



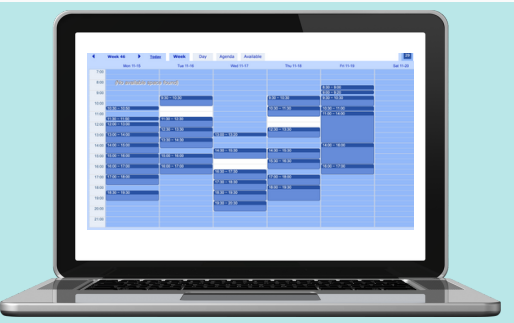
# Communication #2



## Information you need to know about ClientConnect migration

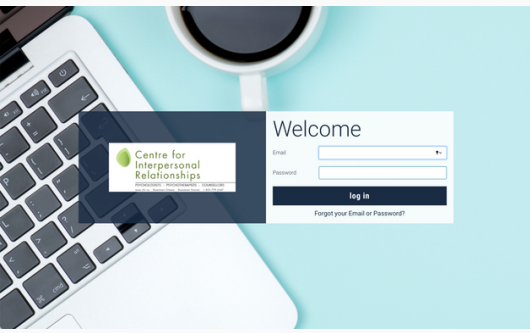
The go-live date of January 31, 2022 is fast approaching and we are truly excited to soon provide you access to this secure portal with Industry High Standard Encryption and fully PIPEDA compliant.

### Current Scheduler



Your therapist's current online scheduler will soon be closed for new appointment bookings for dates beyond Tuesday February 1st, 2022. This will allow CFIR staff to carefully transpose everyone's currently booked appointments in ClientConnect. Once you activate ClientConnect, you will be able to manage your appointments from within the portal. SuperSaas schedulers will then be permanently closed.

### ClientConnect Activation



During the last week of January each individual will receive by email their own login credentials. For the activation to be successful, each person will be required to provide their personal email to CFIR in advance. The same email address cannot be used for two individuals. If not already done, you can fill out this short form to submit your unique email : [bit.ly/3JFvrLc](https://bit.ly/3JFvrLc)

### Sections Overview

Below are overviews of sections and functions you will find in ClientConnect once activated.

**MY SERVICES**  
View your Services, get to know your worker(s), and see a timeline of your service history.

Be it for counselling services, assessments or both, you will see all your assigned services with corresponding related activities links. You can start discussions with your therapist & book appointments.

**ABOUT ME**  
Manage your profile and contact information.

Your important contact information, address, date of birth, etc., can be found and modified here. Also available are all Huddle permanent teletherapy links you may have.

## THINGS I NEED TO DO

You have 0 assigned tasks to complete.

### CALENDAR

You have no upcoming appointments.

### INBOX

0 unread messages.

If you need to sign a Consent for Treatment, a Consent to Release Information, fill out a questionnaire, etc.

Displayed are all of your future and historical appointments. You will also book your appointments from here, and may add them to your personal device calendar.

You can find all of the current and past discussions with your therapist(s), our Administration & Finance Department staffs, notifications and appointment reminders. Start one, answer one!

### MY ACCOUNT

View your account balance, pay an invoice, and review your history.

\$107.35 Invoiced balance

\$0.00 Upcoming events balance

Overview of your account balance; view, pay & print your invoices; view & print payment receipts; print your account statement; start a discussion with our Accounting/Finance Department...

### MY CLIENTCONNECT

Manage your account settings.

Change your communication settings, your email address, your ClientConnect account password.

We could not let the ClientConnect Help Topics pass unnoticed. To help you navigate the sections and functions of ClientConnect, the Help Topics below will provide you with all the information and documents you need.

#### ClientConnect Help Topics



##### Getting Started

Learn more about ClientConnect and activating your account



##### About Me

Manage your profile and contact information.



##### My Services

View your Services/Service History and get to know your Service Providers.



##### Inbox

Read and reply to messages in your Inbox.



##### Things I Need To Do

View and complete tasks assigned to you.



##### Calendar

View your upcoming and past appointments, confirm your attendance and request new appointments.



##### My Account

View and pay your account balance and print your statements.



##### My ClientConnect Account

Manage your ClientConnect account settings.