Alameda County User and Liaison Meeting

October 2024

10AM-12PM

Agenda

Announcements and Reminders

Privacy and Security Training

Clarity New User Interface Demo

Client Portal Demo

Bitfocus

Announcements and Reminders

- Meetings Reminder
  - CANCELED November Coordinated Entry Q&A
  - U&L meetings will resume January 2025
- Privacy and Security Training
- User Survey

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Privacy and Security Training

- Complete REQUIRED Alameda Privacy and Security Training within January 2 - February 28, 2025

- Notify your Agency Liaisons upon completion.

- Accounts will be made inactive for those who miss the deadline.

Bitfocus

Clarity New User Interface Demo

FEEDBACK

Thank you for watching! We have a few questions...

Bitfocus

Your input matters

What are your initial thoughts about the new interface?

Bitfocus

Your input **matters**

Did anything about the visual design stand out to you?

Bitfocus

Your input matters

Were there parts of the interface that seemed confusing or difficult to understand?

Bitfocus

Your input matters

Which features shown in the demo do you find most useful or appealing?

Bitfocus

Your input matters

Are there features you would expect to see but didn't?

Bitfocus

Your input matters

Do you have any other feedback or suggestions for us?

Bitfocus

Client Portal Demo

FEEDBACK

Thank you for watching! We have a few questions...

Bitfocus

Your input matters

Which features of the Clarity Customer Portal do you find most appealing?

Bitfocus

Your input matters

How do you think your clients will respond to using the portal?

What features do you feel clients may find useful?

Bitfocus

Your input matters

What needs or challenges are you hoping to address if the Client Portal is implemented?

Bitfocus

Your input matters

Do you have any concerns or hesitations about using the portal? What specifically worries you?

Bitfocus

Your input matters

How valuable do you believe the Clarity Customer Portal will be for clients and providers?

Bitfocus

Your input matters

What do you feel some of the long-term benefits will be if the Client Portal is used in your community?

Bitfocus

Questions?

Join us!

Alameda County Q&A Session

Every 2nd Tuesday of the month at 10:00 am

Register | HERE

Alameda County User and Liaisons Meeting

Every 4th Thursday of the month

Alameda Users 10a-11a

Agency Liaisons 11a-12p

Register | HERE

THERE WILL BE NO USERS OR LIASION MEETING THE MONTHS OF NOVEMBER AND DECEMBER

NOVEMBER CE Q&E MEETING HAS BEEN CANCELED

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For support:

Alameda County HMIS Support Ticket:
Email: hmissupport@achmis.org

Bitfocus Help Desk:
For support that includes:
- New User Requests (Including CE)
- Password Reset
- Login Issues
- Chat

Email: Alameda@bitfocus.com

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