# TROUBLESHOOTING LOGIN ISSUES

If a participant reports that they are having difficulty logging into their MyConnectSV account, you can start by trying the following:
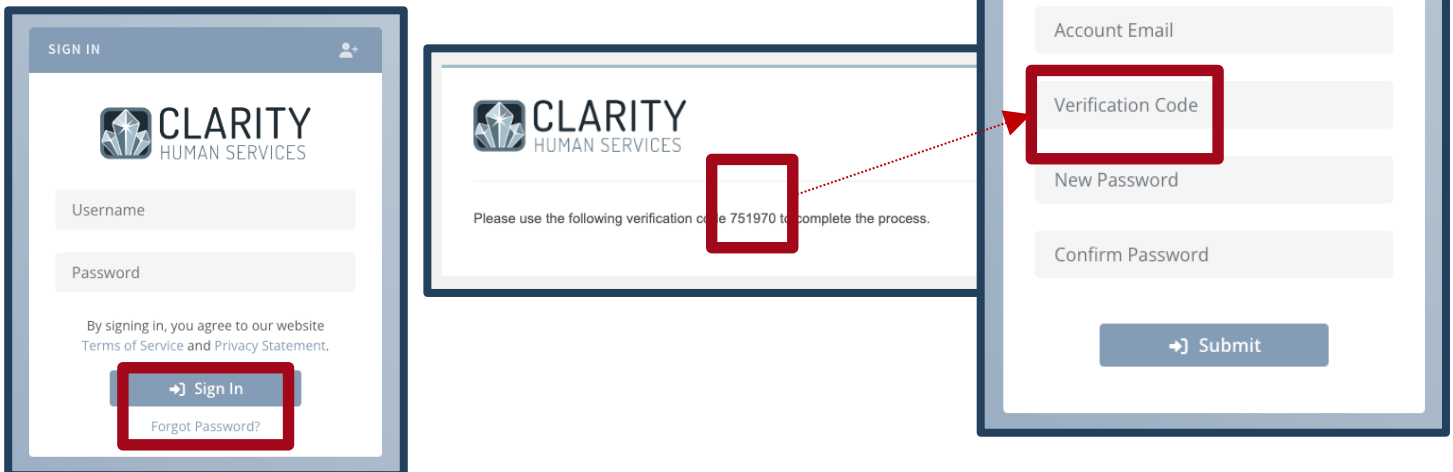

Connected

Navigate to the client's profile in Clarity and confirm they have a **Connected** icon above their unique identifier.

Clicking on the **Connected** button will display a summary of **MyConnect**SV account information including the **email address** associated with the **MyConnect**SV account. Confirm they are using this exact email address to log in. If they need to change their email address, click **Disconnect** and send a new invitation to their new email address.
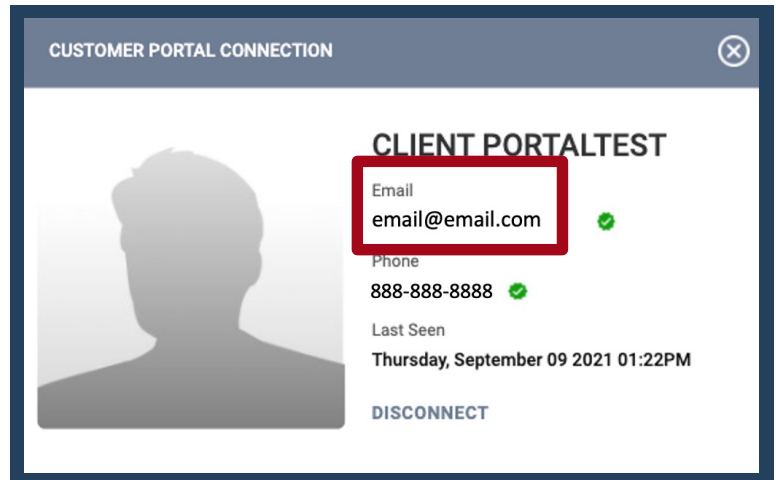
Resetting Account Password

If a client forgets their **MyConnect**SV password, they can easily reset it by visiting **portal.clarityhs.com** and clicking the "Forgot Password?" link under "Sign In." On the next screen, enter the email address connected to the **MyConnect**SV account; the client will receive an email with a verification code, which they will enter on the next screen and set a new password.

If a participant with an active **MyConnect**SV account is still having login issues after attempting these steps, providers can submit a support request for our team to investigate further by emailing sccsupport@bitfocus.com. Please do not have participants contact Bitfocus for support directly.

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