MyConnectSV **Provider FAQs:**
Frequently Asked Questions

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MyConnectSV **Frequently Asked Questions**

For Service Providers

Why should my clients create a MyConnectSV account?

The customer portal is a secure website for clients to be interactive with their housing case management. In MyConnectSV, clients can:

- Connect with their service providers and care team easily and securely.
- Upload important documents and choose to share their location info.
- Find info about resources and community updates in one convenient spot!

What can I do with clients connected to MyConnectSV?

- **Send and respond to messages**: check in with clients securely and keep all communication organized in your Clarity Inbox.
- **Send document requests:** send requests for clients to upload files that will be attached directly through the client's HMIS profile.
- **Request location updates:** request client location at any time. View client provided locations if your client has enabled location permissions.
- **Use the Clarity Calendar for appointments:** schedule your client appointments through the calendar. Clients can see these appointments directly through their **MyConnect**SV account.
- **Updates releases of information:** directly request clients complete ROIs.
- **Request and view assessments:** Request clients complete assessments approved by Santa Clara County OSH and view their assessment results directly in Clarity.

How do I get access to invite clients and use MyConnectSV?

You will need to complete a training and follow the instructions outlined at https://scc.bitfocus.com/myconnectsv. After doing so, your access role will be updated and you can begin inviting clients to MyConnectSV and utilizing its features with your clients.

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How can I see and test out how MyConnectSV works from a client's perspective?

You can use the SCC Training site sandbox (scc-train.clarityhs.com) to create a fake client profile, send yourself an invitation, and test it out! Full instructions are available here.

What happens if someone doesn't have an email address?

If someone doesn't have an email address, you should help them create an email address, using a free service such as Gmail. Make sure they choose a password that will be easy for them to remember.

What if someone who does not currently have an HMIS profile wants access to MyConnectSV?

If someone does not currently have an HMIS profile but wants access to MyConnectSV, you will need to first create a profile for them and collect a signed Release of Information (ROI) before sending them an invite.

What if someone who has an anonymous HMIS profile wants access to MyConnectSV?

Because creating a MyConnectSV account will require verifying and sharing personal information (including email address), a client with an anonymous HMIS profile cannot be invited through the anonymous profile to MyConnectSV. A signed Release of Information (ROI) must be collected from a client prior to sending them an invitation to create a MyConnectSV account.

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How do I know that someone I invited set up their account in MyConnectSV?

The *Invite Sent* button will change to *Connected* once the client has created their **MyConnect**SV account. If an account is not created from the invitation email within the number of specified days, the invite will expire and a new invite will need to be sent.

Can multiple client accounts share one email address, such as multiple clients in a single household?

No, an email address can only be connected to one MyConnectSV account. If another household member doesn't have an email address, you should help them create one, using a free service such as Gmail. Make sure they choose a password that will be easy for them to remember.

What do we do if someone reports fraudulent use of an account?

If there is concern that a client's MyConnectSV account has been compromised, their account should be immediately disconnected and the system administrator should be notified.

- Navigate to the client profile page and click the *Connected/Invite Sent* button, which is located under the client photo section.
- Click *Disconnect*. Once you do, the button displayed under the client profile picture will change to *Send Invite*. This indicates there is no longer a connection between the Clarity profile and **MyConnect**SV.
  *(Note: After a disconnection, if a client uses the email to log into **MyConnect**SV, the dashboard and navigation panel will not display any Clarity information.)*

After the account is disconnected, an invite to a new email address can be sent. The client record is stored in the Clarity database, so when a new email address MyConnectSV account is connected, historical information from the previous account will be available.

What do I do if a client wants to check a family member's status in HMIS?

Unless you have written permission from a client that allows you to share their information in HMIS with the person who is requesting to check their status, do not share anyone's information or status in HMIS with anyone, including family members.

I can see the client's care team member is inaccurate, or I need to add myself to a client's care team. How do I update it?

Update a client's care team directly through the client's profile. Follow the instructions here for managing, adding, and deleting care team members.