

Client portal instructions

Welcome to the MHS client portal process. This will allow you to review and sign clinical documents from the comfort of your home. This document will walk you through the steps to set up the portal and then review and sign documents.

You will receive an email like the one below from MHS, it will ask you to register for the portal by selecting a user name and password. Please document these as you will be using them in the future in order to be able to access the portal.

When you have completed the registration process, your clinician will be able to send you documents to review and sign.

If you forget your login name or password, please follow the instruction further down in this document.

From: info@mhs-dbt.com

Sent: Monday, April 6, 2020 4:00 PM

To: Your email address

Subject: Welcome to your MHS client portal



Welcome to your MHS client portal

This is where documents that need your review and/or signature will appear.

[Register](#)

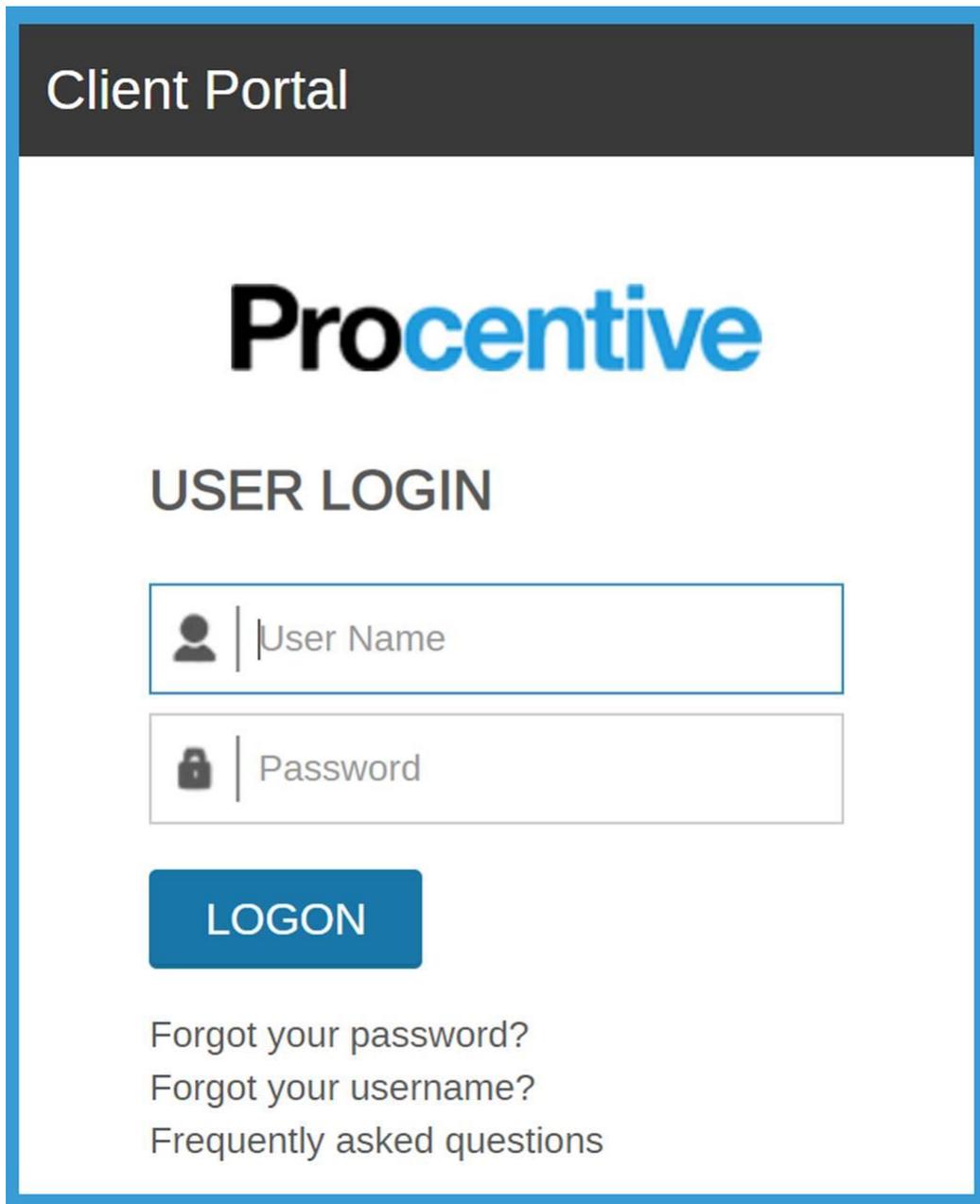
This e-mail may contain confidential and/or privileged information. The unauthorized disclosure or dissemination of confidential information contained in this e-mail is a violation of federal law. If you are not the intended recipient of this message, please notify the sender immediately and destroy all copies of this message.

Next is the link to log into the portal to review documents (you will not be able to enter information or sign documents when logging in this way).

<https://app.procentive.com/clientportal2/>

This is the link to the client portal log in

This is the screen you will see.



The screenshot shows a login page for the Procentive Client Portal. At the top, there is a dark grey header with the text "Client Portal" in white. Below the header is the Procentive logo, with "Pro" in black and "centive" in blue. Underneath the logo is the text "USER LOGIN" in a bold, dark grey font. There are two input fields: the first has a person icon and the placeholder text "User Name"; the second has a lock icon and the placeholder text "Password". Below these fields is a blue button with the text "LOGON" in white. At the bottom of the form area, there are three links: "Forgot your password?", "Forgot your username?", and "Frequently asked questions".

If you forgot your user name or password

If you select user name, you will need to enter the email that the original invitation was sent to (your clinician can tell you which email if you have multiple emails.)

A link telling you your user name will then be sent to that email.

You can then return to the login page and login or reset their password using the steps below.

Select forgot your password, you will be asked to enter your user name, this will send a link to change your password to the email associated with that user name.

If you do not use the proper user name you will not receive an email (see forgot user name above)

When your clinician has paperwork for you to review or sign

You will receive the following email. If you click the link, you will be directed to the portal and the document to be reviewed. (this is the only way to get to review or sign a document, if you lose the link you need to ask for it to be re-sent)

From: info@mhs-dbt.com <info@mhs-dbt.com>

Sent: Wednesday, May 13, 2020 3:08 PM

To: YOU

Subject: Procentive Paperwork Needed MHS Telehealth Informed Consent

Please click the following link to access and complete our paperwork:
MHS Telehealth Informed Consent

[click here to begin](#)

For this process to work you must allow pop-up windows for this website.

You also must review, sign and submit by clicking NEXT button which will be directly below the signature area.

To sign please use the best form of signing you have available, electronic pen, touch screen, touch pad, or mouse.

You will be asked to confirm that you wish to proceed, select OK and you should receive the following message

Thank you. Your paperwork has been submitted securely to our system.

If you do not receive this message or run into other problems please contact your clinician.

Thank you