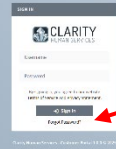






Homeless Services

Client Portal Help Guide

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

<p>1.0 Forgotten Password</p> <p>1.1 From the Client portal</p> <p>1.2 Select Forgot Password</p>	 <p>1.2</p>
<p>1.3 Type in your Email Address</p> <p>1.4 Select Reset</p> <p>1.5 From your email you will receive an email to reset your password</p> <p>1.6 Click it and the client portal will reappear allowing you to reset your password</p>	 <p>1.4</p>
<p>2.0 Can't Login</p> <p>2.1 If you can't login there are two issues you can be having</p> <ol style="list-style-type: none"> You're using the wrong email address <ul style="list-style-type: none"> If you have multiple email addresses you might be entering the wrong one You don't have an account for the client portal 	

- 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

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

The top screenshot shows the CLARITY client portal interface. On the left is a dark blue sidebar with a menu containing: Dashboard, Activity, Documents, Interventions, Contacts, Settings, My Workspace, Privacy, and Account. The main content area is titled 'DOCUMENTS' and displays a table with columns for 'NAME', 'DATE', and 'STATUS'. The table lists several documents, including 'Client Care Plan (CCP) for Client', 'Client Care Plan (CCP) for Client', 'Client Care Plan (CCP) for Client', 'Client Care Plan (CCP) for Client', 'Client Care Plan (CCP) for Client', 'Client Care Plan (CCP) for Client', and 'Client Care Plan (CCP) for Client'. The bottom screenshot shows the same interface, but with a grey bar at the top of the 'DOCUMENTS' section, indicating a document request. A red arrow points to this grey bar.

4.0 What's in the client portal

4.1 A dashboard with a summary of your information

4.2 Programs you're enrolled in

4.3 Select assessments you've done

4.4 A Calendar managed by your care team

The image displays three screenshots of the CLARITY client portal interface, showing a user named Mike Tyson. The interface includes a sidebar with navigation options: Dashboard, Activity, Assessments, Location, Documents, Location, Program, History, and Resources. The main content area shows a 'Welcome' message, a 'My Activity & History' section with a table of activities, and an 'Assessments' section with a 'No results yet' message. The bottom screenshot shows a 'Calendar' view for the week of Dec 21 - 27, 2025, with a table of dates and times.

CLARITY
client portal

Dashboard
Activity
Assessments
Location
Documents
Location
Program
History
Resources

Welcome

Mike Tyson

Navigation: Home, My Activity & History, Assessments, Location, Documents, Location, Program, History, Resources

My Activity & History

Activity Name	Start Date	End Date	Status
101. Basic Health (17)	2025-12-01		Active
102. Basic Health (17)	2025-12-01		Active

Assessments

No results yet
Information displayed on activity history

Calendar

Schedule Appointments

Dec 21 - 27, 2025

Day	Mon 12/22	Tue 12/23	Wed 12/24	Thu 12/25	Fri 12/26	Sat 12/27
08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00						
17:00						
18:00						
19:00						
20:00						
21:00						
22:00						
23:00						
24:00						

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

The image displays three screenshots of the CLARITY mobile application interface, arranged vertically. Each screenshot shows a different section of the app, with a common dark blue sidebar on the left containing navigation icons and labels: Dashboard, Activity, Assessments, Location, Community info, Documents, Location, Privacy, Settings, and Resources/Encampment.

- Top Screenshot (Community info):** Shows a list of community resources under the heading "COMMUNITY INFO". The list includes items like "Inpatient Hospital and Outpatient Center", "Inpatient Hospital and Outpatient Center", "Inpatient Hospital and Outpatient Center", "Inpatient Hospital and Outpatient Center", "Inpatient Hospital and Outpatient Center", "Inpatient Hospital and Outpatient Center", "Inpatient Hospital and Outpatient Center", "Inpatient Hospital and Outpatient Center", "Inpatient Hospital and Outpatient Center", "Inpatient Hospital and Outpatient Center".
- Middle Screenshot (Contact information):** Shows a list of contact information under the heading "CONTACT INFO". The list includes items like "Contact Information", "Contact Information", "Contact Information", "Contact Information", "Contact Information", "Contact Information", "Contact Information", "Contact Information", "Contact Information", "Contact Information".
- Bottom Screenshot (Documents):** Shows a list of documents under the heading "DOCUMENTS". The list includes items like "Document", "Document", "Document", "Document", "Document", "Document", "Document", "Document", "Document", "Document".

At the bottom of the third screenshot, there is a map view showing a location. Below the map, there is a table with columns for "Address", "City", "State", and "Zip". The table contains three rows of data:

Address	City	State	Zip
1234 Main St	San Francisco, CA	CA	94102
5678 Market St	San Francisco, CA	CA	94102
9012 Mission St	San Francisco, CA	CA	94102

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

Add person to Encampment Program Quick Reference
Page 5 of 6

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

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

5.3 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

Exit

5.4 Select a destination from the dropdown

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

Enrollment History Forms

End Program for client Mr. Wendal Homeless Person

Program Exit Date 10/11/2024

Destination Select

SAVE & CLOSE CANCEL

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