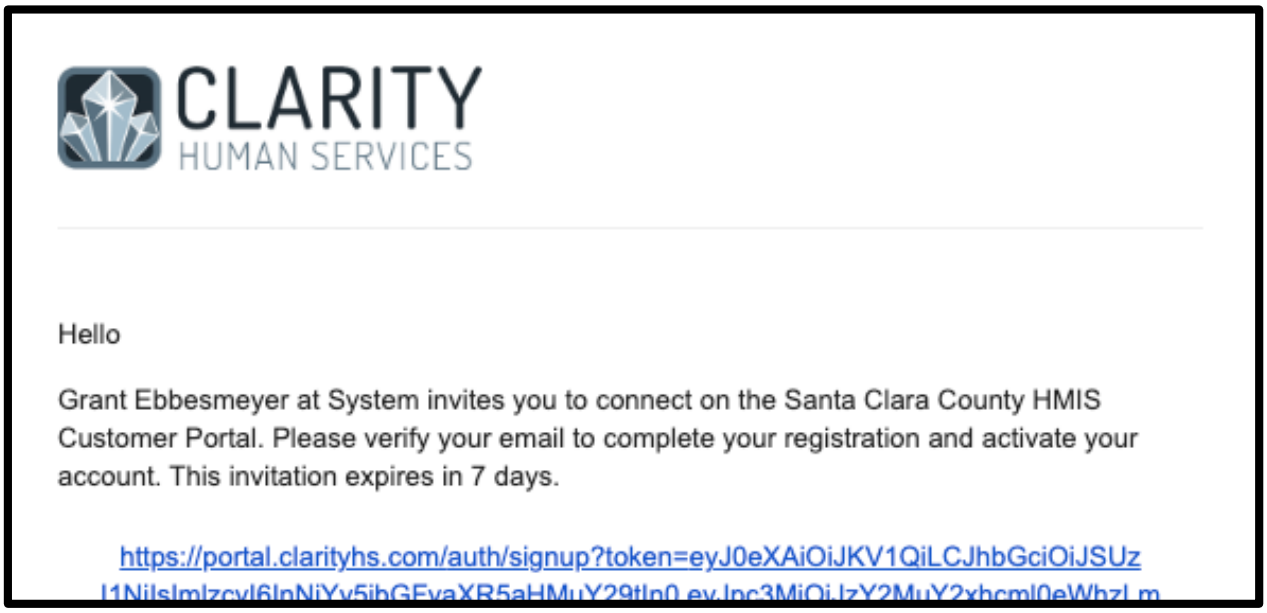
ACCOUNT CREATION AND MANAGEMENT

Create your account with **four easy steps**!

1. Open invite email
2. Enter your info
3. Agree to Terms of Service
4. Complete registration

1. Open Invite Email



Your provider will send you an email to join **MyConnect**SV.

Look for an email from "Santa Clara County HMIS" with the subject "**Clarity Human Services Customer Portal Invitation**."

If you don't sign up right away, you may receive reminder emails.

Click the link in any emails to register!

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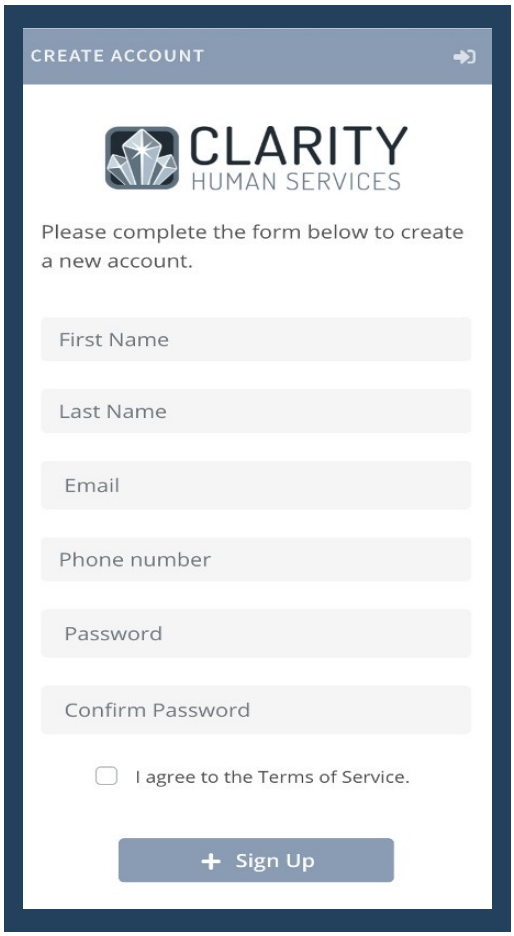
2. Enter Your Info



To create an account, enter your:

- First name
- Last name
- Email address
- Mobile phone number *(if you don't have one, you can enter all zeros here)*

Use the same email address you gave to your provider and received the invitation through. This email address will be your username next time you log in.

Then create a password that you'll remember next time you need to log in.

Your password must be at least 8 characters long and contain at least one special character (like #, @, or !), one UPPER CASE letter, and one lower case letter.

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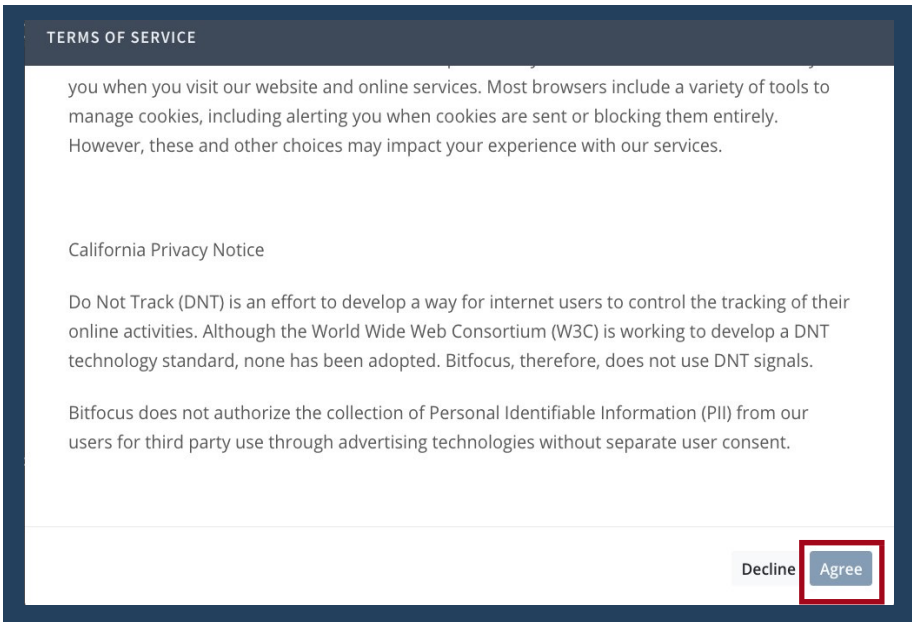
3. Agree to Terms of Service

Check the box next to "**I agree to the Terms of Service**" to review the site agreement.

When the Terms of Service appear, please review. Then, scroll to the bottom and click "**Agree**."



Agreeing to the Terms of Service is required to access **MyConnect**SV.

If you have questions about the Terms of Service, contact your provider.

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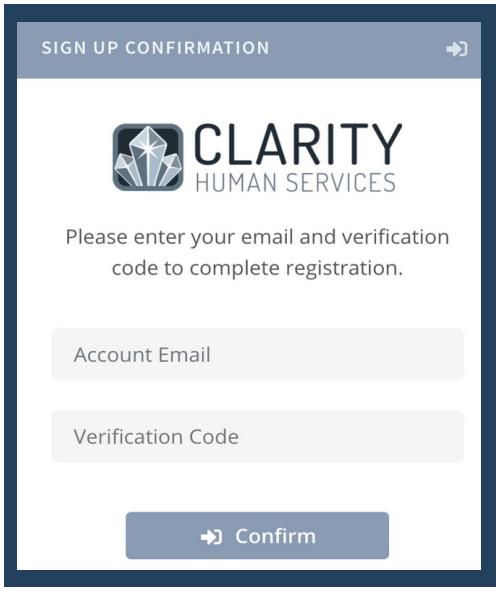
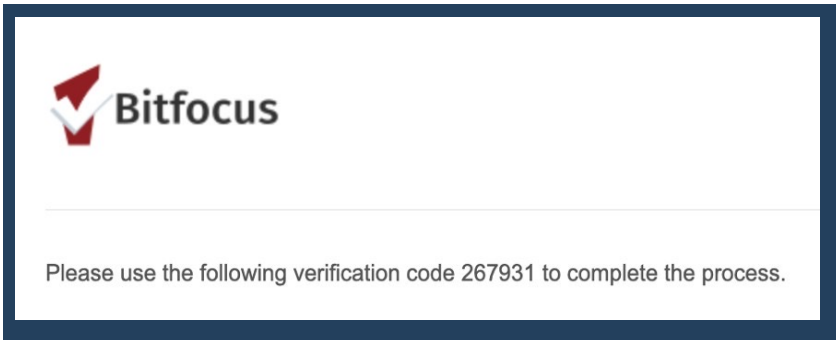
4. Complete Registration





After agreeing to the Terms, click the "**Sign up**" button.

The system will then send you an email with a verification code to complete your sign up.

Enter the code into **MyConnect**SV and click "**Confirm**." You will be redirected to a confirmation page that tells you your registration is complete.