you don't have one, you can enter all zeros here)*

Use the same email address you gave to your provider and 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.

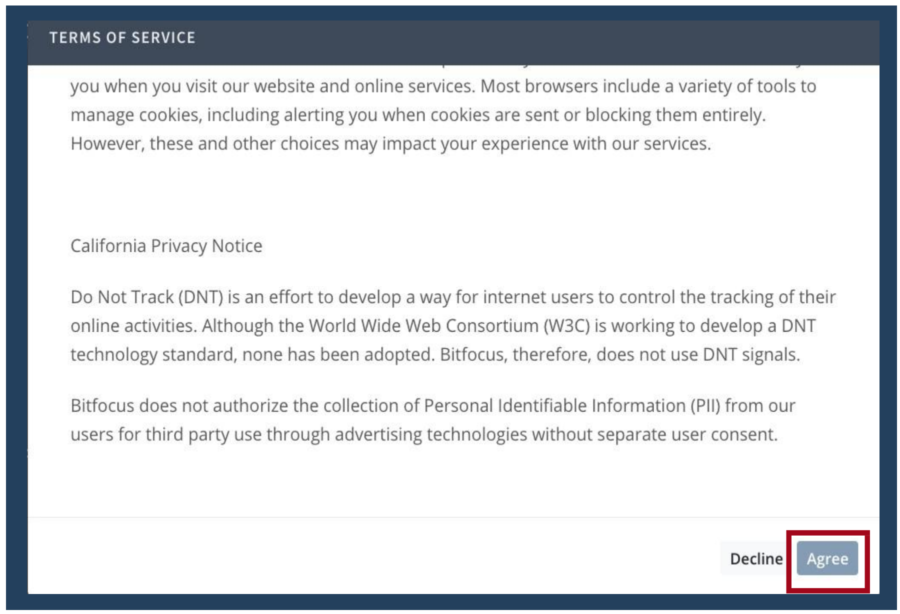
Your password must be at least 8 characters long and contain at least one special character (like #, @, or !), one UPPER CASE letter, and one lower case letter.

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**."

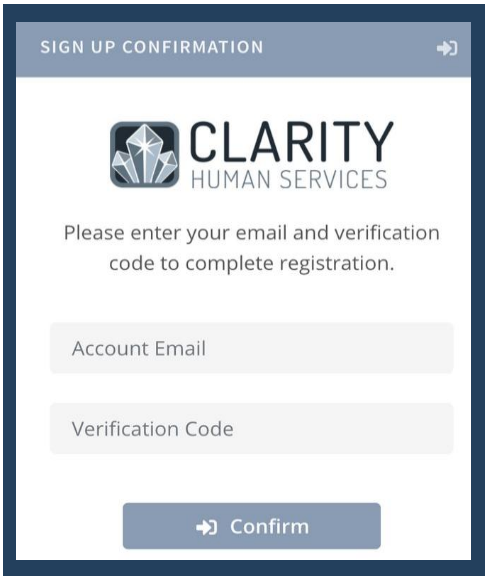


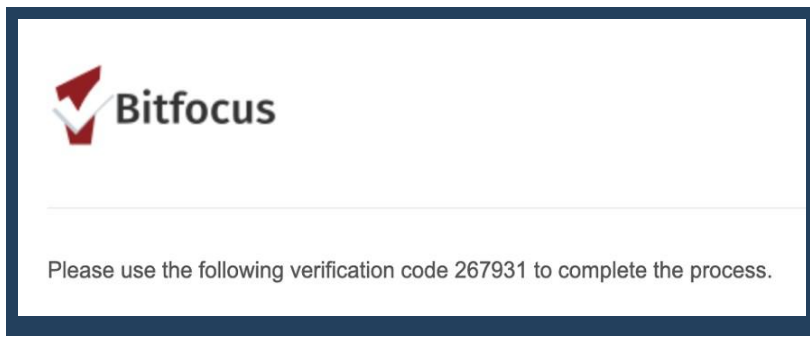
Agreeing to the Terms of Service is required to access the Portal.

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

ACCOUNT CREATION AND MANAGEMENT

4. Complete Registration





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

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!

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.

LOGGING INTO YOUR ACCOUNT

Forgot your Password?

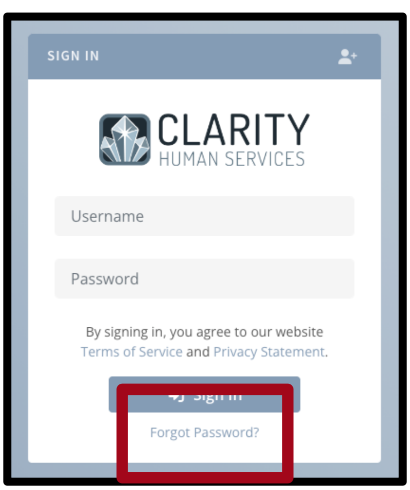
If you ever forget your **Portal** password, you can easily reset it yourself.

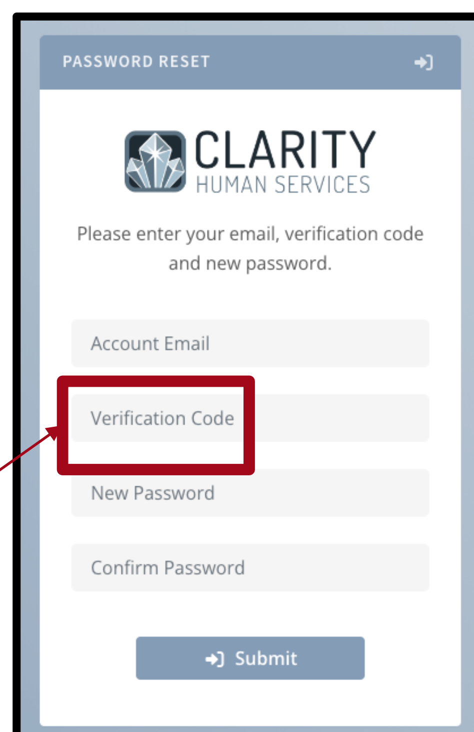
Go to portal.clarityhs.com and click the "Forgot Password?" link under "Sign In."

Type in the email address you used for your Portal account.

Check your inbox! You'll find a new email with a verification code. Copy it and paste it on the next screen.

It's time to set a new password. Pick one you'll remember and click submit to save it as your new password.





ACCOUNT DISCONNECTION

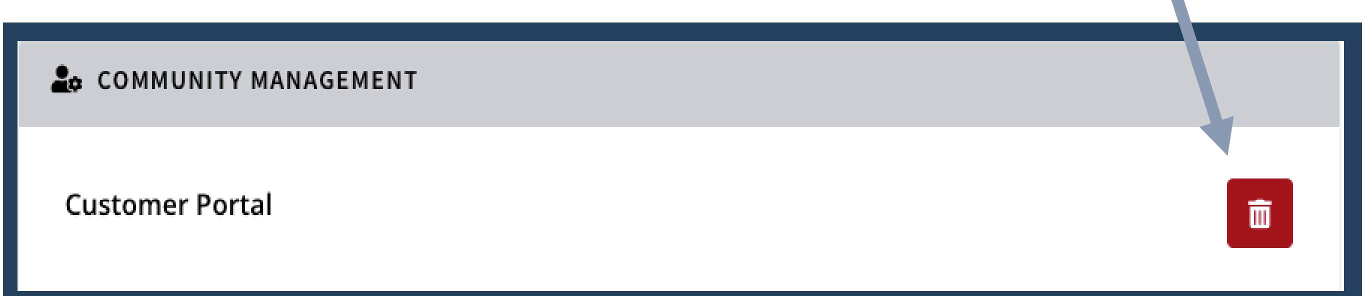
Changed your mind about using the Portal? No problem!

You can disconnect your account anytime in your **Client Profile Settings.** Your info stays safe but won't be visible to you.

Want back in? Reconnect anytime by talking to a service provider. You're in control here!

How to Disconnect your Account

1. Open your Client Profile Settings
2. Scroll to the bottom of the page to Community Management Settings
3. Look for your Portal account displayed next to the red trashcan
4. Click the trash can icon and press "ok" on the warning pop-up
5. Your account is now disconnected!



ACCOUNT DISCONNECTION

Reasons to Disconnect your Account

You Lost Access to Personal Email	If you can't access the email you used to sign up for your account, disconnect your account. Your service provider will send you an invite to your new email.
Personal Email Account is Compromised	Did someone else get access to your email? Were you hacked? If so, disconnect your account. Your service provider will send you an invite to your new email.
You Updated Your Personal Email	If you have a new email address, disconnect your account with the old email and ask your service provider to send an invite to your new email.
Your Portal Account is Compromised	If someone has accessed your account without your permission, please disconnect immediately. Be sure to also contact your service provider!
You Don't Want a Portal Account Anymore	If you don't want an account anymore, no worries! Just disconnect your account. You can rejoin at any time by asking your service provider to help reconnect you.

RECONNECTING YOUR ACCOUNT

How to Reconnect your Account

If you’ve changed your mind and want to reconnect your Portal account, ask a service provider for a new invitation.

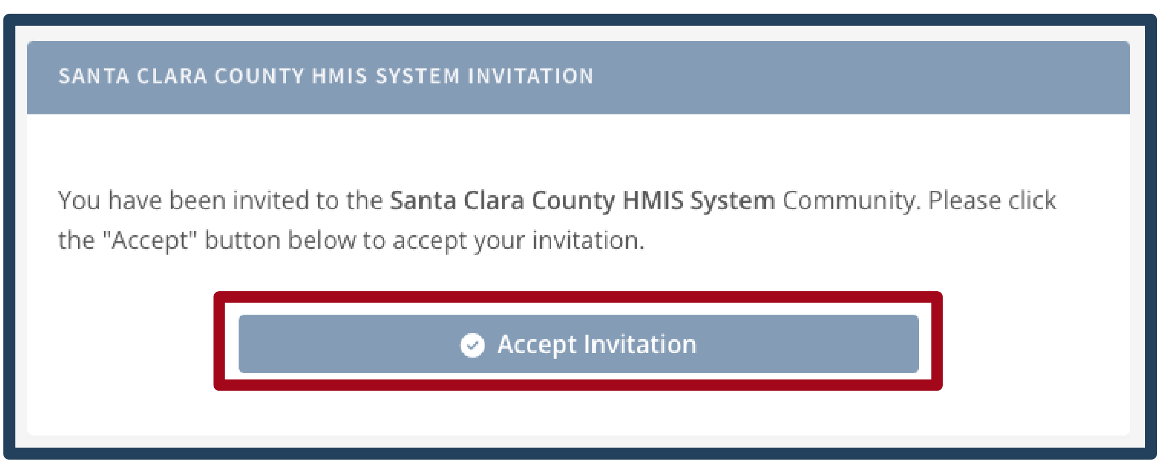
Look for an email with the subject “**Clarity Human Services Portal Invitation**.”

Click the link. Because you still have an account that has just been disconnected, you’ll be taken directly to the Portal login page.

Type in the **same email address and password** you used for your Portal account before.

If you forgot the password you used, click the “Forgot Password?” link and follow the steps to choose a new password.

After logging into your Portal account, press the “**Accept Invitation**” button to reconnect your Portal account.



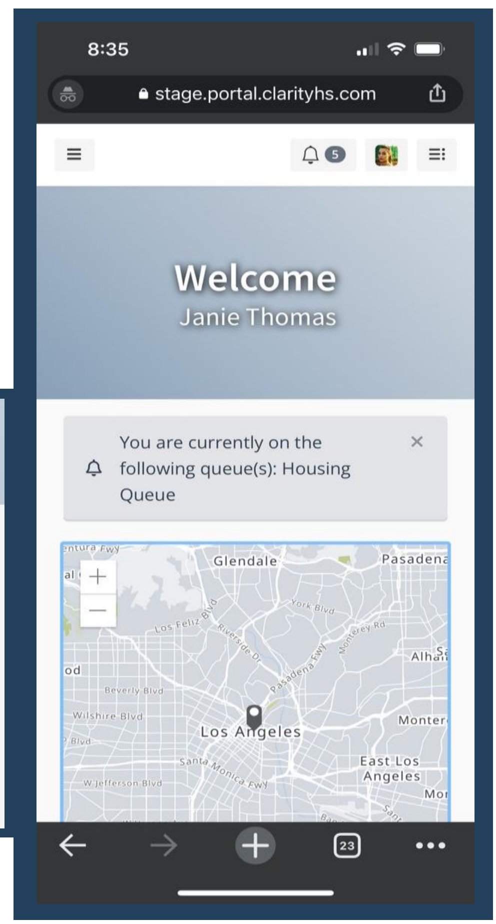
NAVIGATING THE PORTAL

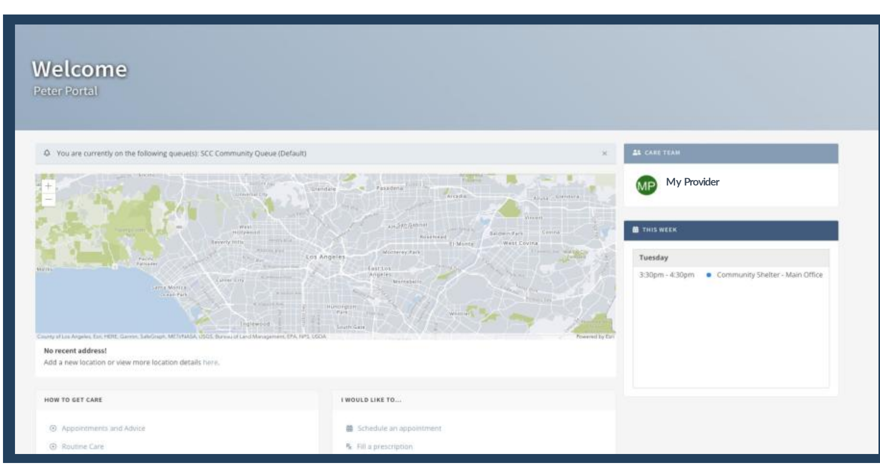
The Portal was designed with you in mind, featuring user-friendly tools and easy-to use features.

All tools can be accessed from your **Dashboard**. You can change your settings and options (including email and text notifications) through your **Profile.**

Your Dashboard

When you log in to the **Portal**, you'll land on your **Dashboard.** For more information about the dashboard, check out the **Dashboard** page in the **Feature Review** section of this guide!





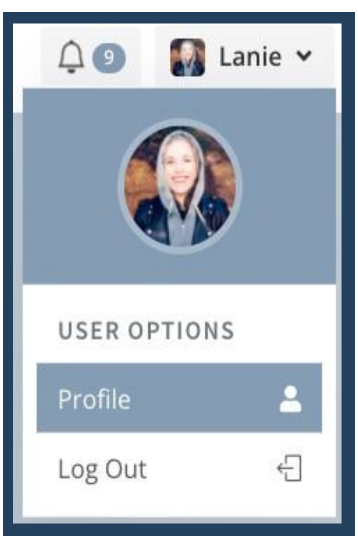
NAVIGATING THE PORTAL

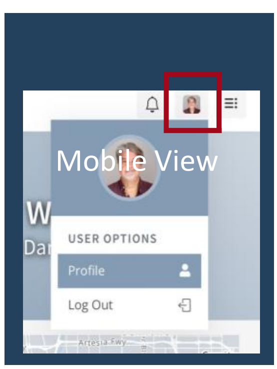
Your Profile

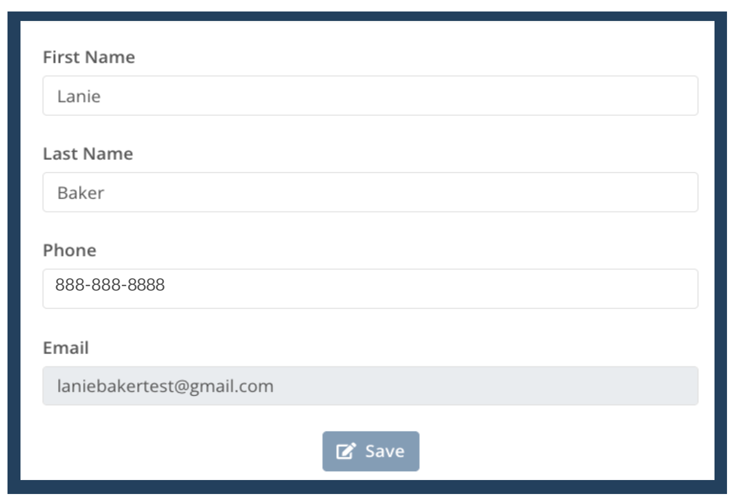
You can access your profile through the drop-down with your name in the upper right corner of the Portal.

You can change your password and notification preferences through your profile. You can also update your personal information, including your name and phone number.

Your care team will be notified of updates to your name and phone number.

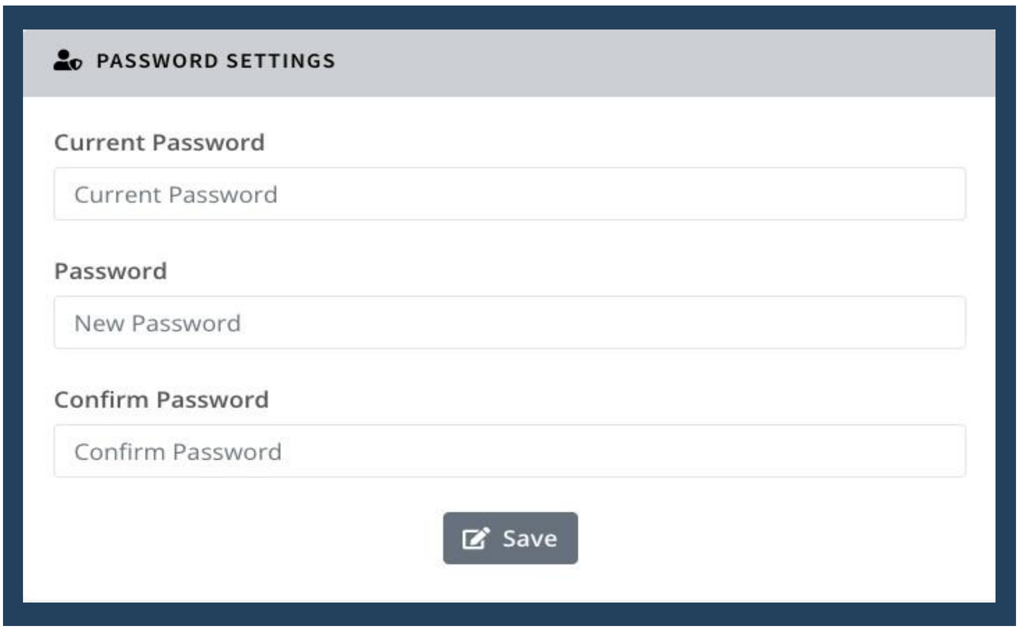






NAVIGATING THE PORTAL

Password Settings



It’s easy to update your password! Your password settings are in your **Profile.**

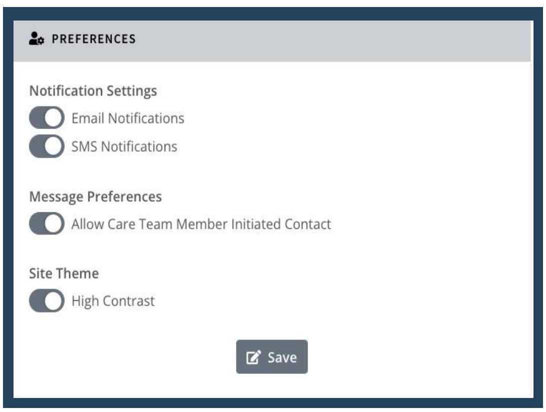
You’ll need your old password in order to set a new password.

As a reminder, make sure your password is at least 8 characters long and contains at least one special character (#@!), one upper case letter, and one lower case letter.

NAVIGATING THE PORTAL

Account Preferences

In your **Profile**, you can also set up your **Notification Settings**, **Message Preferences** and the **Site Theme!**



Notification Settings

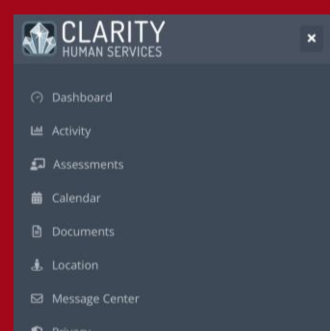
You can choose to get emails, texts, or both when providers need info or message you. We suggest keeping at least one of these on to stay informed.

Message Preferences

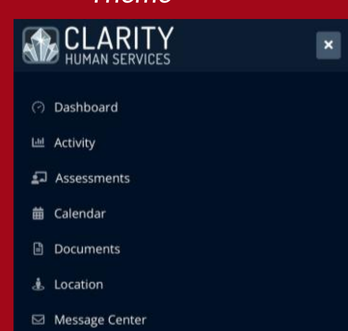
You can decide if you want to get messages from your care team. It's on by default, but if you turn it off, none of your providers will be able to message you through the Portal.

Site Theme

The Site Theme setting allows you to select a theme that converts your view of the Portal to a higher contrast. This setting may be easier to view for some people.



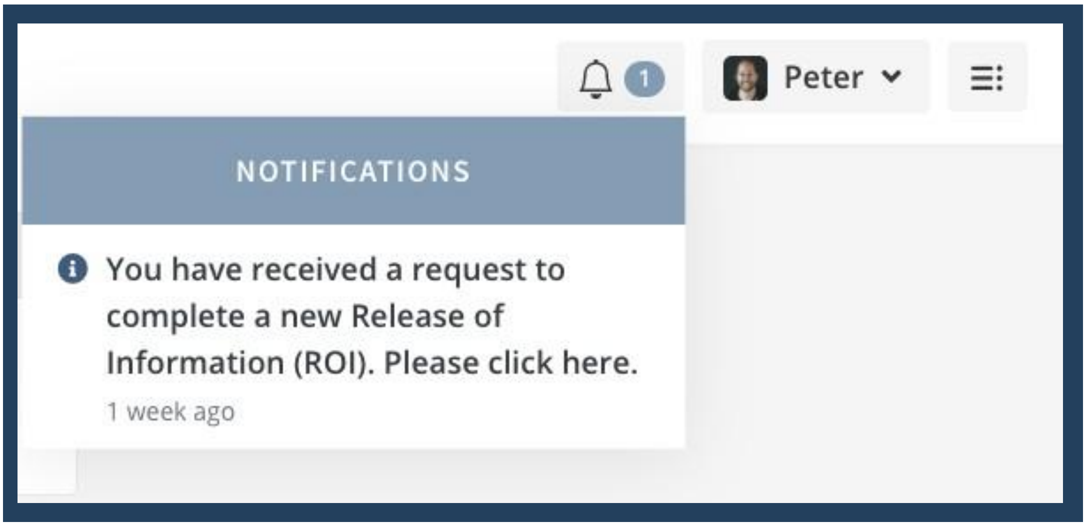
Default Theme



High Contrast Theme

NAVIGATING THE PORTAL

Notifications

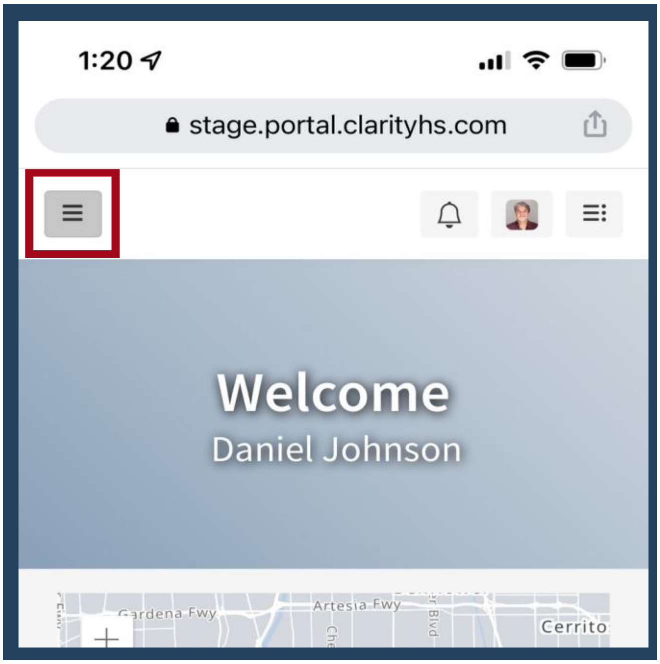


When a someone on your care team has requested something from you on the Portal, you'll know as soon as you log in.

Just click the notification bell to see your requests and go right to the request screen.

NAVIGATING THE PORTAL

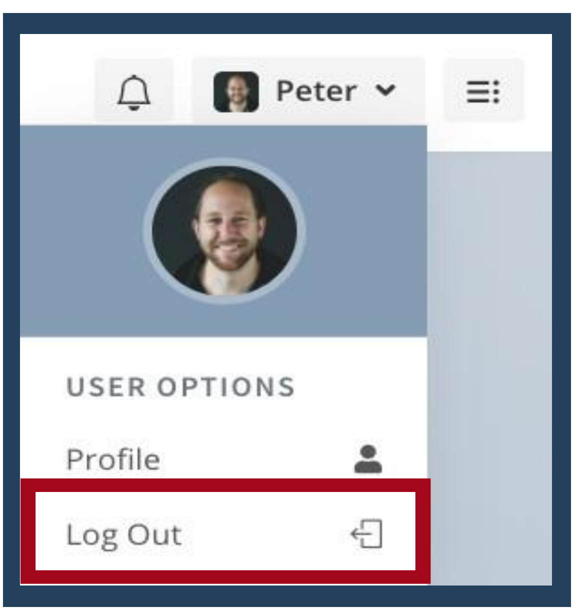
Navigation Pane



The **Portal Navigation Pane** is located on the left side of all **Portal** screens. Use it to easily and quickly access **Portal** features.

You'll always see the **Navigation Pane** if you're on a computer. But, if you're on a phone or other mobile device, click the three lines in the top left corner.

Log Out



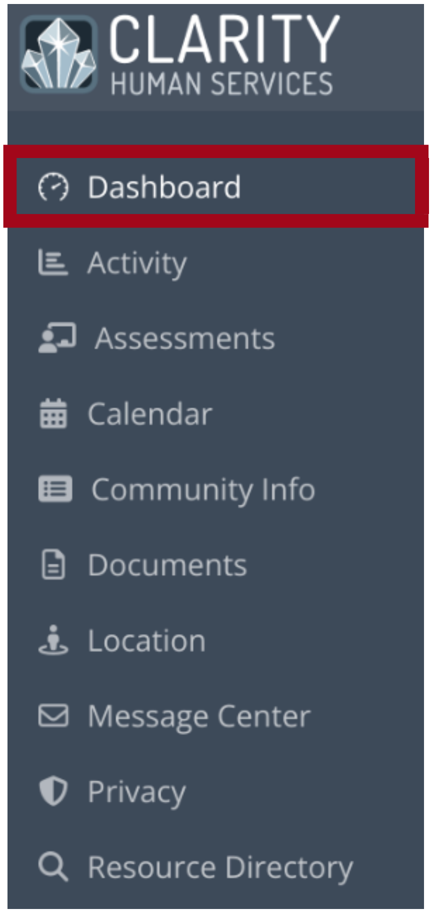
To log out, click on the drop-down menu next to your picture in the top right corner.

It's important to do this every time you're done, especially on shared devices.

If you forget, don't worry – the Portal will log you out automatically after 20 minutes of inactivity. You'll get a reminder two minutes before this happens.

Portal Features

Dashboard

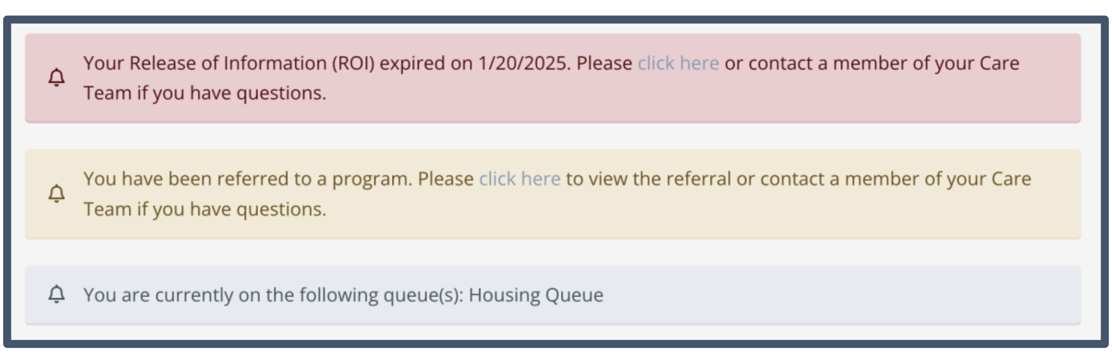


The Dashboard is the home page you will be directed to after each login. The dashboard includes a variety of information for you to review.

Pending Referral, and Community Queue Banners

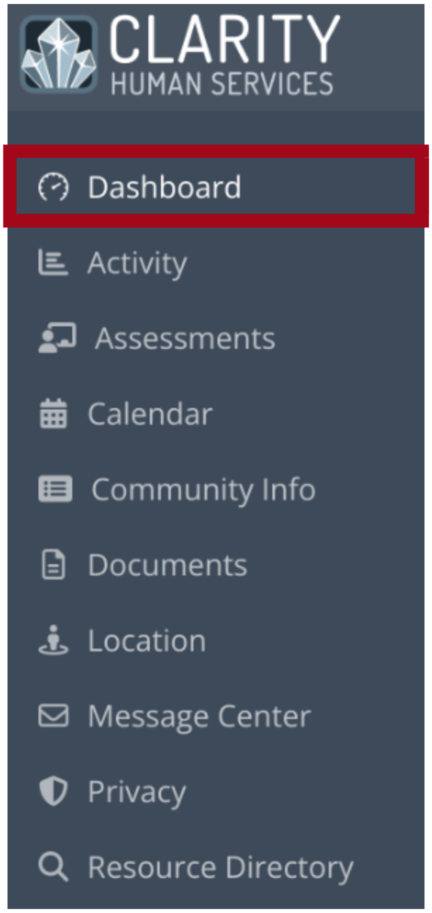
If you have a pending referral to a program, you will also see a yellow banner on the Dashboard. Check out the **Referrals** feature guide for more information.

If you are currently on a Community Queue waiting for housing, a blue banner will display on the Dashboard.

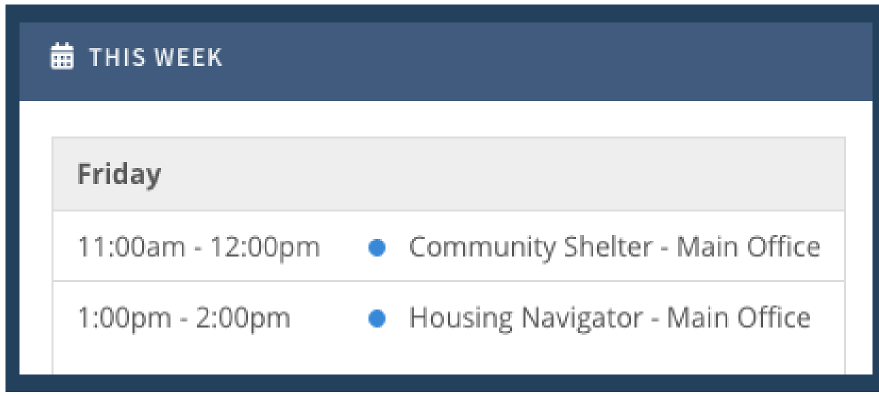


Portal Features

Dashboard *(continued)*



Upcoming Appointments

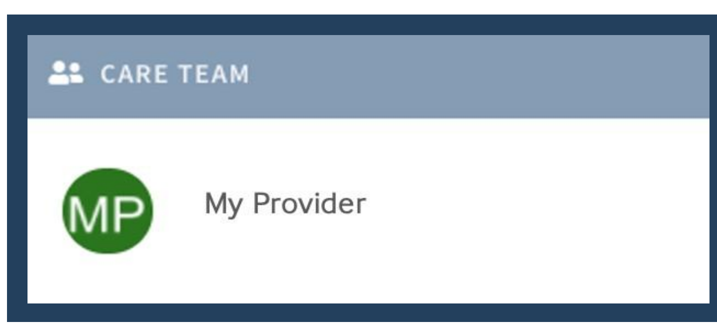


Your upcoming provider appointments will be displayed in the appointment information box.

The appointment details include the appointment time and any additional info given by your provider.

Care Team & Household Members

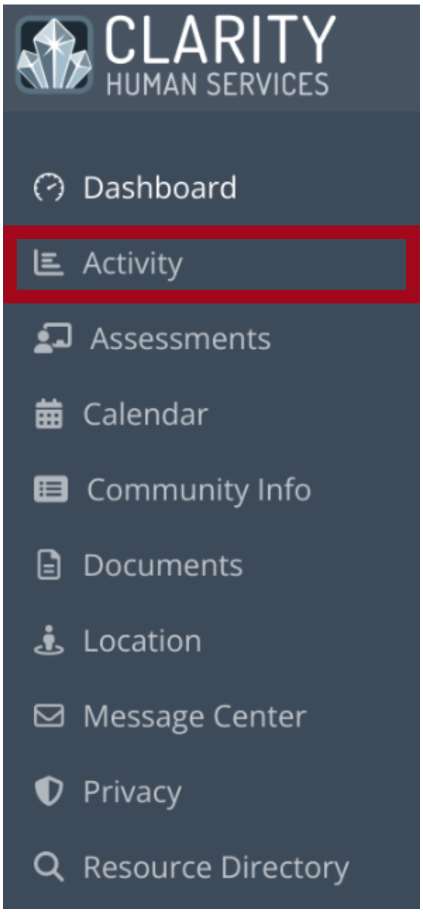
Members of your Care Team and Household as they are listed in HMIS are displayed in the care team information box.



If you don’t recognize any of these names, you can send a message to one of your Care Team members in the Message Center or ask one of your providers for more info.

Portal Features

Activity & History



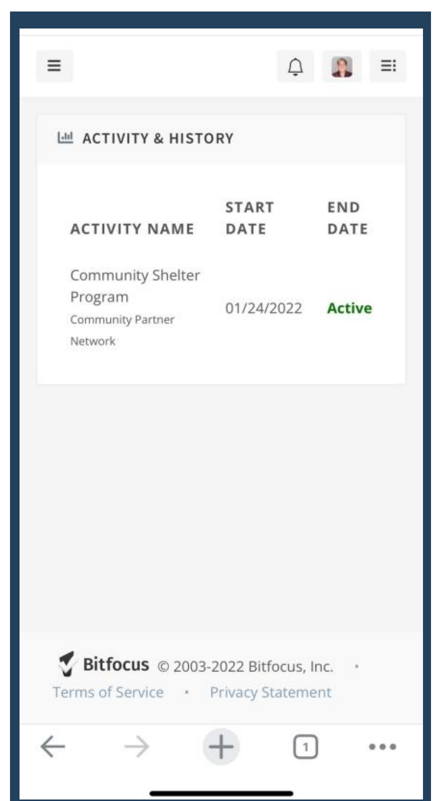
The Activity & History feature provides you with a listing of your current and past program enrollments, including agency name, program name, start date, and end date

A green active icon is displayed for any active enrollments. If you have family members included in your enrollment, a family icon will display next to the program enrollment record.

Viewing your program history

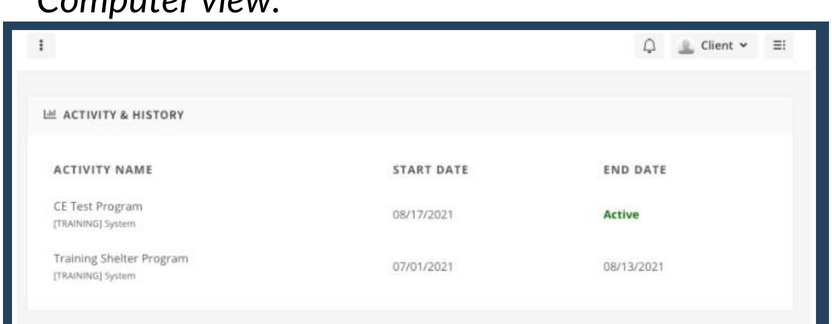
The Activity tab includes a display of program enrollment and exit data. No additional actions or information are available through the Activity tab.

Mobile view:



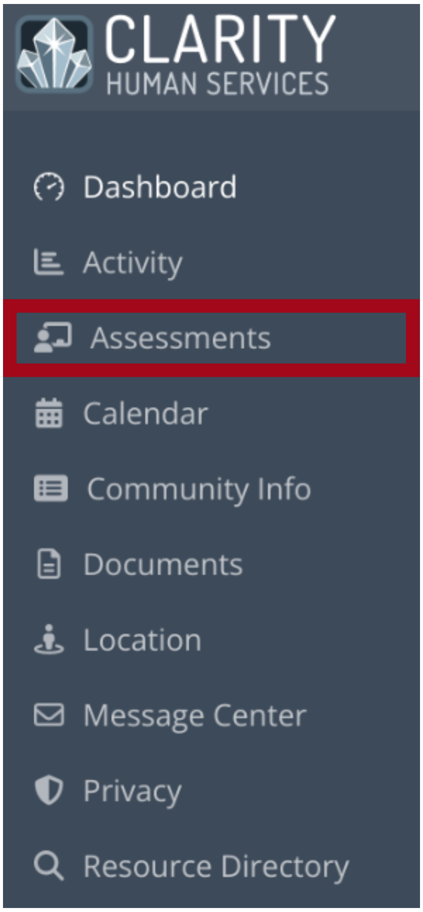
Ask your provider if you don't recognize any programs or have questions about your participation.

Computer view:



Portal Features

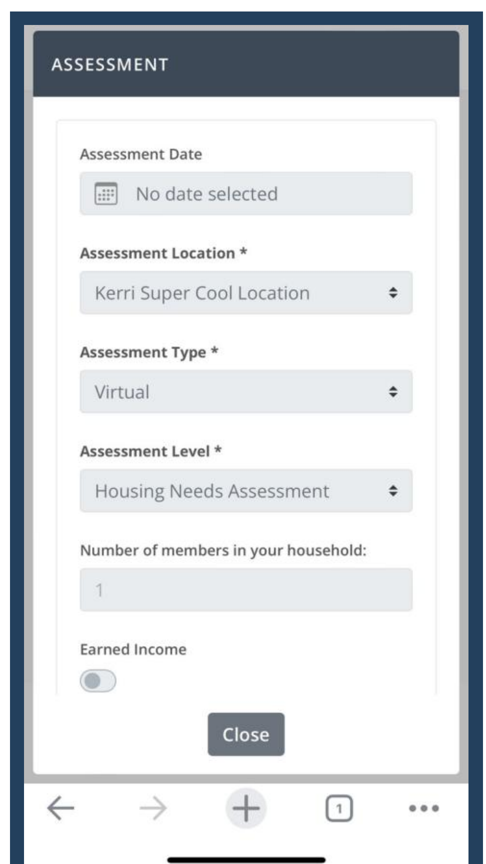
Assessments



You can only complete Assessments that have been requested by a provider. Once a provider initiates a request for an assessment, you will receive a notification through **Portal** after your next login and may also receive an email or SMS if you have notifications enabled in your client profile. You can respond to the request by clicking the notification or selecting the Assessment screen in the navigation pane.

Completing an Assessment

Mobile view:

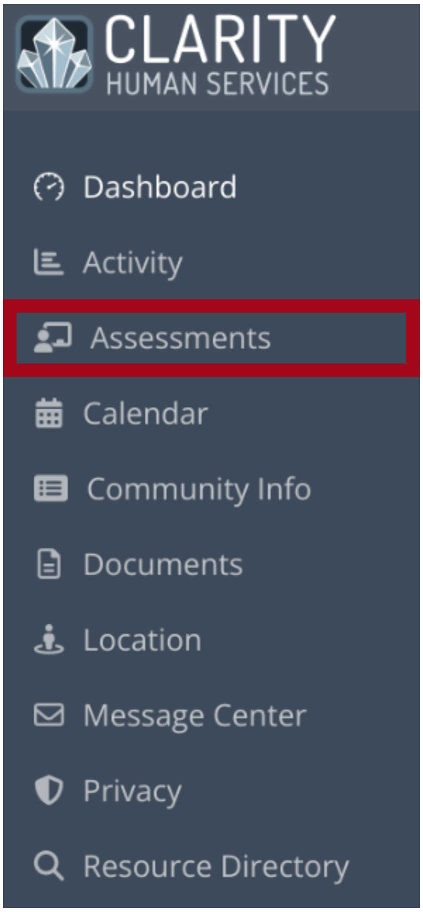


After clicking on the banner, the assessment will open, and you can enter your responses and complete the assessment.

After pressing Submit, you will receive a warning stating that the assessment cannot be edited after submission. Press Confirm to successfully submit the assessment

Portal Features

Assessments *(continued)*



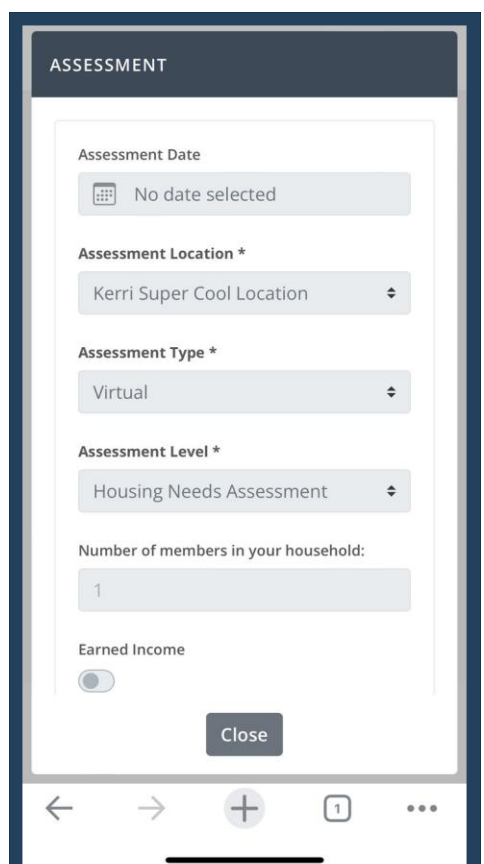
Reviewing an Assessment

You can review previous assessments submitted by you through the Portal.

All previous assessments are available in the assessment history pane.

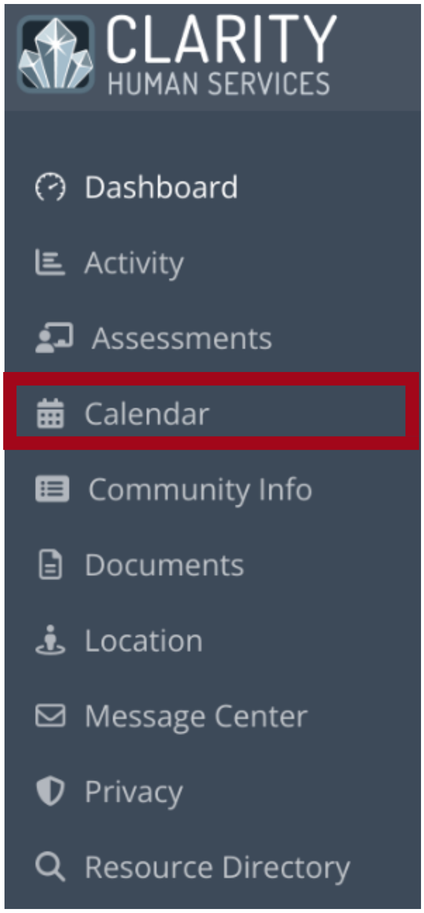
Click on the assessment you wish to review to see your responses. You cannot edit previously submitted assessments

Mobile view:



Portal Features

Calendar



In the Portal, you can view a listing of upcoming and past appointments with your care team members.

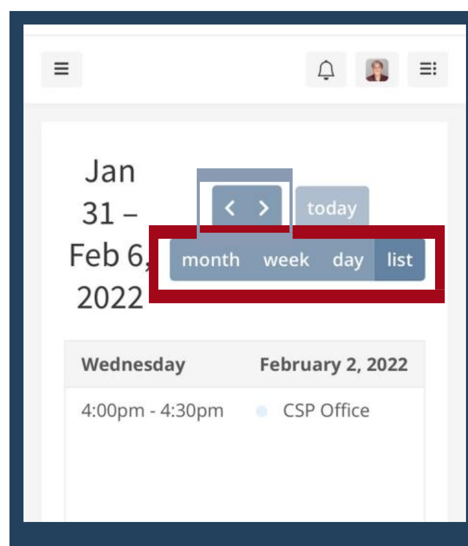
You can also schedule a new appointment with members of your care team during a time that they have said they are available to meet.

Once you schedule an appointment, you can also cancel it or export it to your phone's calendar if you want.

Reviewing your Upcoming Appointments

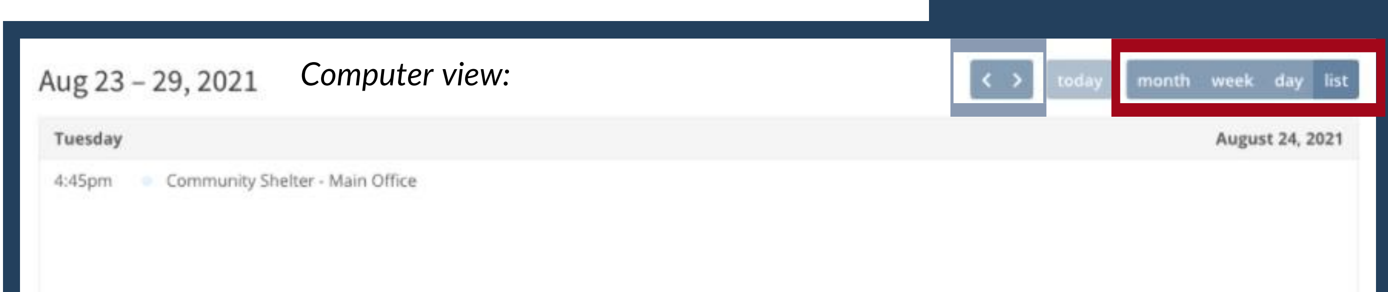
Start by clicking on **Calendar**.

Mobile view:



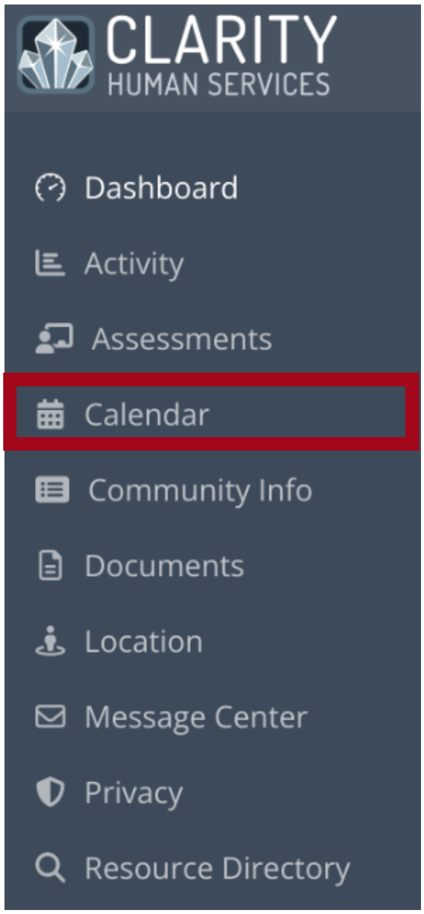
Click on the different display options to review your past and upcoming appointments by **Month, Week, Day**, or a **List** of all past and upcoming appointments. Use the **arrow buttons** to view different weeks, days, or months of the calendar.

Computer view:



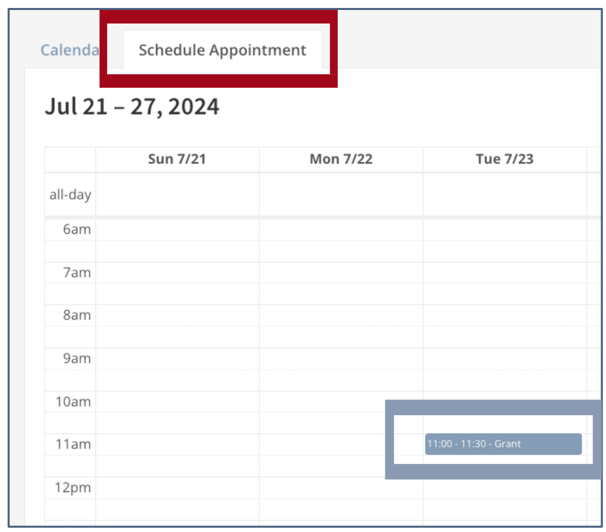
Portal Features

Calendar *(continued)*

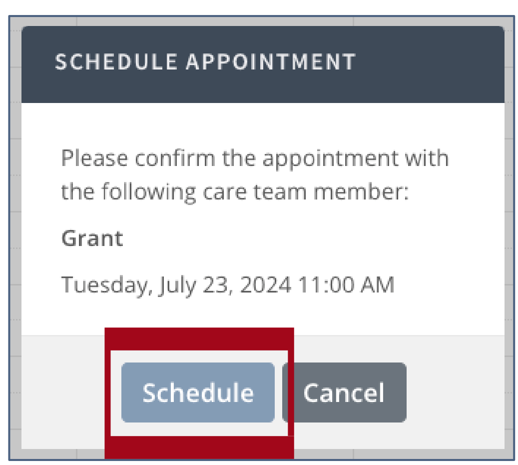


Scheduling an Appointment

Click on **Schedule Appointment**. You will see a calendar listing times that any members of your care team have said they are available to meet. Find the date and time that you want to meet with them and click on that **time box**.



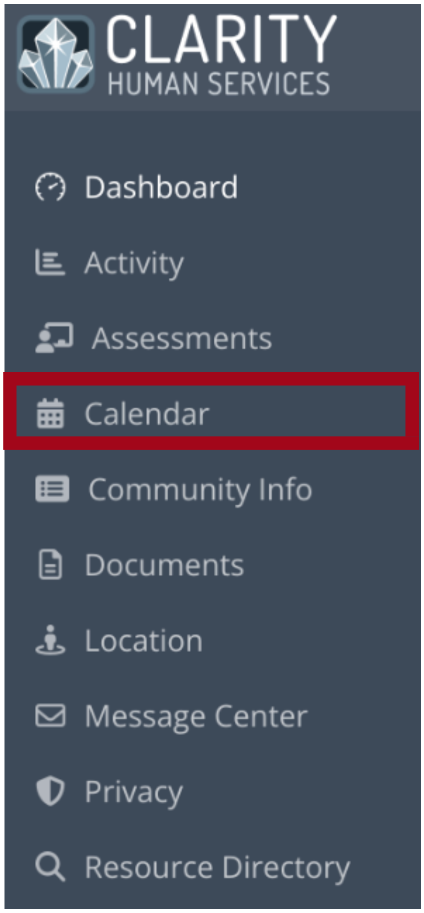
You will see a box pop up with the details of the appointment time. Click **Schedule** to confirm the appointment, or click **Cancel** if you want to choose a different day and time.



Your care team member will then receive a message letting them know you want to meet at that day and time.

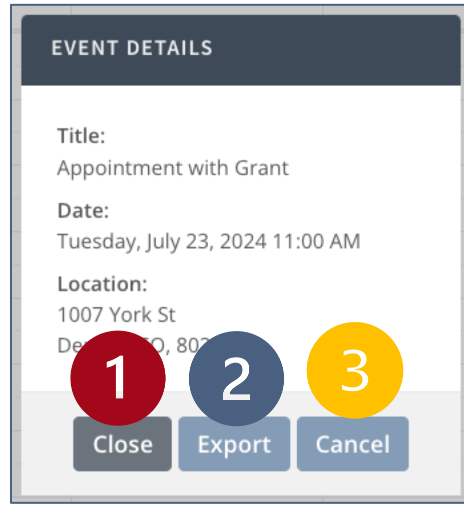
Portal Features

Calendar *(continued)*



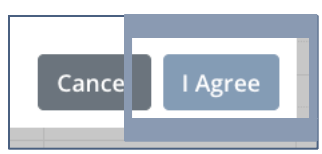
Exporting and Canceling an Appointment

Click on **Calendar**. You will see a calendar listing your upcoming appointment times. Click on any upcoming appointment to open a box with more details.

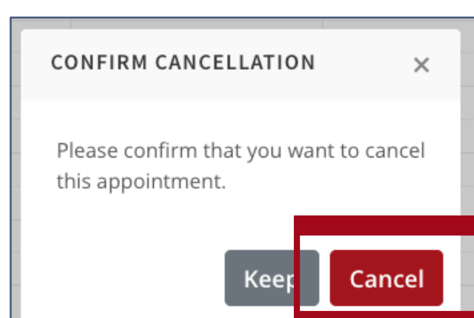


1. Click **Close** to return to the calendar.

2. Click **Export** to create a calendar file that can then be added to your phone or other electronic calendar. You will see a Privacy and Security Warning, and you must click I agree to export the calendar event.

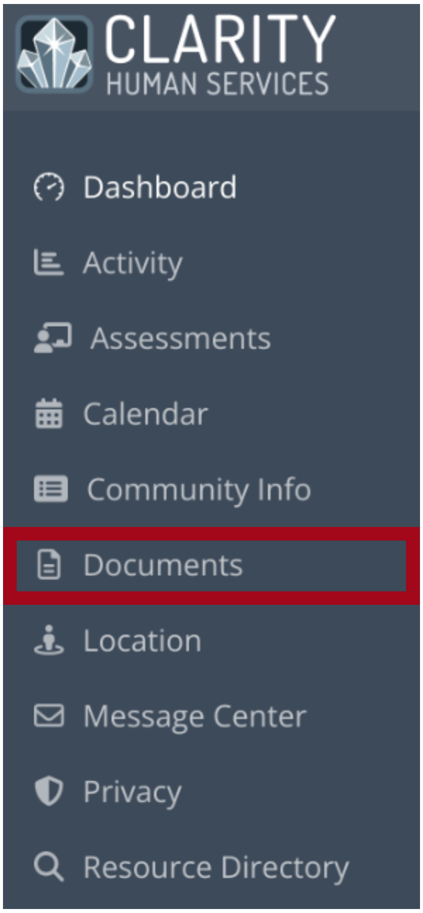


3. Click **Cancel** to cancel the upcoming appointment. You will see a confirmation popup box. Click Cancel to cancel the appointment or click **Keep** to return to the appointment details. Your care team member will then receive a message letting them know you want to cancel that appointment.



Portal Features

Documents

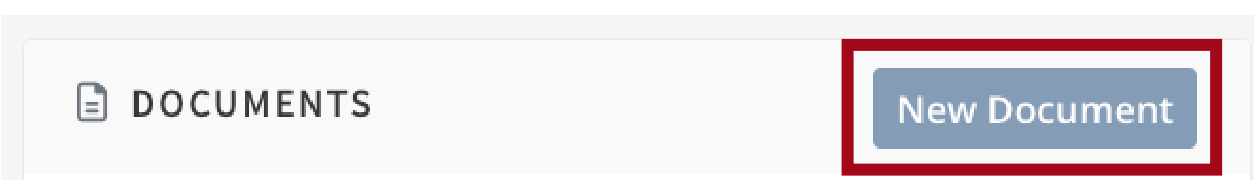


You can choose to upload Documents that you'd like your providers to be able to see at any time.

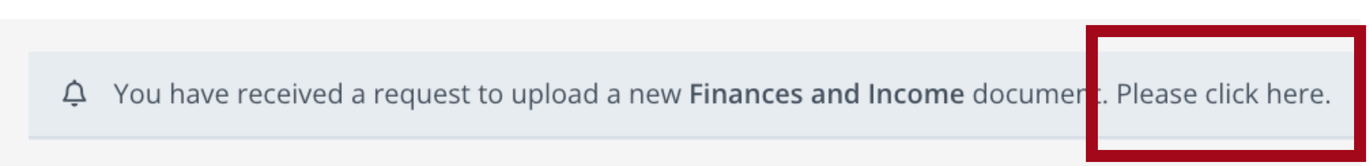
Providers can also request specific documents from you. If a provider initiates a request for a Document, you will receive a notification through the Portal after your next login and may also receive an email or SMS if you have notifications enabled in your client profile.

Uploading a Document

To upload a document without waiting for a request from a provider, click on "New Document":

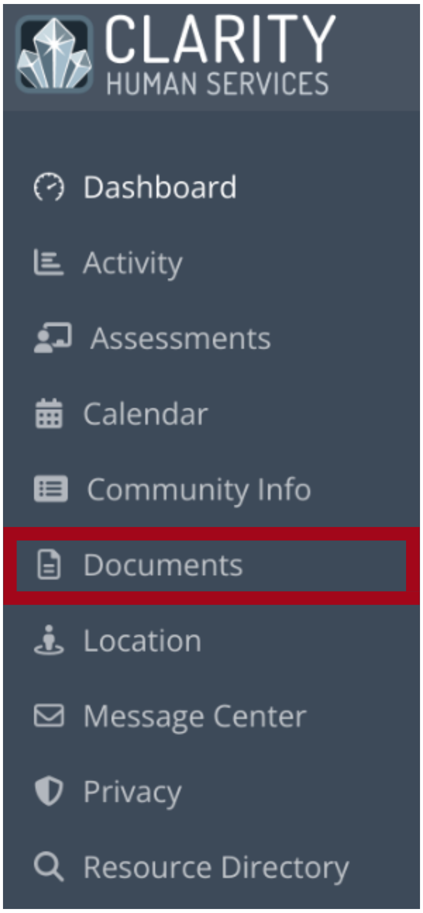


If a provider has requested a specific document from you, you can upload it by clicking on the request banner:

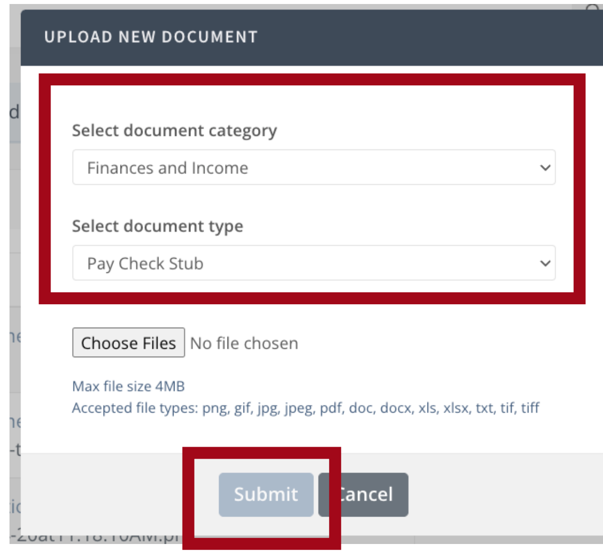


Portal Features

Documents *(continued)*

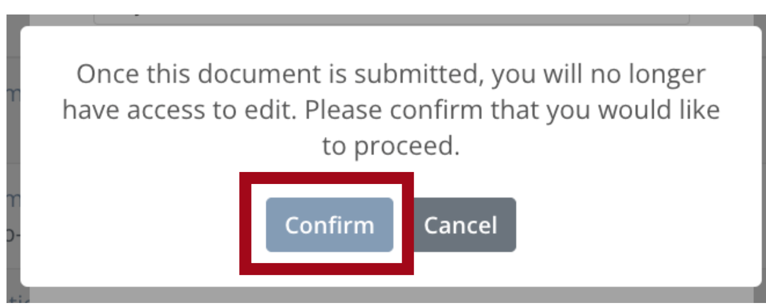


If you are uploading a document without a provider request, use the picklists to choose the file **category and type.**



Click “Choose Files” to choose the file or screenshot you want to upload. If you’re using a mobile device with a camera, you can take one or more photos of the document. Once you’ve selected the file or taken your photos, click “**Submit**.”

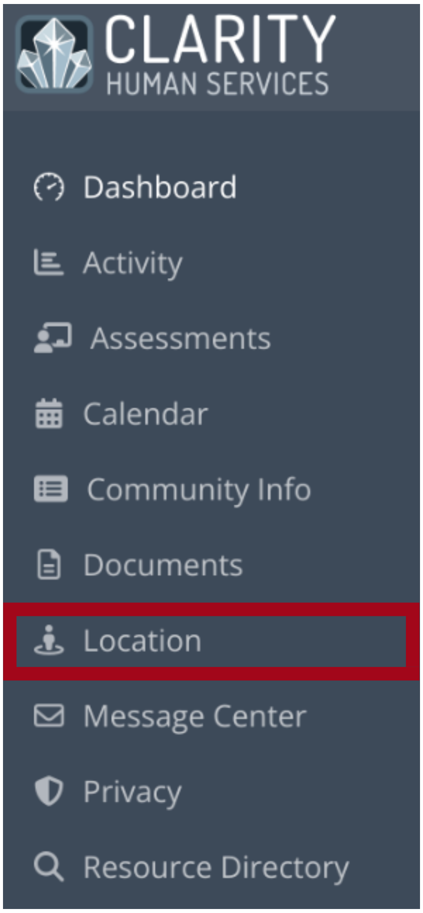
You will receive an additional warning telling you that submitted documents cannot be edited after submitting. Click “**Confirm**” to submit your documentation or Cancel to not upload it.



You can view your previously submitted documents by clicking on the document name in the documents list.

Portal Features

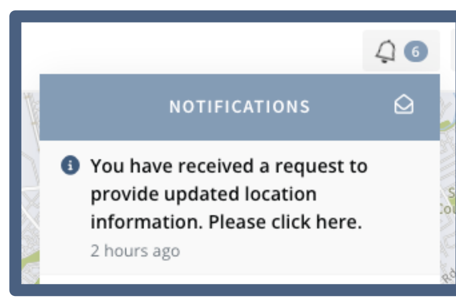
Location

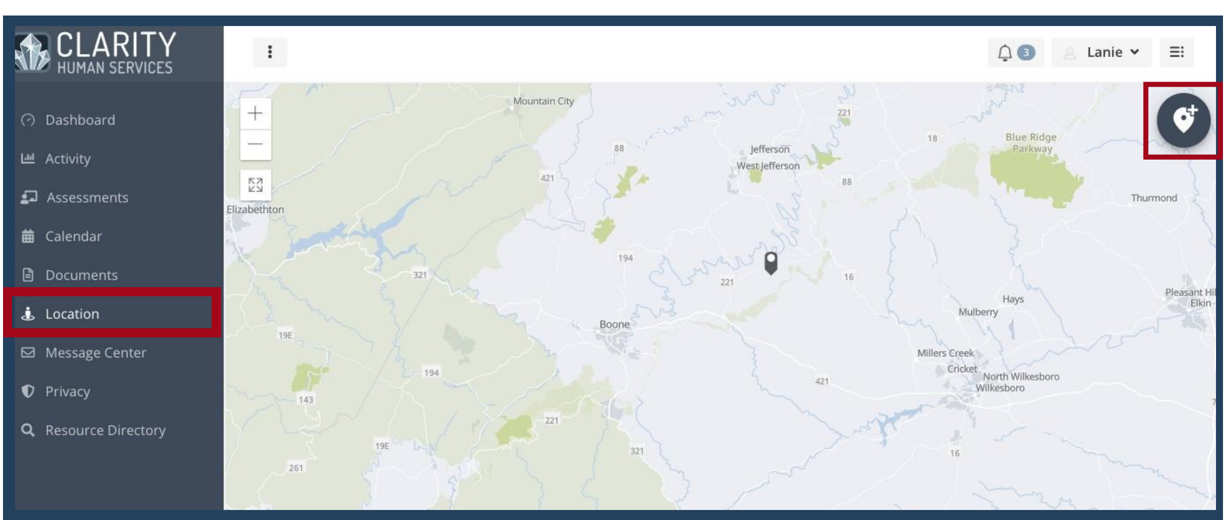


The Location feature helps you share a location with your providers, if you want to do so.
This feature is designed to help providers connect with you for services or other requests. Providers will only have access to the locations that you ***choose*** to share with them.

Using the Location feature, you can update your location at any time you choose through the Location screen.

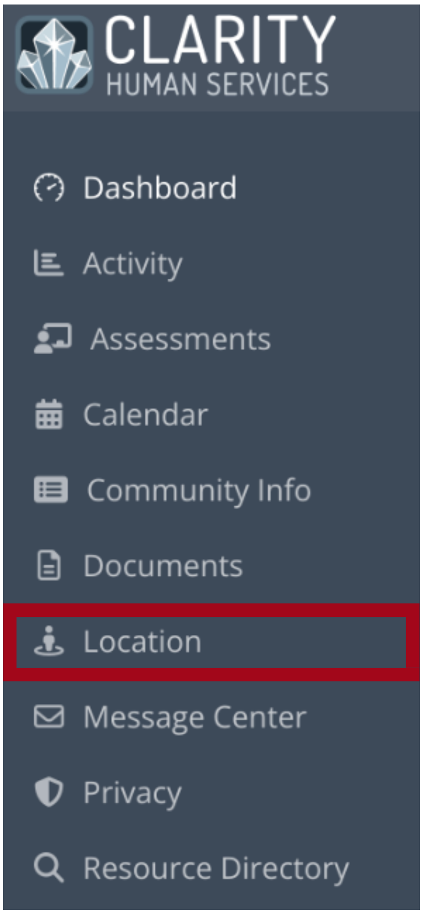
You may also receive requests for location updates from your provider. You can click the notification or use the navigation pane to add a new location.





Portal Features

Location *(continued)*

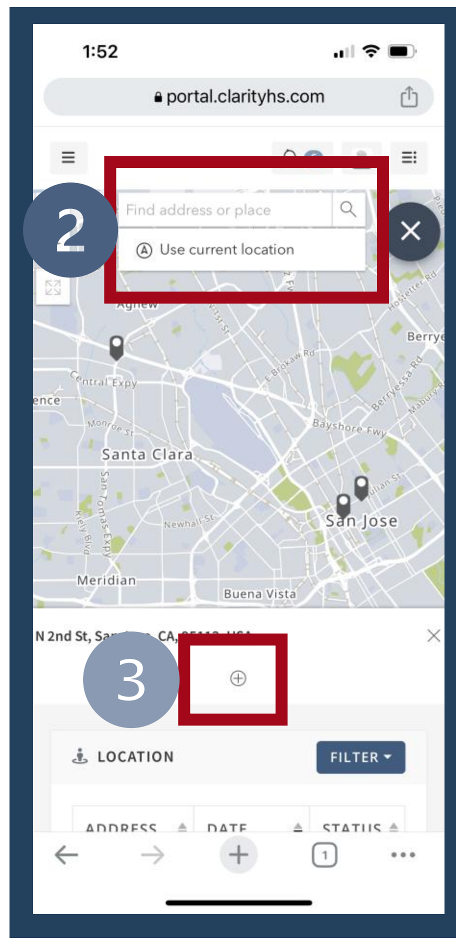


Sharing your Location

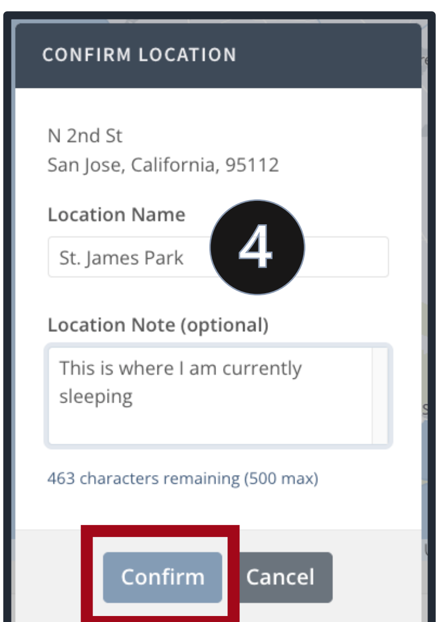
1 Add a new location by clicking the Add Location “Plus” icon at the top right-hand corner of the map.

1

2 You can type in an address, click on the map, or share your current location using your device’s GPS by clicking **Use Current Location** visible below the search bar. Each device is different, so ask a care team provider if you need help enabling location sharing on your device.



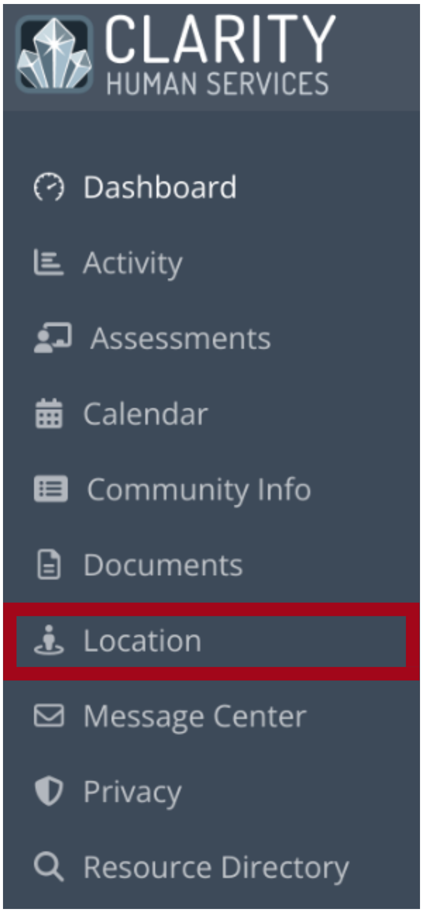
3 Click the Plus button to record this location.



4 You can choose to add a **Location Name** and **Location Note**. We recommend adding these to provide additional info to your providers about the location you’re sharing. Click **Confirm** to save the location, name, and notes.

Portal Features

Location *(continued)*

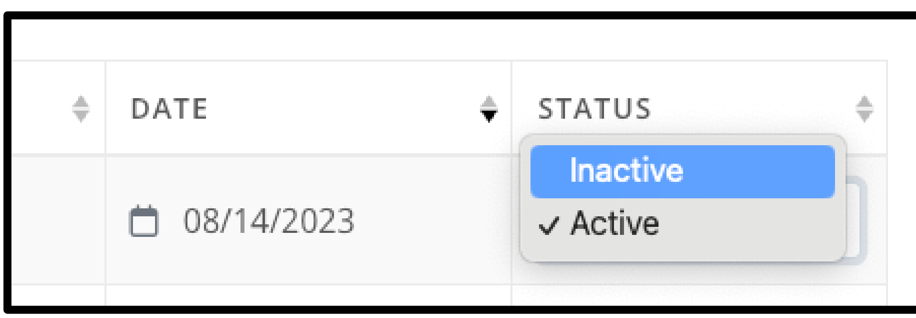


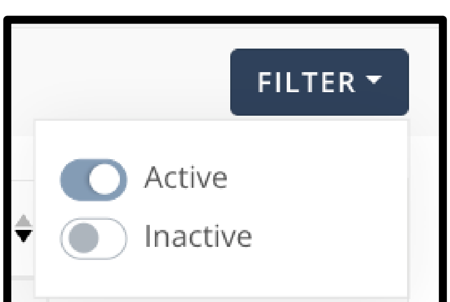
Marking a Location as Inactive

After a location has been added, you can choose to mark it as "Inactive" by selecting the option in the "Status" dropdown.

This will allow you to filter the location out so it no longer appears on the map and in your location history.

This will also tell your provider care team providers that it is no longer a location where they may be able to meet you.

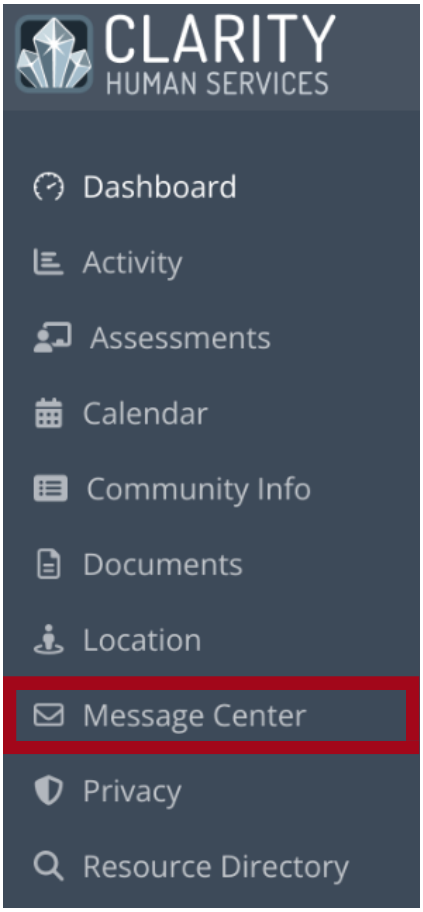




Click Filter and toggle on **Active**, **Inactive**, or **both** to show the locations that you want on the map and in the list.

Portal Features

Message Center



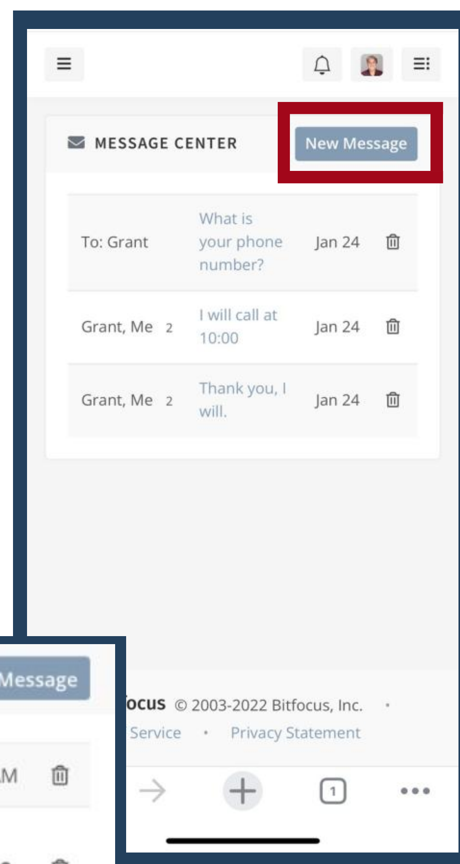
The Message Center allows you to contact and respond to messages from care team members through a confidential and secure message. You can conveniently track conversations with all providers and view previous conversation history.

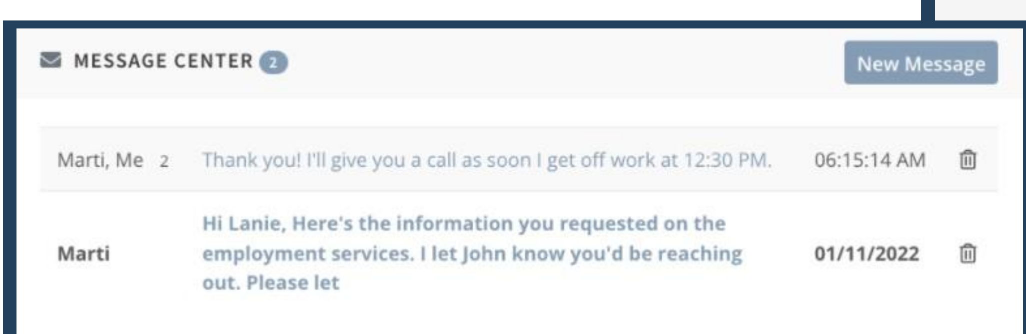
Sending a New Message

You can send a new message to a care team member through the Message Center pane.

Click **New Message**, select the provider you want to message, write your message, and press **Send**. A copy of the sent message will be available for review in your inbox.

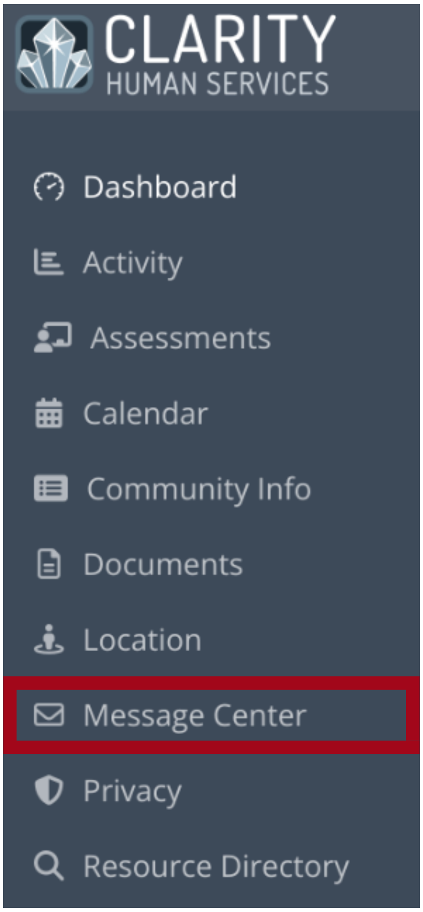
Mobile view:





Portal Features

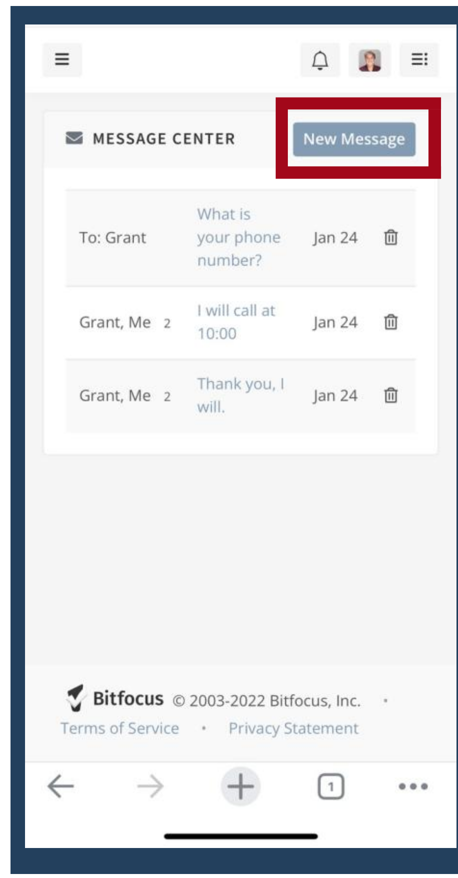
Message Center *(continued)*



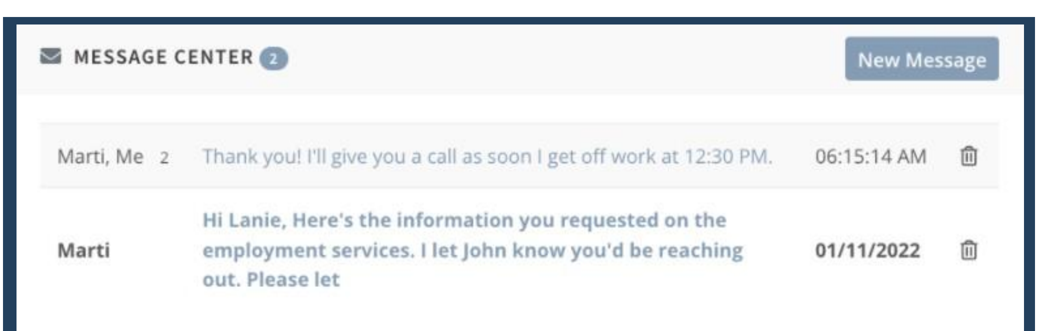
Responding to a Message

If you receive a message from a care team member, you will receive an alert at your next login and may receive an email or text message if enabled in your notification preferences.

Mobile view:

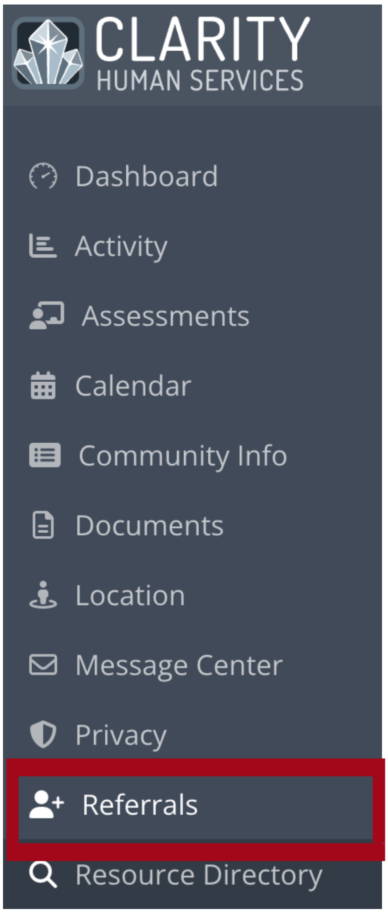


You can view the message by clicking on the notification or navigating to the Message Center. New and unopened messages will be displayed in bold. To respond, open the message, write a response, and select **Send**.



Portal Features

Referrals



The Referrals feature provides you with a listing of your current and past referrals, including the referral date, agency name, program name, current referral status, and the date when the status was most recently updated.

If you have a program referral with the status of *Pending*, it is important that you reach out to a member of your care team right away! You can do so through the Message Center in the Portal.

Viewing your referral history

You can only view and sort your referral history in the Referrals tab. No additional actions are available through the Referrals tab.

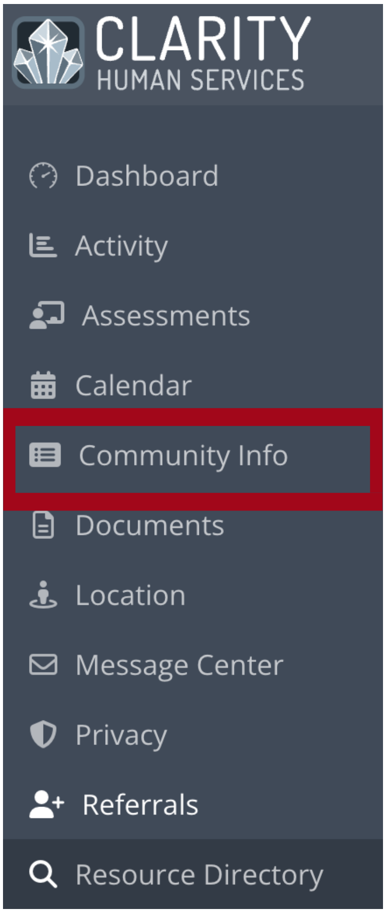
Ask a member of your Care Team if you don't recognize any past referrals or have questions about your referral history.

REFERRALS

REFERRAL DATE	AGENCY NAME	PROGRAM NAME	UNIT/BED	STATUS	STATUS DATE
02/24/2025	System	Bayview Homeless Services Program	N/A	Pending	02/24/2025

Portal Features

Community Info



Community Info is the place to go to get up-to-date local information. In Community Info, you can view and filter articles with additional information, instructions, and/or links about services that may be available or local announcements.

Accessing Community Info Articles

Community Info articles can be sorted name or date by clicking on Title or Date Updated.

You can also filter using the "Category Filter" dropdown.

Click on the title to view the full article and scroll down to the bottom to close or print the information.