

Your Privacy Matters

Alameda Customer Portal Privacy & Security Features

Alameda County Customer Portal includes multiple features to keep your information protected. These features help ensure that only you can log into your account, and that any data you share can only be accessed by providers in the community who should be able to. Keep reading for more details:

Multi-factor Authentication

Any time you log into your **Alameda County Customer Portal** account on a new computer, phone, or tablet, you'll have to enter in a special code that's been emailed to you, along with your password. This multi-factor authentication adds an additional level of security to make sure only you are logging into your account.

Automatic Logout

If you forget to log out, don't worry – **the Alameda County Customer Portal** will log you out automatically after 20 minutes of inactivity. You'll get a pop-up window two minutes before this happens.

Encrypted Data

All your data in the Alameda County Customer Portal is encrypted, which means it's been scrambled into a secret code. Only the Customer Portal and Clarity HMIS have the special digital key to read it, keeping your private information and files safe from hackers.

Third-Party Security Reviews

Each year, **the Alameda County Customer Portal** and Clarity HMIS get a long-term checkup where outside experts review de-identified records over several months to prove we are consistently following strict rules to keep your data safe and secure.

In order to be invited to the Alameda County Customer Portal, you must have an active HMIS Release of Information (ROI). However, you have a right to revoke your consent at any time. Revoking your consent does not disqualify you from receiving services.

Want to learn even more? Check out trust.bitfocus.com for further details about how we ensure your information is protected.