

## Client Portal: Setting up a User Account

The HDAP Client Portal is for clients submitting an HDAP application on their own. The Client Portal allows you to submit an application without a portal login or with a login. Getting an account will allow you to:

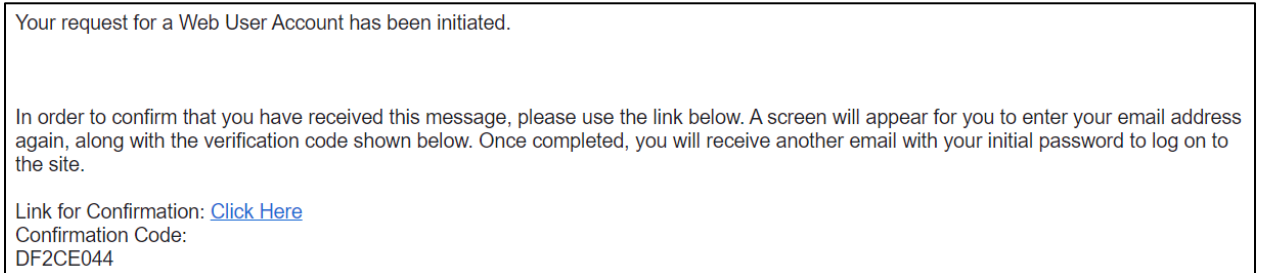
- Open a recertification application with all of your information pre-populated, so you only have to update what's changed and submit new documentation.
- Save the application as you go and return to it later.
- Complete a Short Form (self-attestation) when you are eligible.

### Step 1: Contact HDAP to get set up with an account

- You must have an active email address you can access to have an account.
- Only HDAP staff can create a Client Portal account. If you would like an account, please contact HDAP at 617-502-1700, Option 1 or [hdap@crihealth.org](mailto:hdap@crihealth.org).

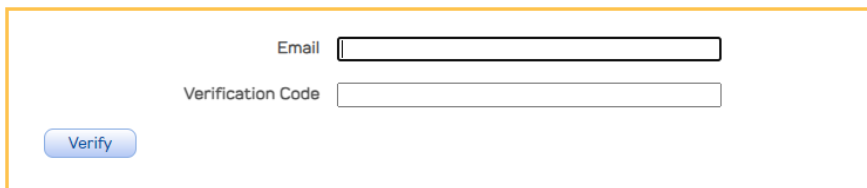
### Step 2: Verify your email address

- Once HDAP staff set up an account for you in the system, you will receive an email like the one below requiring you to verify your account.



- Click on the verification link and enter your email address and verification code contained in the email.

#### Account Verification



Email

Verification Code

- Once verified, you will see an account verification success screen.

### Step 3: Login to your account

- You will then receive a confirmation email with a link to login and a temporary password.

You have been successfully set up with an HDAP Client Portal account.

Please visit the Portal to log on: [Click Here](#)

Your username is the email address you chose for your account. Your initial password has been set to

UinT9bkhw2J6

You will be asked to set up security questions and create a new password when you log on.

- Click the link to log into the Client Portal. Your username is your email. Use the temporary password included in the email for the first time you log in.
- Once logged in, you will be prompted to change your password and set up five security questions. Each time you log in, you will need to answer a security question.

**If you forget your password:**

- If you forget your password, you can click on the forgot your password link on the Client Portal Login Home Page, after clicking "Login to my Account"
- You will then enter your email address. You will receive an email within 15 minutes with a link and temporary password.
- Click on the link and enter your email and temporary password. You will then be prompted to change your password.