

# MyConnectSV Client FAQs: Frequently Asked Questions

**For MyConnectSV Users:** If you are currently experiencing homelessness or receiving housing-related services in Santa Clara County, this Frequently Asked Questions guide is for you!

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# MyConnectSV Frequently Asked Questions

For MyConnectSV Users

## My Account

### Why should I create a MyConnectSV account?

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

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

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### How do I get access to MyConnectSV?

Your service provider will need to send you an invitation to join MyConnectSV. Look for an email from [noreply@bitfocus.com](mailto:noreply@bitfocus.com). You can sign up for your account right from that email.

No email? No problem! You'll need one to create your MyConnectSV account. If you need assistance, just ask your service provider, and they can help you get a free email address.

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### Can I access MyConnectSV on a public or shared computer? Or do I need to have my own computer?

You can access MyConnectSV on a public, shared, or personal computer, smartphone, tablet, or laptop. If you are using a shared or public computer, make sure you log out and do not save your log-in information on the public computer. To keep your account as secure as possible, do not mark public or shared computers as *trusted devices* when you log in.

# MyConnectSV Frequently Asked Questions

For MyConnectSV Users

## My Account (continued)

### How will I know that my account is set up?

After you've finished creating your account, you'll see a confirmation page telling you it's all set up. If you're not sure, you can test it by logging in at [portal.clarityhs.com](http://portal.clarityhs.com). If you can log in and see your dashboard, it means your account is good to go. If you're still unsure, just ask the service provider who invited you to double-check and confirm your account.

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### What happens if I forget or lose my log in information?

1. Click on the 'Forgot Password?' link under 'Sign In' at [portal.clarityhs.com](http://portal.clarityhs.com)
  2. On the next screen, type in the email address linked to your MyConnectSV account.
  3. You'll get an email with a special code.
  4. Enter that code on the next screen, and then you can pick a new password.
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### Can my household members and I set up accounts using the same email address?

No, each email address can only be connected to one MyConnectSV account. Other members of your household will need different email addresses to create their own MyConnectSV accounts. If you need assistance, just ask your service provider, and they can help you get a free email address.

# MyConnectSV Frequently Asked Questions

For MyConnectSV Users

## My Account (continued)

### What if I change my mind and want to cancel my account?

It is easy to cancel your account at any time.

- After logging in, click on your Client Profile Settings in the upper right corner under your photo.
- Scroll down to the bottom of the settings page.
- Look for 'Santa Clara County HMIS' next to a red trash can icon.
- Click the trash can icon, and when a warning pops up, press 'ok.'

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### Will I get signed out automatically?

Yes, MyConnectSV will sign you out on its own if you don't do anything for a while. But, for extra safety, always remember to sign out yourself when you're finished using it. This is especially important if you're on a shared device or computer

# MyConnectSV Frequently Asked Questions

For MyConnectSV Users

## Using MyConnectSV

### Is MyConnectSV secure?

MyConnectSV is designed with your security and privacy as a top priority. It's a cutting-edge tool that's been built to keep your information safe. Your personal details and data are protected, and we're dedicated to maintaining your privacy every step of the way. You can use MyConnectSV with confidence, knowing that your well-being and security are an important part of the design.

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### What can I do in MyConnectSV?

Using MyConnectSV, you can do a lot:

- **Send and Receive Messages:** You can message your care team directly through your inbox.
- **Upload and Store Documents:** If your care team needs important documents, like income verification, you can upload them from anywhere. You can also access or print them later.
- **Share Your Location:** You can choose to share your location with your care team if you want. It helps them find you for meetings, supplies, or appointments, but it's totally your choice.
- **Check Your Appointments:** See what's coming up on your schedule with your care team!
- **Check Your Status:** Keep an eye on where you are in the community queue.
- **Take Assessments:** Complete assessments assigned to you by your care team.
- **See Your Care Team:** Get to know everyone on your care team and message them all through the message center.

# MyConnectSV Frequently Asked Questions

For MyConnectSV Users

## Using MyConnectSV (continued)

### **How can I add a family member to my household or dashboard?**

If you need to make changes or updates to the family members listed on your MyConnectSV dashboard, you'll need to get in touch with your case manager or someone else from your care team. They can help you with these updates and ensure that your information is accurate and up-to-date.

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### **I put my documents in MyConnectSV. Can I download these documents and print copies for myself?**

Yes, navigate to Documents and click on the document to view. You can then download and/or print from any computer connected to a printer.

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### **I'm classified as a youth or young adult. What do I have access to?**

MyConnectSV is designed for people who are 18 years and older. If you're under 18, you won't be able to use it. But if you're 18 or older, you'll have access to all the secure features MyConnectSV has to offer!

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### **Does information save automatically?**

No, you need to press "save" after entering or updating any information.

# MyConnectSV Frequently Asked Questions

For MyConnectSV Users

## Using MyConnectSV (continued)

### Can I access MyConnectSV offline?

No, you need internet access (internet, wifi, cell phone data, or hotspot) to access MyConnectSV.

## Location

### Who can see my location?

Nobody can see your location unless you decide to share it through MyConnectSV. If you choose to share, only agencies in the Santa Clara County HMIS and their trained staff can access it. Rest assured, law enforcement, including the police, won't have access. If you have questions about who can see your info, just ask your case manager or someone on your care team

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### How many times can I update my location?

If you decide to share your location, you're in control. You can update it as many times as you need. It's a good idea to mark locations you're not at anymore as 'inactive' to make sure your location is always accurate.

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### Will my location history be available after I change my location?

Yes, you can view all of your past active and inactive locations. Use the “filter” button on the Location page to choose whether active, inactive, or all locations are shown.

# MyConnectSV Frequently Asked Questions

For MyConnectSV Users

## Privacy

### **Who can see my information?**

No one, unless you agree to share your information on HMIS by signing a Release of Information (ROI). If you do, Only people who have signed agreements to keep your information safe can see your information.

Agencies in the Santa Clara County HMIS and their trained staff can access information you choose to share through MyConnectSV. However, they won't see your location unless you decide to share it with them. If you have questions about who can access your info, feel free to ask your case manager or someone on your care team.

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### **Can I check my family member's account?**

You may see your household member's name(s), but your family member's account is private to them, just as yours is private to you. They won't see your account, and you won't see theirs. Your MyConnectSV info is for your eyes only when you log in. You can decide to share information with your family members if you want, but remember, you can choose to only share info with your care team, and no one else.

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### **I used a friend's phone. Can they see my information now?**

No one can see your information unless you are logged into your account. Make sure to log out after using a friend's device. Make sure you do not save your log-in information on devices that do not belong to you, and that you do not mark the option to remember the device when you log in so that you'll need to enter a new authentication code from your email each time you log in.