



## Homeless Services

### Client Portal Help Guide

The purpose of this quick reference is designed to Clients in using the client portal.

<b>1.0 Forgotten Password</b>  1.1 From the Client portal 1.2 Select Forgot Password	 A screenshot of the Clarity Client Portal login page. A red arrow points to the "Forgot Password?" link below the login fields.
<b>1.3 Type in your Email Address</b> <b>1.4 Select Reset</b> <b>1.5 From your email you will receive an email to reset your password</b> <b>1.6 Click it and the client portal will reappear allowing you to reset your password</b>	 A screenshot of the Clarity Client Portal login page after a password reset request. A red arrow points to the "Reset" button.
<b>2.0 Can't Login</b>  2.1 If you can't login there are two issues you can be having 1. You're using the wrong email address <ul style="list-style-type: none"><li>• If you have multiple email addresses you might be entering the wrong one</li></ul> 2. You don't have an account for the client portal	 A screenshot of the Clarity Client Portal login page showing an empty email field and a "Submit" button.

- Access to the client portal is given by your care team in the event you don't have an account

### 3.0 Can't upload documents

3.1 If you can't upload Documents your care team hasn't requested them on their end yet. Once they request them in their HMIS system a request will appear in the documents section of the client portal

DOCUMENTS			
File	1	1	1
Share & Edit PDF Client Details	2025/07/17 20:56:14	43.00	
The usual Client Details for the Client	2025/07/17 20:55:09	29.01	
Intake and Intake for the Client	2025/07/17 20:52:42	246.00	
Other Client Details for the Client	2025/07/17 18:05	305.54	
Share and edit Client Details	2025/07/17 18:01:19	150.00	
The usual Client Details for the Client	2025/07/17 18:00:19	0.00	

3.2 Once your care team requests a document it'll have a grey bar above your documents section

DOCUMENTS			
File	1	1	1
Share & Edit PDF Client Details	2025/07/17 20:56:14	43.00	
The usual Client Details for the Client	2025/07/17 20:55:09	29.01	
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The usual Client Details for the Client	2025/07/17 18:00:19	0.00	

## 4.0 What's in the client portal

### 4.1 A dashboard with a summary of your information

The dashboard features a top navigation bar with links for Dashboard, Home, Assessments, Activities, Community Info, Services, Locations, Schedule, Manage Center, Privacy, Helpdesk, and Resource Directory. Below the navigation is a "Welcome" section for Mike Tyson. It includes a "SEARCHING FOR A PROGRAM..." message, a "TENANT SERVICES & PROPERTY" section with a "SEARCH" button, and a "LOCATION" map of Los Angeles with a red dot indicating the user's location. To the right is a "COMMUNITY INFO" section with a "SEARCH" button and a "Check News" link.

### 4.2 Programs you're enrolled in

A table titled "PROGRAMS" lists two active programs: "2023 Safety Patrol (2)" and "2023 Fire Safety Patrol". Both entries show a start date of "2023-01-01" and an end date of "2023-06-30", both marked as "Active".

Program Name	Start Date	End Date	Status
2023 Safety Patrol (2)	2023-01-01	2023-06-30	Active
2023 Fire Safety Patrol	2023-01-01	2023-06-30	Active

### 4.3 Select assessments you've done

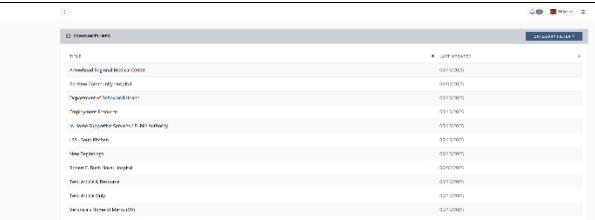
A table titled "ASSESSMENTS" shows one entry: "No results yet". A note below states: "Assessments displayed here are only for completed ones."

Assessment
No results yet

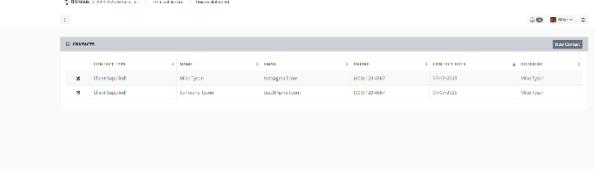
### 4.4 A Calendar managed by your care team

A calendar titled "Schedule Appointment" for December 21-27, 2025. The days of the week are listed as "Mon" through "Sun". The calendar grid shows several scheduled appointments, primarily in the morning hours. A legend on the left indicates appointment types: "Work", "Meet", "Call", "Meet/Call", "Meet/Work", "Call/Work", and "Other".

#### 4.5 Community info for definitions of resources



4.6 Contact information you've provided for your care team. Which you can update



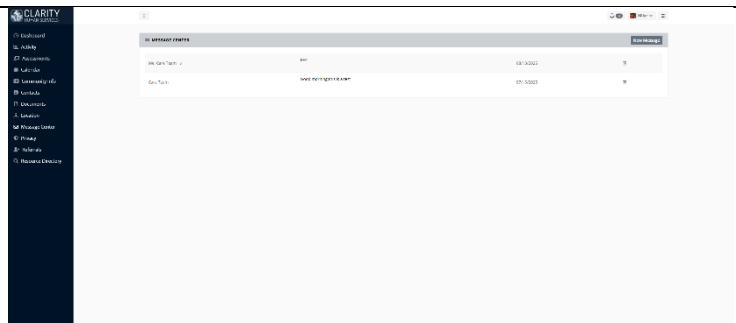
4.7 Documents you've uploaded for your care team. You can also upload documents to your care team requests



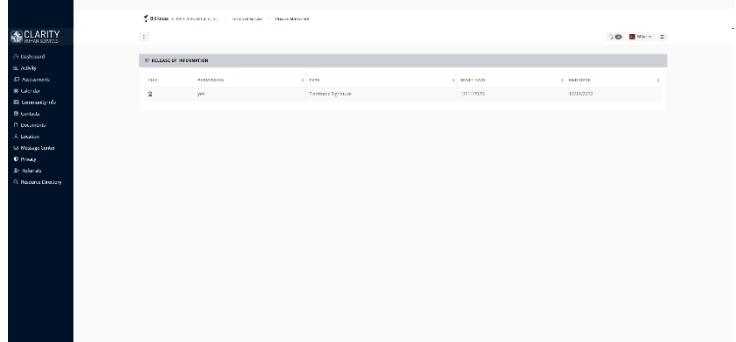
4.8 Location allows you to keep your care team updated with your location in case they need to find you



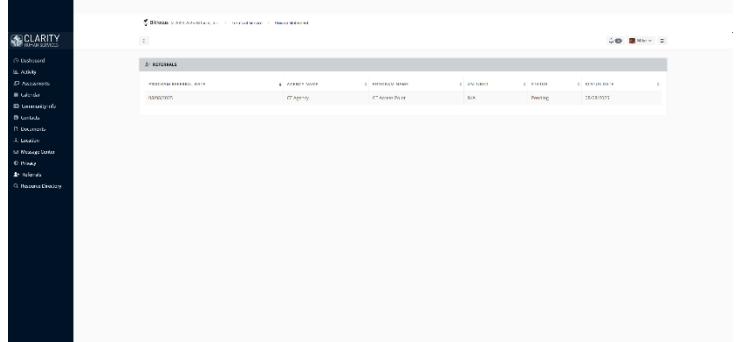
**4.9 Message center for contacting your care team**



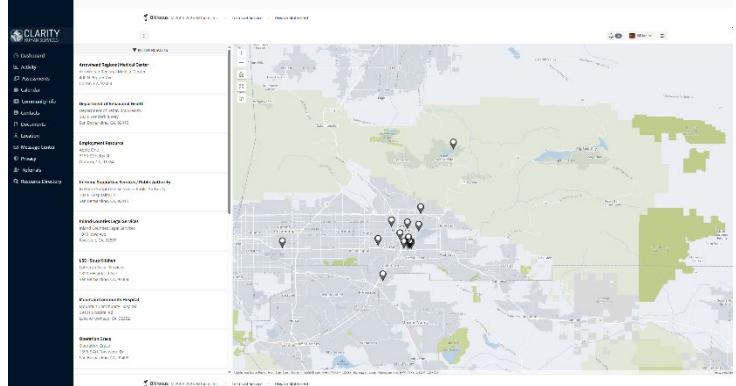
**4.10 Referrals you can see the status of your referral. It'll keep you up to date with your referral status (Work in progress)**



**4.11 Privacy you can see your release of information**

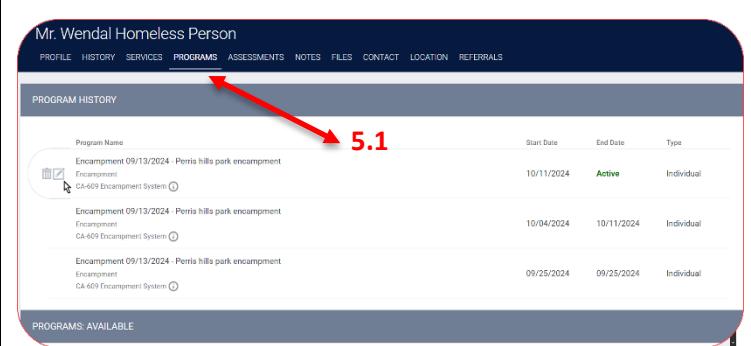


**4.12 The resource Directory allows you to see what resources are close to you**



## 5.0 Exit Client from Encampment program

- 5.1 from the client's profile window select Programs from the top menu items to view the programs the clients is or was enrolled in.



Mr. Wendal Homeless Person

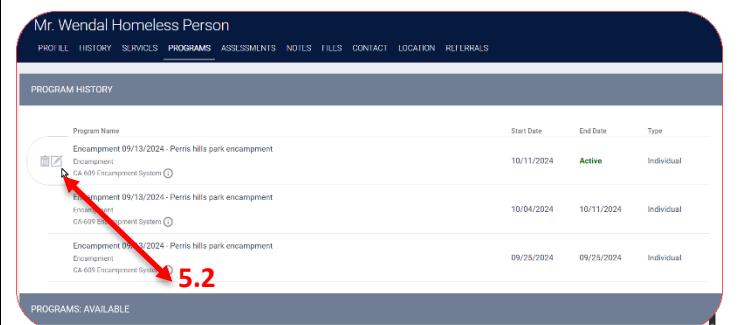
PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
Encampment 09/13/2024 - Perris hills park encampment Encampment CA-609 Encampment System	10/11/2024	Active	Individual
Encampment 09/13/2024 - Perris hills park encampment Encampment CA-609 Encampment System	10/04/2024	10/11/2024	Individual
Encampment 09/13/2024 - Perris hills park encampment Encampment CA-609 Encampment System	09/25/2024	09/25/2024	Individual

PROGRAMS AVAILABLE

- 5.2 Click the edit tool next to the active encampment program



Mr. Wendal Homeless Person

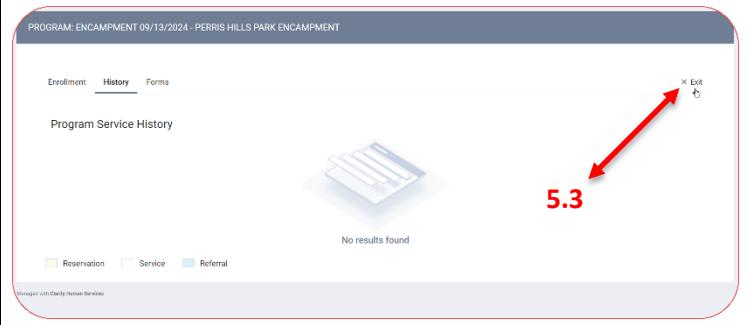
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PROGRAMS AVAILABLE

- 5.3 In the program service history window, click Exit



PROGRAM: ENCAMPMENT 09/13/2024 - PERRIS HILLS PARK ENCAMPMENT

Enrollment History Forms

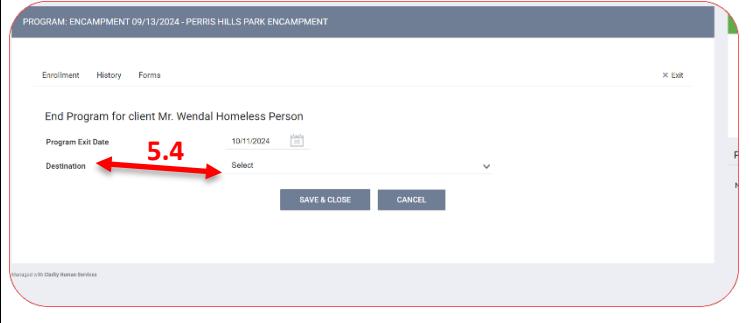
Program Service History

No results found

Reservation Service Referral

X Exit

- 5.4 Select a destination from the dropdown



PROGRAM: ENCAMPMENT 09/13/2024 - PERRIS HILLS PARK ENCAMPMENT

Enrollment History Forms X Exit

End Program for client Mr. Wendal Homeless Person

Program Exit Date: 10/11/2024

Destination:

SAVE & CLOSE CANCEL

**\*\*If you have any problems, please submit an OHS-Spiceworks helpdesk ticket:  
[help@ohs-hmis.on.spiceworks.com](mailto:help@ohs-hmis.on.spiceworks.com)**