

Participant Portal

First-time User Login instructions

Creating Your Account

Atlantic Street Center uses a secure online participant portal called **Atlantic Street Connect / OnCall** to:



- Join telehealth (video) appointments



- Complete forms



- Sign documents related to your care

Watch for Your Welcome Email or Text Message

Once your next appointment is scheduled, you'll receive an email or text message, based on your registration preference, with instructions to set up your portal account.

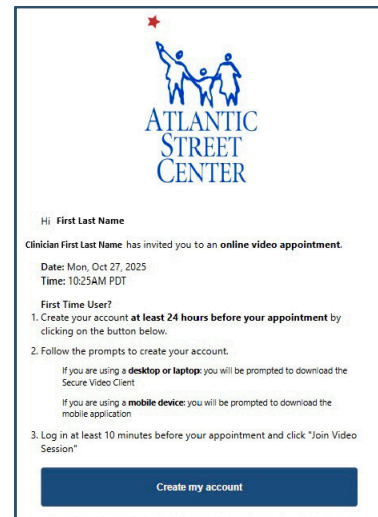


EMAIL REGISTRATION

Check your **email on a desktop computer** and click the **'Create my account'** button to register. **Create a username and password.** Then follow the link to login via the website portal.

Search your inbox for the following email information:

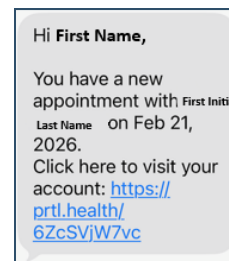
- From: "Atlantic Street Center via sendgrid.net" (noreply@atlanticstreet.org*)
- Subject: New Appointment scheduled on



TEXT MESSAGE REGISTRATION

From your **cell phone** click the link in the text message to register. **Create a username and password**, then **download the Atlantic Street Connect application** from Apple App Store or Google Play Store (Android) to login.

- You will receive text messages from +1 (615) 651-6844.



Registering for 2 or More Children (for Parents or Guardians)

Each child enrolled in Atlantic Street Center's Behavioral Health program **will have their own individual account.** Parents or legal guardians may use the same email address or phone number to register accounts for multiple children and access all of them through a single login.

Display Name Issue: After you login you will always see the name of the first child you registered displayed in the top right corner. Please note that you will still be able to view appointments and documents for all your children, even though only one child's name appears there.

The software provider is actively working on improvements to better support family logins. All appointments and documents will always clearly show the correct child's name no matter what name is in the top right corner.

Youth age 13+: Because of Washington State law, youth age 13+ **must sign a proxy access form to allow a parent or guardian** to register their portal account. Youth may select to self-register and add parent or guardian notifications.