



# Behavioral Health Services

## What is the Consumer Portal?

The **sfHealthConnect Consumer Portal** is a secure website that provides Behavioral Health Services (BHS) consumers with access to their personal behavioral health records.

## What are the Benefits of the Consumer Portal?

- Receive Appointment reminder texts or emails.
- View your Appointment schedule
- View your Allergies.
- View your Encounter visit dates.
- View your Lab results.
- View your Medication list.
- View your Problem list.
- View your Vital measurements

## How to Register as a First-Time User

1. You will need Internet access and a valid email address
2. Call the sfHealthConnect Helpdesk at **1-855-224-7782** to begin the portal registration process.
3. The helpdesk will confirm your email address and send an email containing a registration link and validation code. Below is an example of the email that you will receive.

Hi TEST,

Your UserID and Validation Code for accessing the sfHealthConnect Consumer Portal are below.

UserID: TEST@gmail.com

Validation Code: #####

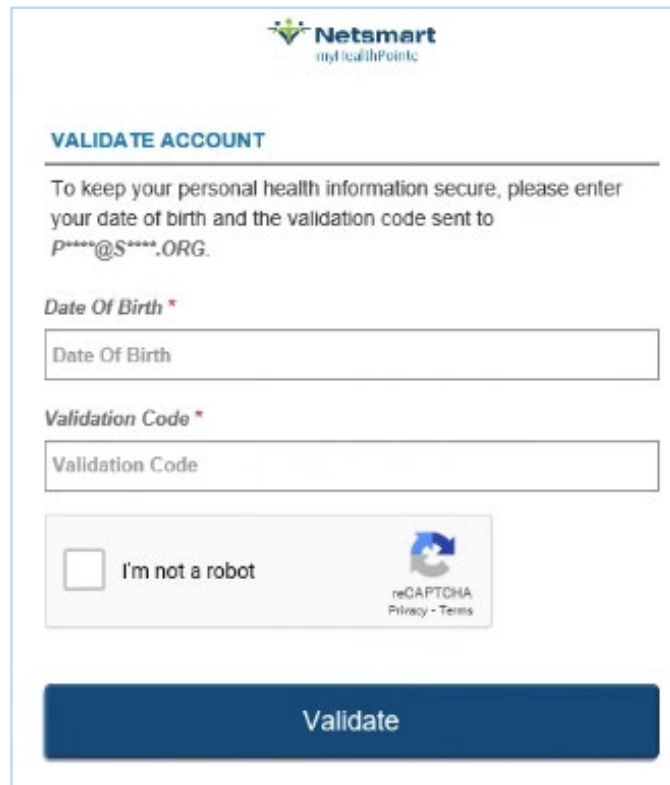
This one time code will remain active, so please be cautious with who all has access to this code. Once you've successfully enrolled, best practice is to delete this email for security purposes.

You may access the Consumer Portal via a web browser at this registration link: <https://myhpconsumer.netsmartcloud.com/Account/ValidateAccount?id=8GatVAjG9v7UmefAjcDAuHYIwwPOMUfi>

Thanks!

sfHealthConnect Help Desk  
855-224-7782 (M-F, 9 am-4 pm PT)  
[1380 Howard Street](#)  
[San Francisco, CA 94103](#)  
[www.sfdph.org/sfhealthconnect](http://www.sfdph.org/sfhealthconnect)

4. The registration link in the email will bring you to the web page below. Enter your Date of Birth, and your validation code (found in the email). Check “I am not a robot” then hit validate.




**Netsmart**  
myHealthPointe

### VALIDATE ACCOUNT

To keep your personal health information secure, please enter your date of birth and the validation code sent to P\*\*\*\*@S\*\*\*\*.ORG.

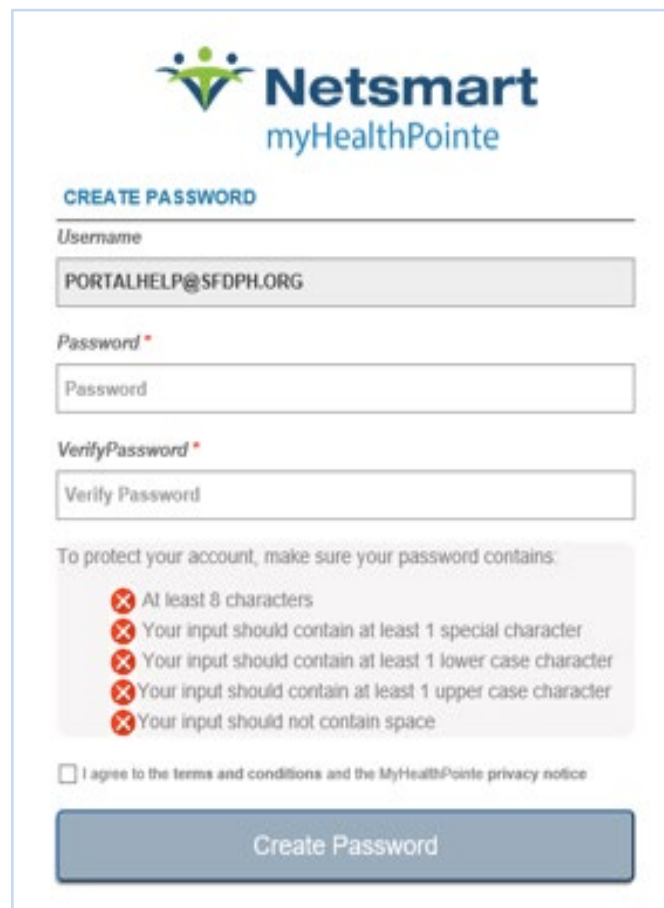
**Date Of Birth \***

**Validation Code \***

I'm not a robot  reCAPTCHA  
Privacy - Terms

**Validate**

5. The next web page will ask you to create a password. (Please be sure to save it in a secure place). Then click on create a password.



**Netsmart**  
myHealthPointe

### CREATE PASSWORD

**Username**

**Password \***

**Verify Password \***

To protect your account, make sure your password contains:

- At least 8 characters
- Your input should contain at least 1 special character
- Your input should contain at least 1 lower case character
- Your input should contain at least 1 upper case character
- Your input should not contain space

I agree to the terms and conditions and the MyHealthPointe privacy notice

**Create Password**

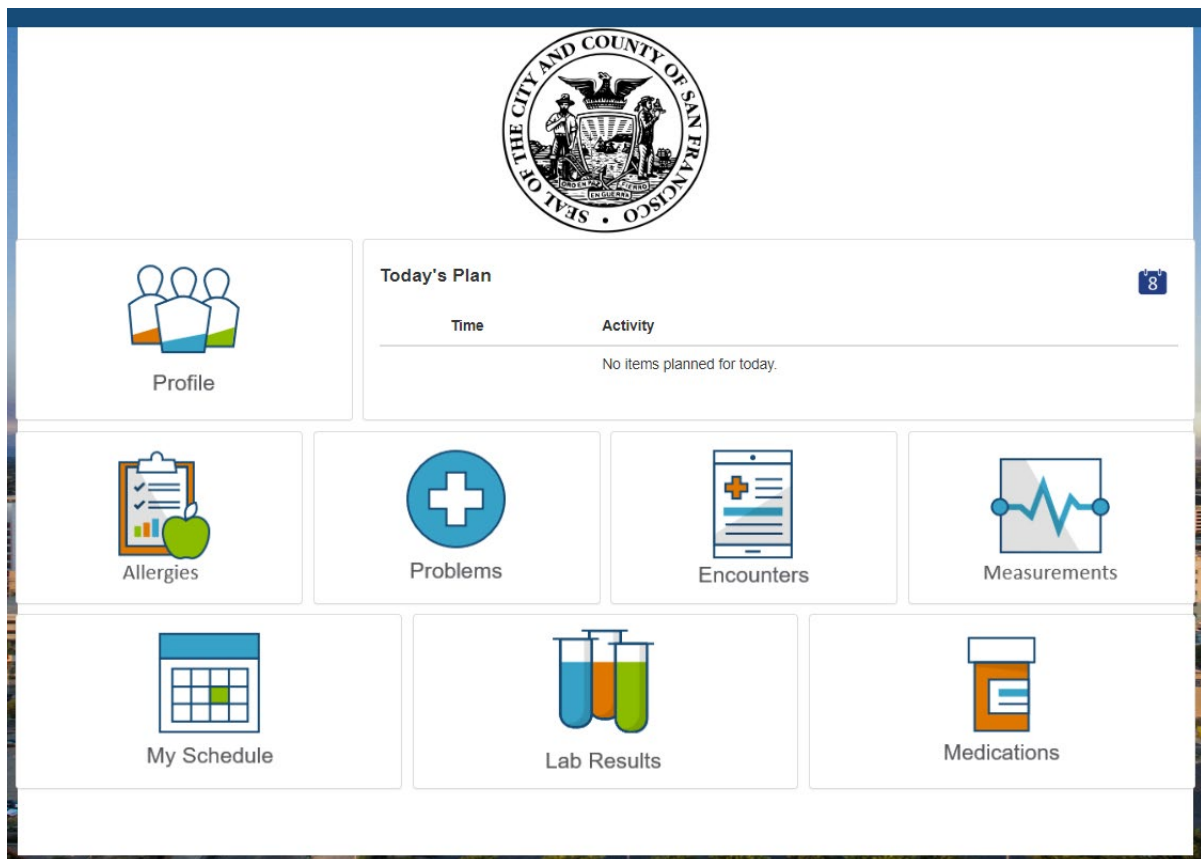
- The next page to open is the sign-in page where you will enter your username and your new password. Then click on **Sign In**.



The image shows the sign-in page for Netsmart myHealthPointe. At the top is the logo, which consists of a stylized green and blue figure above the text "Netsmart" in a large, bold, blue font, and "myHealthPointe" in a smaller, blue font below it. Below the logo are two input fields: "Username" with the text "PORTALHELP@sfdph.org" and a person icon, and "Password" with a series of dots and a lock icon. A large blue "Sign in" button is centered below the fields. Underneath the button are links for "Sign in with one-time code", "Forgot Password?", and "MyHealthPointe terms and conditions and privacy notice".

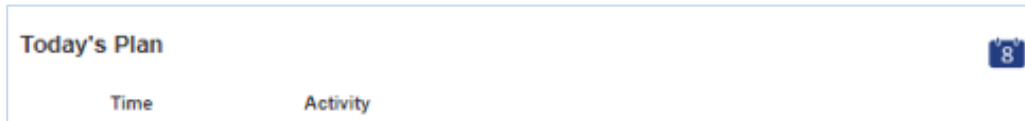
## Portal Features Overview

- When logging in, your home page will appear with various tiles that you can open.
- If you find any information that needs to be corrected, contact your clinician.

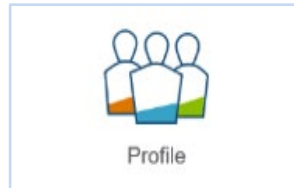


The image shows a home page dashboard for the Netsmart myHealthPointe portal. At the top center is the official seal of the City and County of San Francisco. Below the seal is a "Profile" tile with an icon of three people. To the right of the profile is a "Today's Plan" section with a calendar icon showing the number 8. Below the profile and today's plan are several other tiles: "Allergies" (with a clipboard and apple icon), "Problems" (with a blue cross icon), "Encounters" (with a smartphone icon), "Measurements" (with a line graph icon), "My Schedule" (with a calendar icon), "Lab Results" (with three test tubes icon), and "Medications" (with a pill bottle icon).

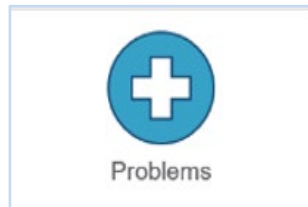
## Portal Features Overview continued



- This tile shows your schedule for the day.



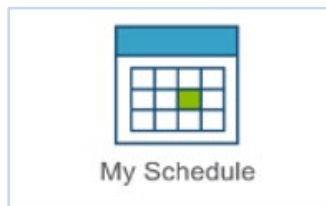
- The tile lists all your contact information



- This tile lists the items that you are working on with your clinician.



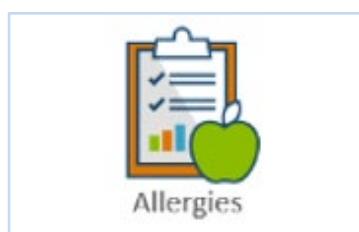
- All your current medications are listed on this page.



- Your future appointments are listed in the calendar.



- Your current Flu vaccinations, Covid information, and any other vaccinations you have received are listed here.



- Your allergies can be found here.



- Your current weight, height, and other measurements are located here.



- Your lab results are located here.

## Portal Log-In Information

- You can access the Portal through the URL below.
- [www.sfdph.org/sfhealthconnect](http://www.sfdph.org/sfhealthconnect)
- Read the terms and conditions and click “I Agree” to be redirected to
- the new portal login screen.
- Below is an example of what you will see when you log in from the [www.sfdph.org/sfhealthconnect](http://www.sfdph.org/sfhealthconnect)

PLEASE READ EVERYTHING ABOVE BEFORE CLICKING BELOW:

IF I DO NOT AGREE TO THE TERMS AND CONDITIONS OF USE, I cannot use the BHS Consumer Portal to view my health information. I can get paper copies of my medical records through BHS SAN FRANCISCO HEALTH NETWORK's Health Information Management department.

I Agree

If you need assistance, please contact the Portal Helpdesk at

**1-855-224-7782**

The helpdesk is open Monday – Friday 9 am to 4 pm