

Subject: Client Portal Login & Reset	Product: Customer Loyalty Group	Approved on:
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Purpose:

Master login for agents who are logging into a client's portal. **Agents should not be using client's username and password to login to the portal.**

Policy:

- Client has questions and/or issues with their portal
- Client forgot username and/or password
- Welcome call and portal walkthrough with client

Procedure:

1. Go to www.clearoneadvantage.com
2. Click on the *Client Login* link in the top right corner

3. Please contact your manager for the Master Portal Login. Refrain from using the old Master Portal Login as it will not work
4. Click the *Login* button
5. Once you are finished with the client portal, click *Log Out*

Exceptions:

- If client is unable to login by using the given username/password or locked out of the portal, advise client about the self-service tool on our website
 - Forgot Your Password/Locked Out

[Reset Password and Unlock Account](#)

Username>Email address

Email

Your username is the same as your email address.

Phone number

PhoneNumber

Date of birth



SSN (last 4 digits)

SSN

- If client is unable to utilize the self-service tool, use the following link to manually change password and unlock clients portal
http://iweb.clearoneadvantage.com/Internal_Website/Internal/ClientPortal/Administration/ManageUsers.aspx

Last Reviewed Date: 7/21/2023	Page 1 of 1	Author of Latest Revision: Talor Soden
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