

# About MyConnectSV

**MyConnectSV** is a safe and secure website connected to Santa Clara County's Homeless Management Information System, known as HMIS, powered by **Clarity Human Services**.

HMIS is a local system used to gather and collect information and service history. Its main purpose is to help service providers get to know you better, understand your unique needs, and connect you to the right services.

Through **MyConnectSV**, you can:

- View parts of your HMIS history
- Upload and store documents
- Message your providers
- Complete assessments
- Access local resource directories
- And more!



# About MyConnectSV

## Designed for You

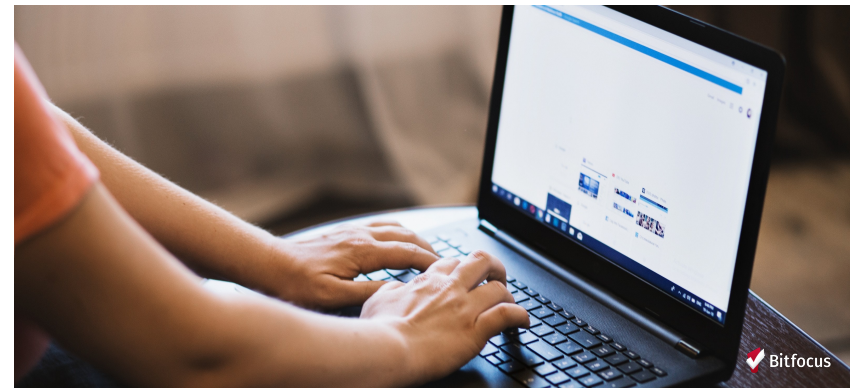
**MyConnectSV** gives you the power! It's packed with tools and info to help you find your way to a permanent home.

## Built Together

Made with love and care, **MyConnectSV** was created by Bitfocus with help from people who've been where you are.

## Private & Secure

Your info is safe with us. **MyConnectSV** is like a locked treasure chest, only you can open. You can use it on your own device or at places like the library.



Bitfocus developed **MyConnectSV** in partnership with the Lived Experience Advisory Board (LEAB), Destination: Home, County of Santa Clara, and individuals with lived experience of homelessness to address critical concerns identified in the Technology Needs Assessment of the Santa Clara County Supportive Housing System.

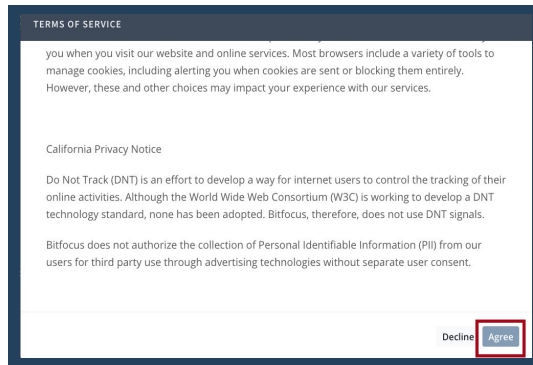


## ACCOUNT CREATION AND MANAGEMENT

### 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.”**



TERMS OF SERVICE

you when you visit our website and online services. Most browsers include a variety of tools to manage cookies, including alerting you when cookies are sent or blocking them entirely. However, these and other choices may impact your experience with our services.

California Privacy Notice

Do Not Track (DNT) is an effort to develop a way for internet users to control the tracking of their online activities. Although the World Wide Web Consortium (W3C) is working to develop a DNT technology standard, none has been adopted. Bitfocus, therefore, does not use DNT signals.

Bitfocus does not authorize the collection of Personal Identifiable Information (PII) from our users for third party use through advertising technologies without separate user consent.

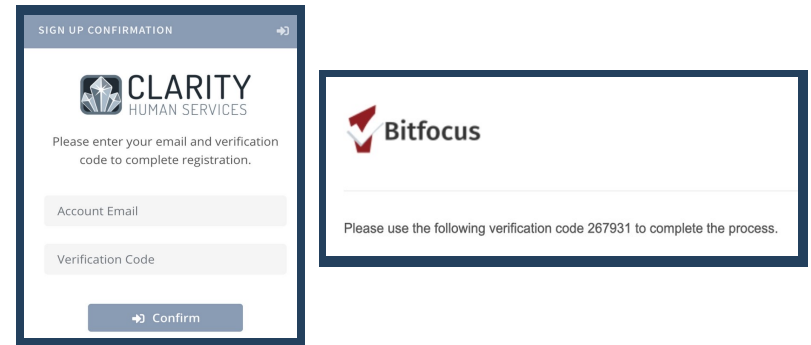
Decline Agree

Agreeing to the Terms of Service is required to access **MyConnectSV**.

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

## ACCOUNT CREATION AND MANAGEMENT

### 4. Complete Registration



SIGN UP CONFIRMATION

CLARITY HUMAN SERVICES

Please enter your email and verification code to complete registration.

Account Email

Verification Code

Confirm

Bitfocus

Please use the following verification code 267931 to complete the process.

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 **MyConnectSV** and click **“Confirm.”** You will be redirected to a confirmation page that tells you your registration is complete.

## LOGGING INTO YOUR ACCOUNT

To log into your MyConnectSV account at any time, visit:

[portal.clarityhs.com](https://portal.clarityhs.com)

We recommend writing this site down or bookmarking it on your device's browser so you don't lose it!

### Logging in



**MyConnectSV** takes your privacy seriously! We've got multi-factor authentication, which means double protection.



When you log in, we'll send a special code to your email (the one you used when you signed up).



Check your email for that code. You'll need to type it in on the login screen.



Once you've entered the code, you're good to go! You're logged in and all set to use **MyConnectSV**!

## LOGGING INTO YOUR ACCOUNT

### Setting up a Trusted Device

**Want an easier login?** You can mark your own personal device as 'trusted.' No more codes every time!

The screenshot shows the 'SIGN IN' page for CLARITY HUMAN SERVICES. It includes a 'Forgot Password?' link, a verification code input field, and a checkbox labeled 'TRUSTED DEVICE: Don't prompt me with two-step login on this device for 30 days'. A red box highlights this checkbox, and a 'Confirm' button is visible below it.



But wait! Don't mark a public or shared device as trusted. Keep your info safe!



Enter the new code you received and click 'Confirm.' That's it! You won't have to enter a code on this device for 30 days.

## LOGGING INTO YOUR ACCOUNT

### Forgot your Password?

- 🔑 Don't stress if you forget your **MyConnectSV** password – we've got your back.
- 📧 Head over to [portal.clarityhs.com](http://portal.clarityhs.com). See that "Forgot Password?" link under "Sign In?" Click it!
- ✉️ Now, type in the email address you used for your MyConnectSV account. We'll send you an email with a secret code.
- 📧 Check your inbox! You'll find a new email with the code. Copy it and paste it on the next screen.
- 🔒 It's time to set a fresh, new password. Pick one you'll remember, and you're good to go!



## ACCOUNT DISCONNECTION

Worried about security? Changed your mind about using MyConnectSV? No problem!

You can disconnect your account anytime in your **Client Profile Settings**. Your info stays safe but won't be visible to you.

Want back in? Reconnect anytime by talking to a service provider. You're in control here!



### How to Disconnect your Account

1

Open your Client Profile Settings

2

Scroll to the bottom of the page to Community Management Settings

3

Look for your MyConnectSV account displayed next to the red trashcan

4

Click the trash can icon and press "ok" on the warning pop-up

5

Your account is now disconnected!



## ACCOUNT DISCONNECTION

### Reasons to Disconnect your Account

- You Lost Access to Personal Email** If you can't access the email you used to sign up for your account, disconnect your account. Your service provider will send you an invite to your new email.
- Personal Email Account is Compromised** Did someone get access to your email? Were you hacked? If so, disconnect your account. Your service provider will send you an invite to your new email.
- You Updated Your Personal Email** If you have a new email address, disconnect your account with the old email and ask your service provider to send an invite to your new email.
- Your MyConnectSV Account is Compromised** If someone has accessed your account without your permission, please disconnect immediately. Then, contact your service provider!
- You Don't Want a MyConnectSV Account Anymore** If you don't want an account anymore, no worries! Just disconnect your account. You can rejoin at any time by asking your service provider to reconnect you

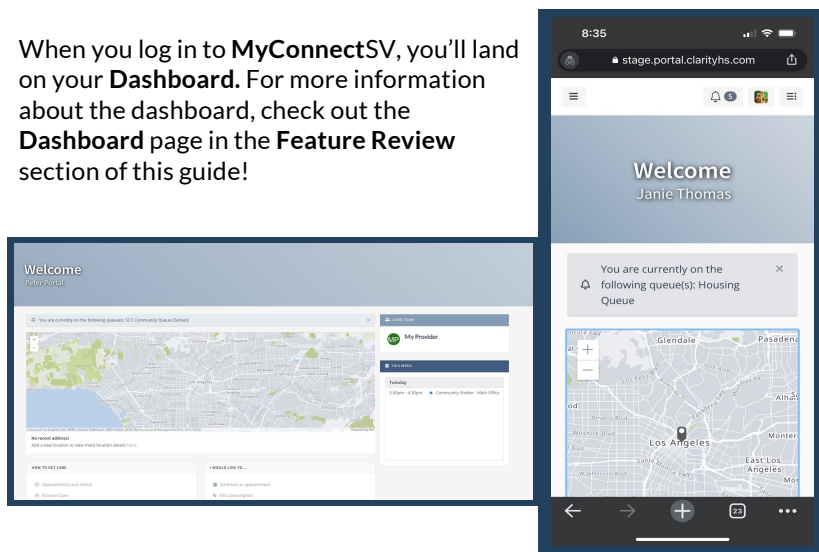
## NAVIGATING MyConnectSV

MyConnectSV was designed with you in mind, featuring user-friendly tools and easy-to-use features.

All tools can be accessed from your **Dashboard**. You can change your settings and options (including email and text notifications) through your **Profile**

### Your Dashboard

When you log in to **MyConnectSV**, you'll land on your **Dashboard**. For more information about the dashboard, check out the **Dashboard** page in the **Feature Review** section of this guide!



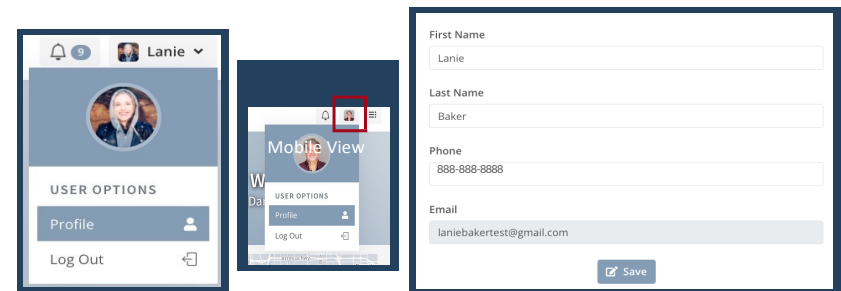
## NAVIGATING MyConnectSV

### Your Profile

You can access your profile through the drop-down with your name in the upper right corner of **MyConnectSV**.

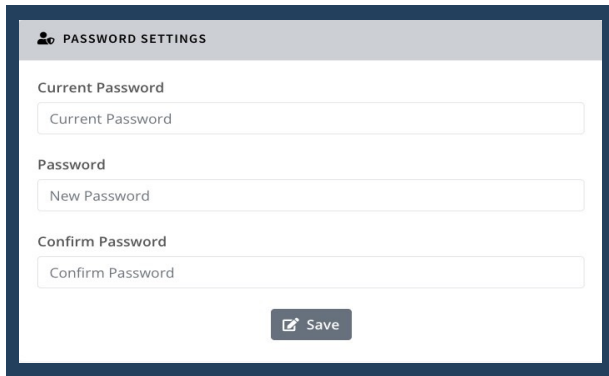
You can change your password and notification preferences through your profile. You can also update your personal information, including your name and phone number.

Your care team will be notified of updates to your name and phone number.



# NAVIGATING MyConnectSV

## Password Settings



**PASSWORD SETTINGS**

Current Password  
Current Password

Password  
New Password

Confirm Password  
Confirm Password

Save

It's easy to update your password! Your password settings are in your **Profile**.

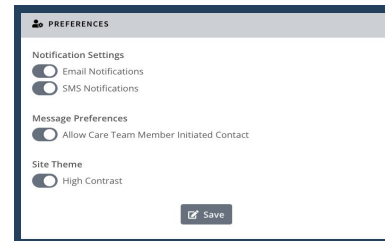
You'll need your old password in order to set a new password.

As a reminder, make sure your password is at least 8 characters long and contains at least one special character (#@!), one upper case letter, and one lower case letter.

# NAVIGATING MyConnectSV

## Account Preferences

In your **Profile**, you can also set up your **Notification Settings**, **Message Preferences** and the **Site Theme!**



**PREFERENCES**

Notification Settings  
 Email Notifications  
 SMS Notifications

Message Preferences  
 Allow Care Team Member Initiated Contact

Site Theme  
 High Contrast

Save

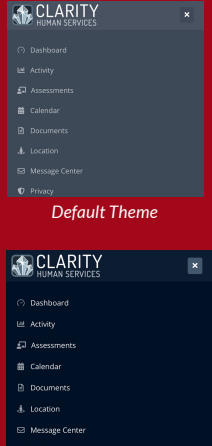
### Notification Settings

You have the power to choose how you want to be notified. You can choose to get emails, texts, or both when providers need info or message you. We suggest keeping at least one of these on to stay informed.

### Message Preferences

You can decide if you want to get messages from your care team. It's on by default, but if you turn it off, no one from the care team can message you through MyConnectSV.

**Site Theme**  
The Site Theme setting allows you to select a theme that converts your view of MyConnectSV to a higher contrast. This setting may be easier to view for some people.



CLARITY HUMAN SERVICES

- Dashboard
- Activity
- Assessments
- Calendar
- Documents
- Location
- Message Center
- Privacy

Default Theme

CLARITY HUMAN SERVICES

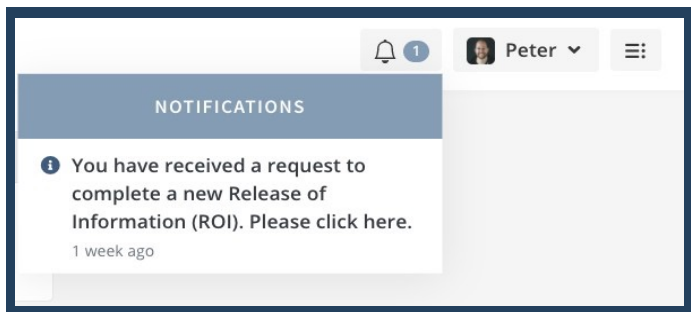
- Dashboard
- Activity
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- Calendar
- Documents
- Location
- Message Center

High Contrast Theme



## NAVIGATING MyConnectSV

### Notifications

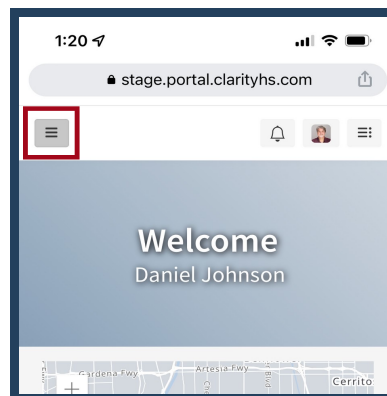


When a someone on your care team needs something from you on **MyConnectSV**, you'll know as soon as you log in.

Just click the notification bell to go right to the request screen. And if there's something pending, you'll see a banner at the top of every page. It'll stay there until the request is done.

## NAVIGATING MyConnectSV

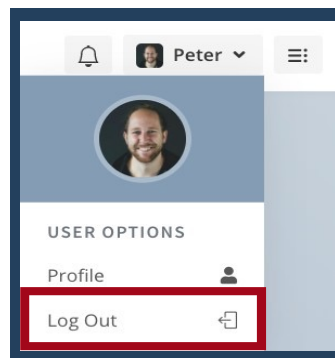
### Navigation Pane



**MyConnectSV Navigation Pane** is located on the left side of all **MyConnectSV** screens. Use it to easily and quickly access **MyConnectSV** features.

You'll always see the **Navigation Pane** if you're on a computer. But, if you're on a phone or other mobile device, click the three lines in the top left corner.

### Log Out



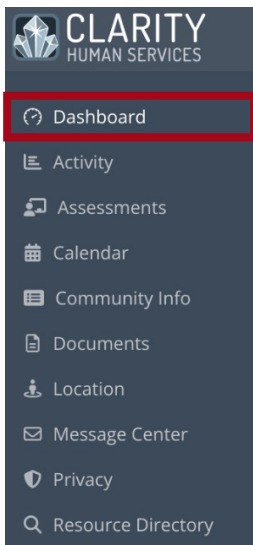
To log out of **MyConnectSV**, click on the drop-down menu next to your picture in the top right corner.

It's important to do this every time you're done, especially on shared devices.

If you forget, don't worry – **MyConnectSV** will log you out automatically after 20 minutes of inactivity. You'll get a heads-up two minutes before this happens.

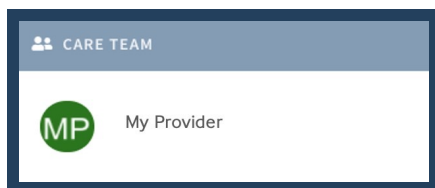
## MyConnectSV Features

### Dashboard



The Dashboard is the home page you will be directed to after each login. The dashboard includes a variety of information including your most recent location if you have shared it, community queue status, care team assignments, and upcoming appointments.

### Care Team

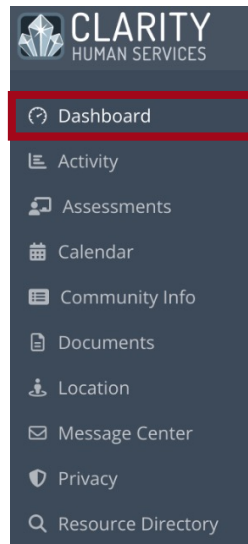


Your care team members are displayed in the care team information box.

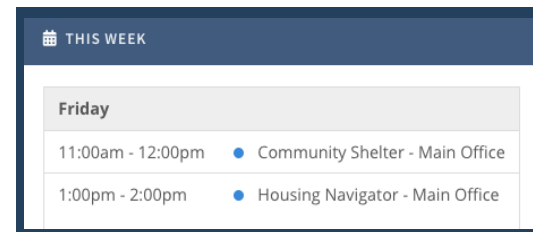
If you don't recognize any of these names, you can send them a message in the Message Center or ask one of your providers for more info.

## MyConnectSV Features

### Dashboard (continued)



### Upcoming Appointments



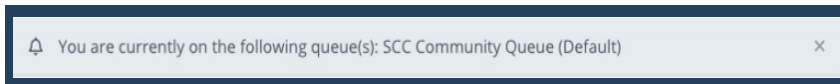
Your upcoming provider appointments will be displayed in the appointment information box.

The appointment details include the appointment time and any additional info given by your provider.

### Community Queue Status

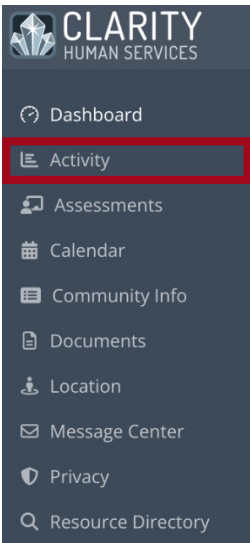
If you are currently on a Community Queue for housing or shelter, a banner will display on the Dashboard.

You can review the "Housing Navigation & Coordinated Entry" article in Community Info or ask one of your care team providers to learn more about the process to receive housing in Santa Clara County.



# MyConnectSV Features

## Activity & History



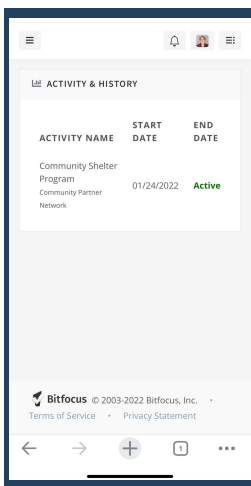
**i** The Activity & History feature provides you with a listing of your current and past program enrollments, including agency name, program name, start date, and end date

A green active icon is displayed for any active enrollments. If you have family members included in your enrollment, their names will display next to the program enrollment record.

### Viewing your program history

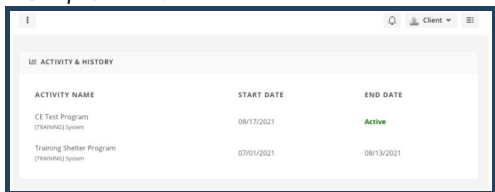
The Activity tab includes a display of program enrollment and exit data. No additional actions or information are available through the Activity tab.

Mobile view:



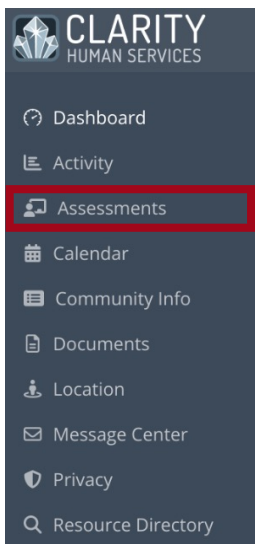
Ask your provider if you don't recognize any programs or have questions about your participation.

Computer view:



## MyConnectSV Features

### Assessments



You can only complete Assessments that have been requested by a provider. Once a provider initiates a request for an assessment, you will receive a notification through **MyConnectSV** after your next login and may also receive an email or SMS if you have notifications enabled in your client profile. You can respond to the request by clicking the notification or selecting the Assessment screen in the navigation pane.

You have received a request to complete a new Portal Prevention Screening Assessment. Please click here.

### Completing an Assessment

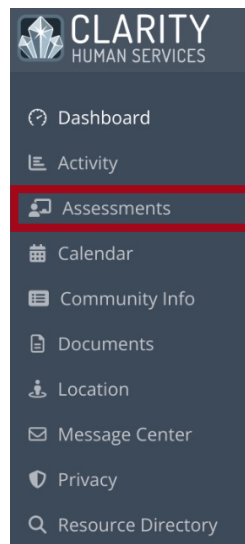
Mobile view:

After clicking on the banner, the assessment will open, and you can enter your responses and complete the assessment.

After pressing Submit, you will receive a warning stating that the assessment cannot be edited after submission. Press Confirm to successfully submit the assessment

## MyConnectSV Features

### Assessments (continued)



### Reviewing an Assessment

You can review previous assessments submitted through **MyConnectSV**.


All previous assessments are available in the assessment history pane.

Click on the assessment you wish to review to see your responses. You cannot edit previously submitted assessments

Mobile view:

# MyConnectSV Features

## Calendar



- Dashboard
- Activity
- Assessments
- Calendar**
- Community Info
- Documents
- Location
- Message Center
- Privacy
- Resource Directory

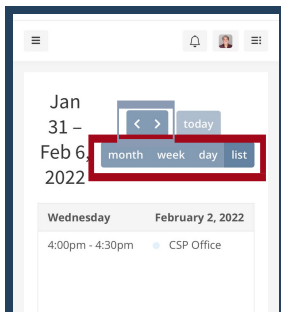
**i** You can view a listing of all provider appointments scheduled through Clarity in the Calendar screen of your MyConnectSV account. You do not have the ability to book appointments, make appointment adjustments, or cancel appointments through MyConnectSV at this time. The Calendar feature is designed to include appointment listings only.

If you need to reschedule or cancel an appointment, use the Message Center to contact your provider.

### Reviewing your Appointments

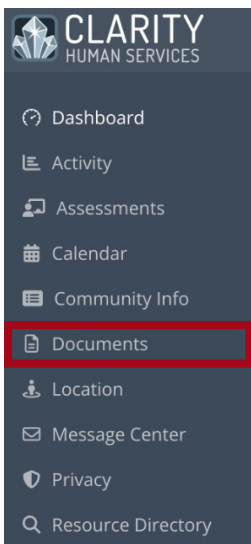
Click on the different display options to review your past and upcoming appointments by **Month, Week, Day**, or a **List** of all appointments. Use the **arrow buttons** to view different weeks, days, or months of the calendar.

Mobile view:



## MyConnectSV Features

### Documents

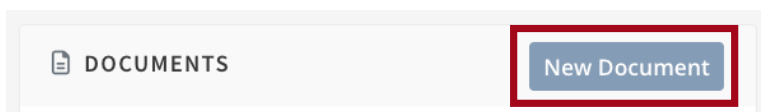


**i** You can choose to upload Documents that you'd like your providers to be able to see at any time.

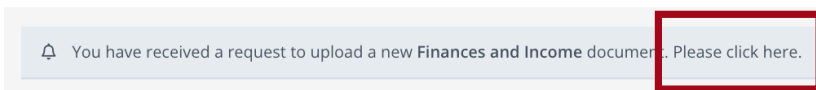
Providers can also request specific documents from you. If a provider initiates a request for a Document, you will receive a notification through **MyConnectSV** after your next login and may also receive an email or SMS if you have notifications enabled in your client profile.

#### Uploading a Document

To upload a document without waiting for a request from a provider, click on "New Document":

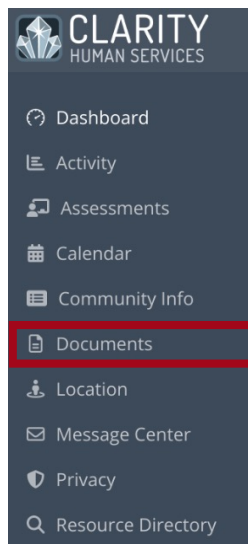


If a provider has requested a specific document from you, you can upload it by clicking on the request banner:

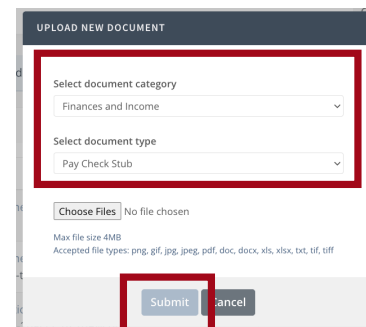


## MyConnectSV Features

### Documents (continued)

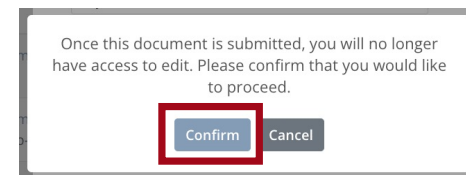


If you are uploading a document without a provider request, use the picklists to choose the file category and type.



Click "Choose Files" to choose the file or screenshot you want to upload. If you're using a mobile device with a camera, you can take one or more photos of the document. Once you've selected the file or taken your photos, click "Submit."

You will receive an additional warning telling you that submitted documents cannot be edited after submitting. Click "Confirm" to submit your documentation or Cancel to not upload it.



You can view your previously submitted documents by clicking on the document name in the documents list.

## MyConnectSV Features

### Location



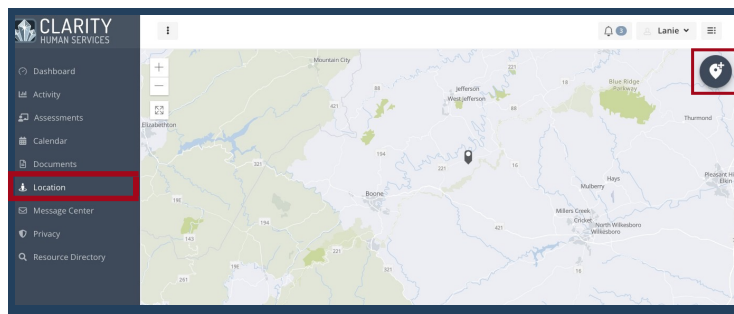
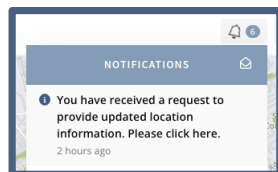
- Dashboard
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The Location feature helps you communicate your current location with your providers, if you choose to do so. This feature is designed to help providers connect with you for services or other requests. Providers will only have access to the locations that you **choose** to share with them. Sharing your location may help expedite services or receive care.

Using the Location feature, you can update your location at any time you choose through the Location screen.

You may also receive requests for location updates from your provider. You can click the notification or use the navigation pane to add a new location.



## MyConnectSV Features

### Location (continued)



- Dashboard
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### Sharing your Location

1

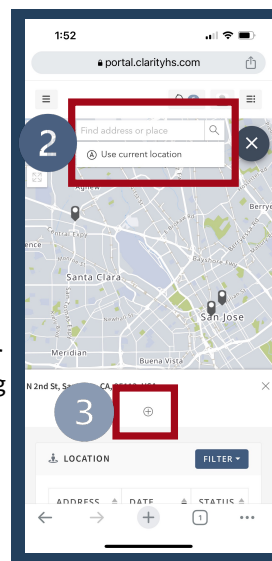
Add a new location by clicking the Add Location “Plus” icon at the top right-hand corner of the map.

1



2

You can type in an address, click on the map, or share your current location using your device’s GPS by clicking **Use Current Location** visible below the search bar. Each device is different, so ask a care team provider if you need help enabling location sharing on your device.

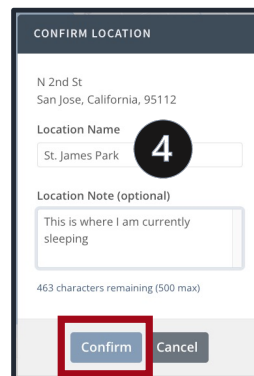


3

Click the Plus button to record this location.

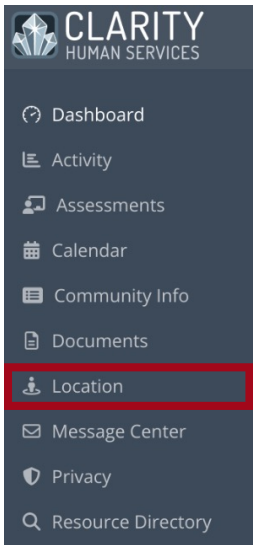
4

You can choose to add a **Location Name** and **Location Note**. We recommend adding these to provide additional info to your providers about the location you’re sharing. Click **Confirm** to save the location, name, and notes.



# MyConnectSV Features

## Location (continued)

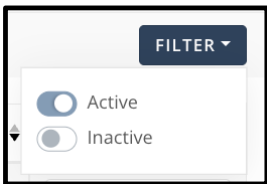
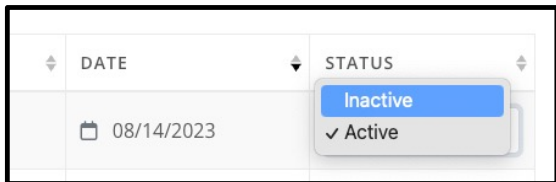


### Marking a Location as Inactive

After a location has been added, you can choose to make it “Inactive” by selecting the option in the “Status” dropdown.

This will allow you to filter the location out so it no longer appears on the map and in your location history.

This will also tell your provider care team providers that it is no longer a location where they may be able to meet you.

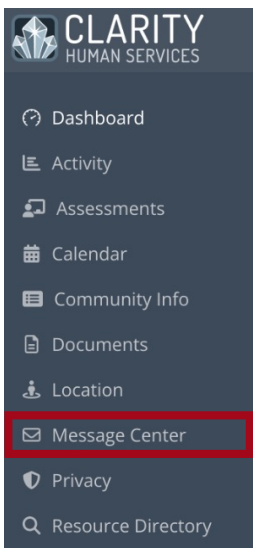


Click Filter and toggle on **Active**, **Inactive**, or **both** to show the locations that you want on the map and in the list.



# MyConnectSV Features

## Message Center



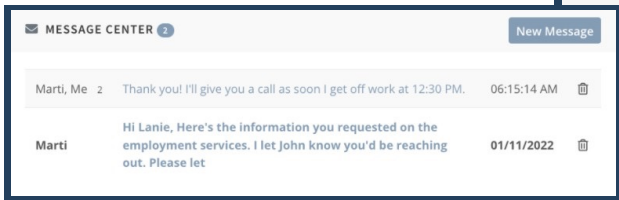
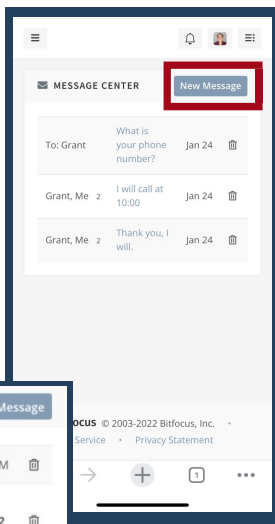
**i** The Message Center allows you to contact and respond to messages from care team members through a confidential and secure message. You can conveniently track conversations with all providers and view previous conversation history.

### Sending a New Message

You can send a new message to a care team member through the Message Center pane.

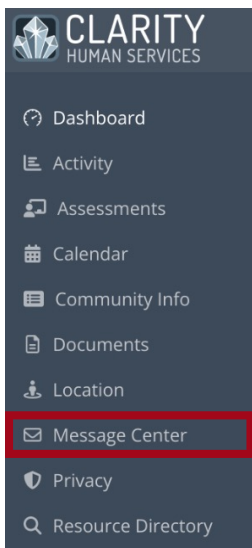
You should select **New Message**, select the provider you want to message, write your message, and press **Send**. A copy of the sent message will be available for review in your inbox.

Mobile view:



# MyConnectSV Features

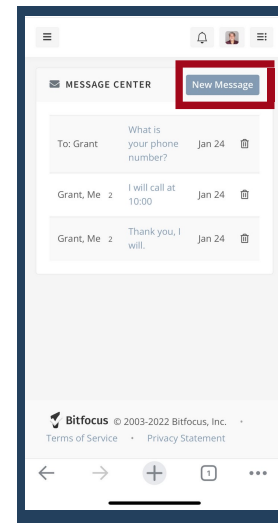
## Message Center (continued)



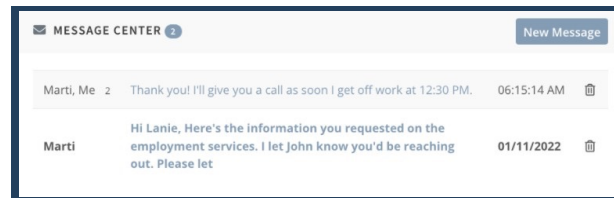
### Responding to a Message

If you receive a message from a care team member, you will receive an alert at your next login and may receive an email or text message if enabled in your notification preferences.

Mobile view:



You can view the message by clicking on the notification or navigating to the Message Center. New and unopened messages will be displayed in bold. To respond, open the message, write a response, and select **Send**.



## MyConnectSV Features

### Privacy



- Dashboard
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- Privacy**
- Resource Directory



Releases of Information (ROIs) are important for receiving and coordinating services. If you receive an ROI request, it is important to respond as soon as possible. When a provider sends an ROI request, you will receive a notification at your next login. You can respond to the request by clicking on the notification or by opening the Privacy Management in the navigation pane.

### Signing a Release of Information

You can review and sign a Release of Information that has been requested by clicking the notification bar on the Privacy page.

Be sure to check the boxes appearing in the section on the right for the items that you are comfortable sharing through your ROI.

Client initials	Type of PPI/PHI
<input type="checkbox"/>	Identifying information (including: name, birth date, residence address, or other similar identifying information)
<input type="checkbox"/>	My photograph or other likeness
<input type="checkbox"/>	HIV/AIDS-related information included in my responses
<input type="checkbox"/>	Medical information included in my responses
<input type="checkbox"/>	Communication as a client or patient of the Santa Clara Valley
<input type="checkbox"/>	Mental health information included in my responses

## MyConnectSV Features

### Privacy (continued)



- Dashboard
- Activity
- Assessments
- Calendar
- Community Info
- Documents
- Location
- Message Center
- Privacy**
- Resource Directory

### Signing a Release of Information

The electronic signature form will be displayed for you to sign electronically and submit directly within MyConnectSV. After adding an electronic signature, you must click **1 Sign** and **2 Save** to successfully save the signature and complete submission.

You can view previously submitted ROIs by clicking the icon in the ROI history screen. You cannot modify or revoke any current or previous ROIs through MyConnectSV. You should contact your care team member directly to request revisions to your ROI.

# MyConnectSV Features

## Community Info

- Dashboard
- Activity
- Assessments
- Calendar
- Community Info
- Documents
- Location
- Message Center
- Privacy**
- Resource Directory

**i** Community Info is the place to go to get up-to-date local information. In Community Info, you can view and filter articles with additional information, instructions, and/or links about services that may be available or local announcements.

### Accessing Community Info Articles

Community Info articles can be sorted name or date by clicking on Title or Date Updated.

You can also filter using the "Category Filter" dropdown.

TITLE	LAST UPDATED	CATEGORY FILTER
Behavioral Health Service Call Center	09/01/2022	<input type="radio"/> [County-wide] Resources
Emergency Shelter Hotline	09/01/2022	<input type="radio"/> Background Checks & Record Clearance

Click on the title to view the full article and scroll down to the bottom to close or print the information.

**HOMELESS PREVENTION ASSISTANCE** LAST UPDATED: 09/01/2022

If you're housed but are late on rent or think you're not going to be able to pay next month's rent, the Homelessness Prevention System (HPS) might be able to help.

To see if you qualify, call: 408-926-8885

They will help you schedule a pre-screening appointment and connect you to an HPS agency if you qualify. HPS agencies may be able to help you stay in your housing with financial assistance and case management support.

**Print Close**

# MyConnectSV Features

## Resource Directory

- Dashboard
- Activity
- Assessments
- Calendar
- Community Info
- Documents
- Location
- Message Center
- Privacy**
- Resource Directory

**i** In the Resource Directory, you can use a map with your current location to identify nearby resources, as well as view and filter resources by agency, category, and/or location

### Using the Resource Directory

The Resource Directory can be filtered by clicking "Filter Results."

Click on the directory item name to view more information.

Click "Show more details" to view full information for each item and scroll down to the bottom to close or print the information.

**FILTER RESULTS**

- Behavioral Health Service Call Center
- Behavioral Health Services

**Details:**

**Program:** Behavioral He

**Categories:**  
[County-wide] Resources  
Mental Health Services  
Recovery, Substance Use

**Show more details**

**Print Close**

Use the Compass button in the Resource Directory map to show your current location on the map and identify the closest resources to where you are right now

