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@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 like the one below requiring you to verify your account.

> Your request for a Web User Account has been initiated.
>
> In order to confirm that you have received this message, please use the link below. A screen will appear for you to enter your email address again, along with the verification code shown below. Once completed, you will receive another email with your initial password to log on to the site.
>
> Link for Confirmation: Click Here
> Confirmation Code:
> DF2CE044

- 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

- 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.