**Client Portal: Setting up a User Account**

The HDAP Client Portal is for clients submitting an HDAP application on their own. This quick reference guide walks through how to set up an account to login to the Client Portal.

The Client Portal allows you to submit an application without a portal login or with a login. There are several benefits to having an account:

* The information from your last approved application is pre-populated in the application when you are logged in, so you only have to update what’s changed and submit new documentation.
* You can save the application as you go and return to it later.
* If you are eligible for a Short Form (self-attestation), when you login, you will be taken automatically to the Short Form. If you are not logged in, you will only be able to submit a new Long Form from the portal.

**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 or [hdap@accesshealthma.org](mailto:hdap@accesshealthma.org).

**Step 2: Verify your email address**

* Once HDAP staff set up an account for you in the system, you will receive an email requiring you to verify your account.
* Click on the verification link and enter your email address and verification code contained in the email.
* Once verified, you will see an account verification success screen.

**Step 3: Login to your account**

* Within 15 minutes of successfully verifying your account, you will receive a confirmation email with a link to login and a temporary password.
* 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.