

<b>Subject:</b> Client Portal Login & Reset	<b>Product:</b> Customer Loyalty Group	<b>Approved on:</b>
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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](http://www.clearoneadvantage.com)
2. Click on the *Client Login* link in the top right corner  
[Resources](#) [Contact Us](#) [Careers](#) [Client Login](#) ←
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)

Your username is the same as your email address.

Phone number

Date of birth

SSN (last 4 digits)

Submit

- 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](http://iweb.clearoneadvantage.com/Internal_Website/Internal/ClientPortal/Administration/ManageUsers.aspx)

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