HMIS End User Resource Document

As an HMIS End User there are many resources available to assist in navigating HMIS. This document provides a shortcut to where these resources can be found.

Accessing HMIS
Requirements for a log in to conduct data entry

1 Online **Clarity General Training** (*prerequisite for account creation*)

2 Pre-recorded **SCC HMIS Client Consent Training** (*prerequisite for account creation and is required on an annual basis*)

3 Live **SCC VI-SPDAT Training* hosted by SCC.** Please note this training is required if you will be administering the VI-SPDAT assessment at your agency

UPLIFT Training is available for all users who request UPLIFT transit passes for their clients. UPLIFT training is mandatory. Users must complete training before they will be authorized to request UPLIFT passes - **UPLIFT Training page**

Newsletters
Be in the know of changes to HMIS or new policies around data entry, data standards and reporting **here!**

Forms & Manuals
Here you can find all the different forms used for data entry to HMIS from client forms to assessments.

Translated Forms & Other Tools
References **here!**

User Account Management
Modification Requests: If you require a new access role, complete any required training and connect with your Agency Lead to approve the change and request. Have your Agency Lead then contact the Help Desk at **sccsupport@bitfocus.com**

1 Your email is NOT your User Name! If you are uncertain of what that is, connect with the Community Admin (**scc-admin@bitfocus.com**) team or contact the Help Desk to find out. If you have not used Clarity HMIS in 90 or more days, your account will be inactive due to SCC OSH's auto-deactivation policy. Connect with the Bitfocus help desk to reactivate your account.

2 If it has been more than a year, you will have to retake the **Clarity Human Services General Training** in addition to the request.

3 Reactivated user accounts must be logged within 24-hours of reactivation, or they will automatically revert back to the deactivated status. **Log in to HMIS here!**
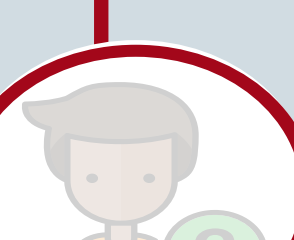
Clarity Human Services FAQ Training
We're excited to offer this **FAQ course**! Our sole intent in offering this course is to get you answers quickly, efficiently, and in a way that is easy to learn. Here we answer questions that would typically result in a ticket through our Help Desk. We find that offering these resources ad hoc gives our users the ability to find answers quickly.

Have Questions?
Check out these resources available to you.

Help Desk: sccsupport@bitfocus.com
Phone Number: (408) 596.5866 Ext. 2
Sys. Admin. Team: scc-admin@bitfocus.com

Bifocus Clarity Human Services Help Center
How can we help? Check out all the resources **here!**

Virtual Suggestion Box!
Want to share something or make a request? **Here** is where to do it! *And it's anonymous.*