Logging Into the Sweetser Client Portal

You will receive an email from Sweetser welcoming you to the Client Portal, with information about what is available in the portal, and how to access your information. In order to set up your account, you will need to log in with the temporary password that is provided to you in the welcome email. The steps for account setup are below.

1. Navigate to www.sweetser.org
2. Click on the tab at the top of the page labeled 'Client Portal'

You will be asked to enter your username and password. Your username is the email address you provided to Sweetser when signing up for portal information.

The password is a temporary password provided in the welcome email, which you will use to enter the portal.

Once logged in, you will be asked to create a password that you will remember - this is what you will then use to access the portal.

You will also be asked to create security questions with answers - this will help us if you forget your password and need to reset it.
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Once you are logged in, you will see a brief splash screen (the 'Welligent Connect' screen, below). Navigate to 'Account Settings', to set up your password, and to create your security questions and answers.
1. Choose a password that you will remember for future portal access.
2. Confirm the password by re-entering it.
3. Select a challenge question.
4. Write in the answer to the challenge question you chose. You will need to select a second challenge question and answer, as well.
5. Once you have completed these fields, be sure to click 'Save', in the upper right-hand corner.
Frequently Asked Questions

What is the client portal?
The client portal is similar to other portals you may access for healthcare needs; the Sweetser client portal will allow you to:

● View upcoming and past appointments with your provider.
● View and print billing statements.
● Access and sign documentation, like consent forms, treatment plans and treatment plan reviews.
● View your demographic information, as well as contact information for individuals or providers you have given consent for Sweetser to contact as part of the services you receive.

How do I access the portal?
Login instructions are part of this information packet, on pages 1-3. When you receive the email from Sweetser providing a link to the portal, you will have been given a temporary password to log in and set up your account.

You will be asked to change your password and set up security questions. Once your account is set up, any documentation that needs your signature will be sent to you through the portal. Once you sign, you will have a copy for your own records in the portal, which you can view and print any time.
Frequently Asked Questions

How do I print a document from the portal?

First, navigate to the document you want to print, and click on the symbol beneath 'Click to View/Sign', to open the document; at the top of each document, there is a printer icon - click on that icon, and a dialog box will open, allowing you to print your document:

![Printer Icon]

I need to cancel an appointment. Can I do that in the portal?

Your provider does not have access to your portal. If you are unable to make it to a scheduled appointment, or you need to reschedule for another date and time, please reach out to your provider directly. Messages sent through the portal do not go to your provider - they are specifically to address questions or issues you may encounter while using the portal.
Frequently Asked Questions

I forgot/lost my password. What do I do?

If you forget or lose your password, simply email portal-info@sweetser.org to request a password reset. When making your request, please be sure to include the best phone number to reach you, as Sweetser staff will call to verify your identity before resetting your password.

Once you have confirmed your identity, you will receive an email with a new, temporary password, and once you log in, you will need to create a new password.

IMPORTANT NOTE ABOUT PASSWORDS:

Please do not share your login information with anyone. The information in the portal is confidential, and should only be accessed by the individual it belongs to.

Be sure to use only letters/numbers in your password when creating your account - **special characters** (like ? & * ^ #) **will not work.**