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://myhcpconsumer.netsmartcloud.com/Account/ValidateAccount?id=8GaWvAjiCQy7UmefAjcDAuHY1wwPMUJ1

Thanks!

sfHealthConnect Help Desk
855-224-7782 (M-F, 9 am-4 pm PT)
1380 Howard Street
San Francisco, CA 94103
www.sfdpd.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.

![Validate Account Form](image1.png)

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.

![Create Password Form](image2.png)
6. 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.

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.
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)

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