



## ClieConnect Account Activation

All communications and support details at [bit.ly/3y1GI2K](https://bit.ly/3y1GI2K) Please bookmark that page as we continuously add new content.

### Activation Invitation



- 1. You will receive an automated email for activation of ClientConnect by Friday Jan 28.**
- 2. It will be sent to your personal email address you provided.**
- 3. Ensure you do have access to this personal email address as you will also receive a verification code during the activation process.**

### Activation Process

Problems? Find support at [bit.ly/3HiRIMA](https://bit.ly/3HiRIMA)



- 1. You will be asked to use your personal email address that you provided us as well as a date of birth.**
- 2. In order to simplify the process you were assigned the fictitious date of : 01-01-1930**
- 3. Please ensure you use that fictitious date otherwise the activation will not be successful.**
- 4. Once logged in to ClientConnect, please change the fictitious date to your actual date of birth in the About Me section.**

### After Activation



- 1. Once your ClientConnect account is activated, please verify all of you personal data in the About Me section are correct.**
- 2. You may also want to verify that all of your appointments with your therapist are correctly listed. You can compare those in Penelope against those previously booked through Supersaas.**

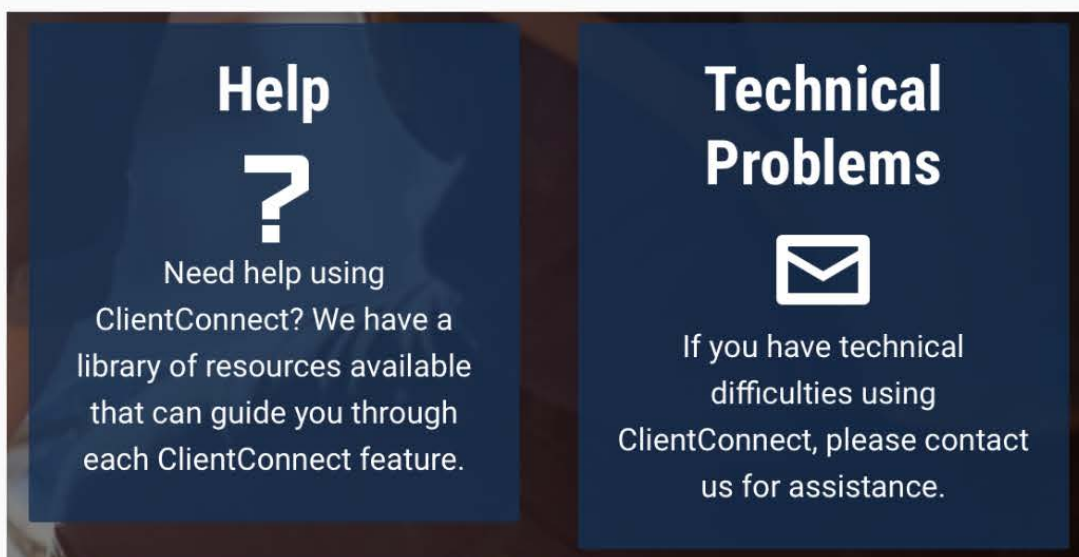
## Important Reminders

Should you experience problems during the activation process of ClientConnect, please contact us via our support link: [bit.ly/3HiRIMA](https://bit.ly/3HiRIMA)

We invite you to visit our Migration FAQ at: [bit.ly/3y1G12K](https://bit.ly/3y1G12K) You will find information about the decommissioning of the previous booking service SuperSaas; paying invoices dated prior to January 31, 2022; dependents and accessing their ClientConnect account; and more.

You can start private and encrypted discussions with your therapists directly from ClientConnect. This would also be how you request an In-Office appointment as all ClientConnect appointments booked are virtual by default.

For regular ClientConnect help not related to the activation, you may visit the ClientConnect Help Pages link or click on Technical Problems found at the bottom of the ClientConnect portal.



**Help**  
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Need help using ClientConnect? We have a library of resources available that can guide you through each ClientConnect feature.

**Technical Problems**  
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If you have technical difficulties using ClientConnect, please contact us for assistance.