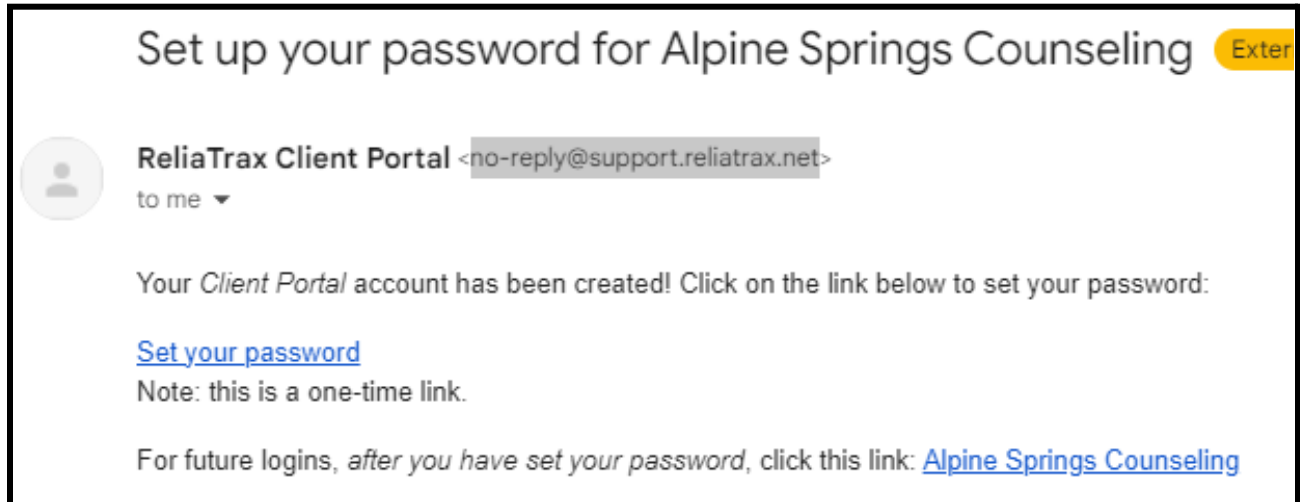
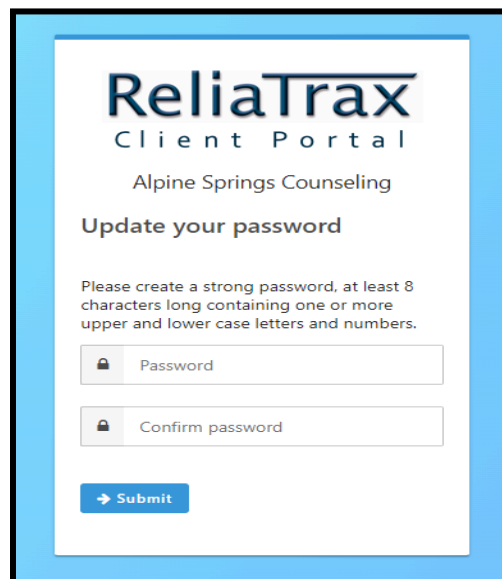


Setting Up Your Client Portal

1. Watch for an email from: no-reply@support.reliatrax.net
2. Create set your password:

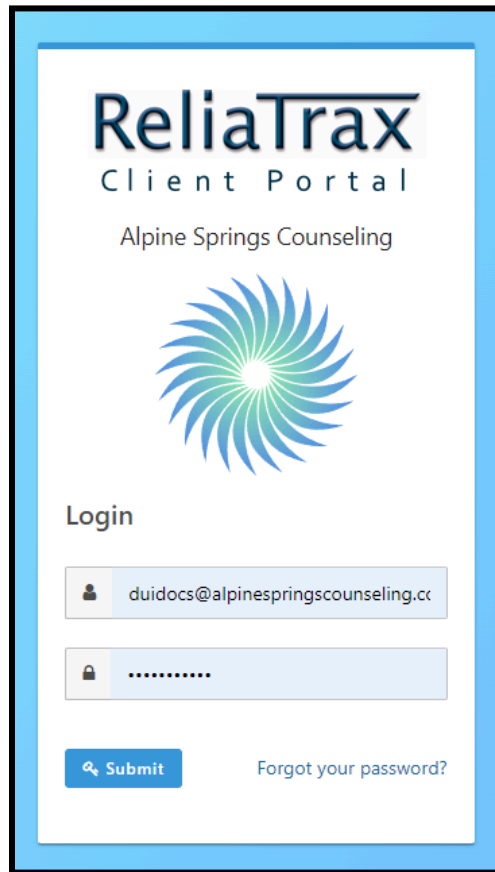


3. Set your password. Make sure this is something that you can remember easily!
 - a. Save your password on your computer, smart phone, or other devices if you have trouble remembering your password.



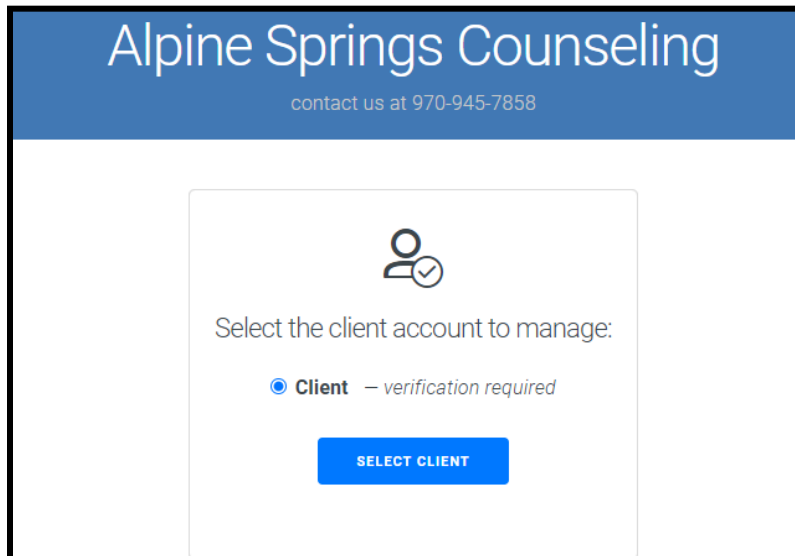
The image shows a web form for updating a password. At the top, it features the "ReliaTrax Client Portal" logo and "Alpine Springs Counseling" text. Below that, the heading "Update your password" is displayed. A message reads: "Please create a strong password, at least 8 characters long containing one or more upper and lower case letters and numbers." There are two input fields: "Password" and "Confirm password", both with lock icons on the left. At the bottom, there is a blue "Submit" button with a right-pointing arrow.

4. Input your email address and password, then hit submit.



The image shows a login page for the ReliaTrax Client Portal. At the top, the text reads "ReliaTrax Client Portal" and "Alpine Springs Counseling". Below this is a circular logo with a sunburst pattern. The "Login" section contains two input fields: the first is for the email address, which contains "duidocs@alpinespringscounseling.cc", and the second is for the password, which is masked with dots. At the bottom of the login section, there is a blue "Submit" button and a link that says "Forgot your password?".

5. Manage your account: click the circle next to your name and hit select client.



The image shows a page for managing an account with Alpine Springs Counseling. The header is blue and contains the text "Alpine Springs Counseling" and "contact us at 970-945-7858". Below the header, there is a white box with a person icon and a checkmark. The text inside the box says "Select the client account to manage:". Below this, there is a radio button next to the text "Client - verification required". At the bottom of the box, there is a blue button that says "SELECT CLIENT".

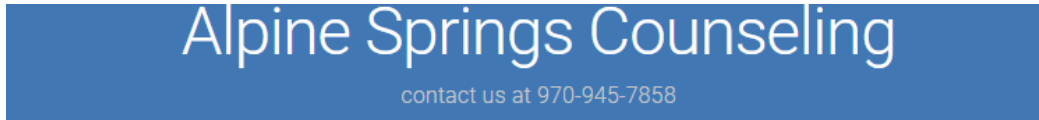
6. Verify your information. This must exactly match the account information that was given in your registration form. Hit submit.

The screenshot shows the 'Verify Client Information' form within the Alpine Springs Counseling interface. The header includes the organization's name and contact number. The form contains three input fields: 'First Name' with the value 'Client', 'Last Name' with the value 'Example', and 'Date Of Birth' with the value '01/01/2001'. A blue 'SUBMIT' button is located at the bottom of the form.


- a. If the information does not match exactly, please contact our main office 970-945-7858 as you will receive this error message:

This screenshot shows the same 'Verify Client Information' form as above, but with an error message displayed in red text: 'Information does not match data on file for client'. Below the error message, it indicates 'Attempt 1 of 5'. The input fields for 'First Name', 'Last Name', and 'Date Of Birth' remain the same, and the 'SUBMIT' button is still present at the bottom.

7. Under the Tasks box complete your client profile forms first as this will auto fill most of the information required in the remaining forms.











Welcome to the Client Portal



Tasks

You have outstanding tasks:

-  [Client Profile Forms](#)
-  [All - Confidentiality & Teletherapy Disclosure](#)
-  [All - Disclosure Statement](#)
-  [All - Interstate Compact Form](#)
-  [All - Screen - PHQ-9](#)
-  [All - Screen - Strengths-Needs](#)
-  [All - Screen - TAPS](#)
-  [ROI Probation Officer](#)

8. Contact information: Please include your mailing address (where you receive USPS mail). Further into the forms please make sure you do full signatures not just lines or scribbles.

Good example:

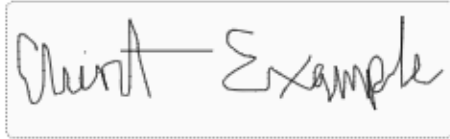
A screenshot of a "Client Signature" form. The text "Client Signature" is at the top. Below it, the instruction "Please sign below using your mouse cursor." is displayed. A white rectangular box contains a clear, legible handwritten signature that reads "Client Example". Below the signature box is a horizontal line. At the bottom of the form are three buttons: "CLOSE", "CLEAR SIGNATURE", and "ACCEPT SIGNATURE".

Bad example:

A screenshot of a "Client Signature" form. The text "Client Signature" is at the top. Below it, the instruction "Please sign below using your mouse cursor." is displayed. A white rectangular box contains a scribbled, illegible signature. Below the signature box is a horizontal line. At the bottom of the form are three buttons: "CLOSE", "CLEAR SIGNATURE", and "ACCEPT SIGNATURE".

9. Then click review and finish. Repeat until all forms are signed and completed.

Signature:



Signed on 5/8/2024

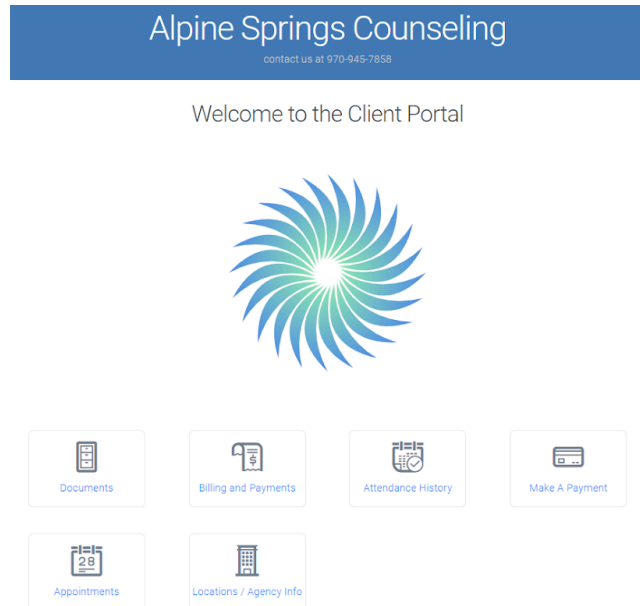
[DELETE SIGNATURE](#)

Completed in secure client portal

Page 1 of 1

[REVIEW AND FINISH](#)

- a. Please be sure to select all checkboxes and drop down answers or the document may be rejected to be filled out again.
10. Once all of the documents have been completed you will see this:



The screenshot shows the client portal interface for Alpine Springs Counseling. At the top is a blue header with the agency name and contact number. Below is a welcome message and a large green sunburst logo. A grid of six icons provides quick access to various services: Documents, Billing and Payments, Attendance History, Make A Payment, Appointments, and Locations / Agency Info.

The scheduling department will reach out within 2 business days to get you enrolled into your program.