How to Use Your Client Portal

Use your Client Portal to:

- Communicate Securely with your mental health care providers
- Request or change appointments
- Request medication renewal

Setting Up Your Account

To set up your West Central Client Portal, please contact the Front Office staff who will assist you in creating your username and password.
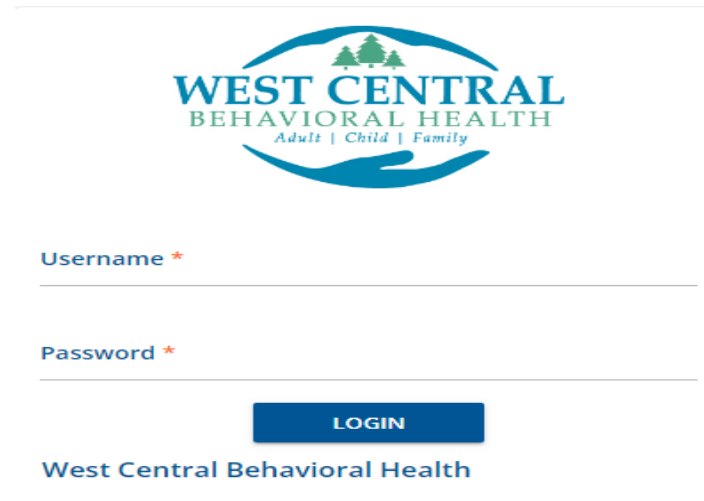
Getting Started

Navigating Your Client Portal

On the log-in page, you will be asked to enter your credentials and select the blue LOGIN button.

Once logged in, you will enter the Home page where you can view upcoming appointments, messages, and access your account information.

WEST CENTRAL
BEHAVIORAL HEALTH
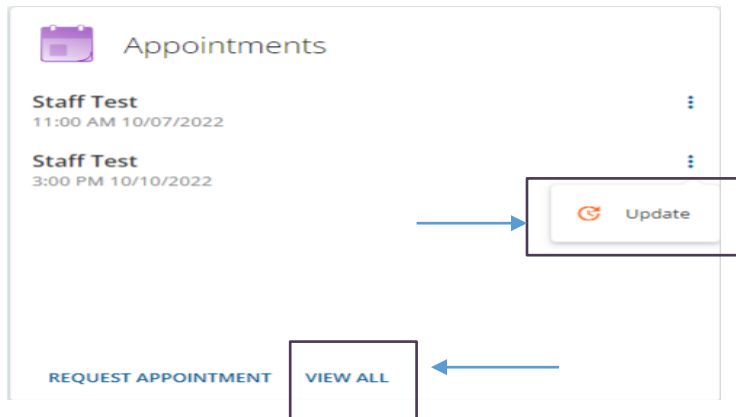*Adult | Child | Family*

Username *

Password *

LOGIN

West Central Behavioral Health

Appointments

The Appointments summary card displays any scheduled appointments.

From the Appointments summary card, you can either request an appointment, select a specific appointment to reschedule or cancel, or send a message regarding the appointment.

Click *View All* if the Appointment card is full and does not display all scheduled appointments.

To update an appointment, select the *Update* action after clicking on the ellipsis (three vertical dots). An Update Appointment box displays as below.

One of the three update reasons must be selected, and a message in the *Note* section is required.

To make an appointment request, click on *Request Appointment*. The following display appears.

Request Appointment

I'd like to see...

Provider *

Staff Test

Some day between...

Start *   End *

10/10/2022   10/14/2022

In the...

☑ Morning

☐ Mid-day

☐ Evening

Additional Notes

Do you have any 8 am appointments next week?

CANCEL   SEND

The *Provider* and *Start and End Date* are required fields. Click *SEND* to submit the appointment request.

Forms

Within your Client Portal, you are able to review, complete, and sign forms related to your treatment. Once a form has been uploaded to your Portal, it will appear on the Forms summary card as "Assigned Forms".

3 Assigned Forms   VIEW FORMS
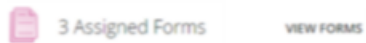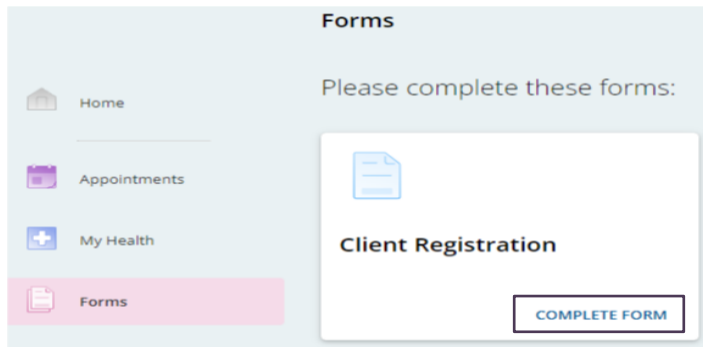
Click *View Forms* to access the details. A card displays for each form that was shared to your Portal.

The *Complete Form* button in the bottom-right corner of the card grants access to complete each form.

From any form, click the red arrow to return to the pending forms view.