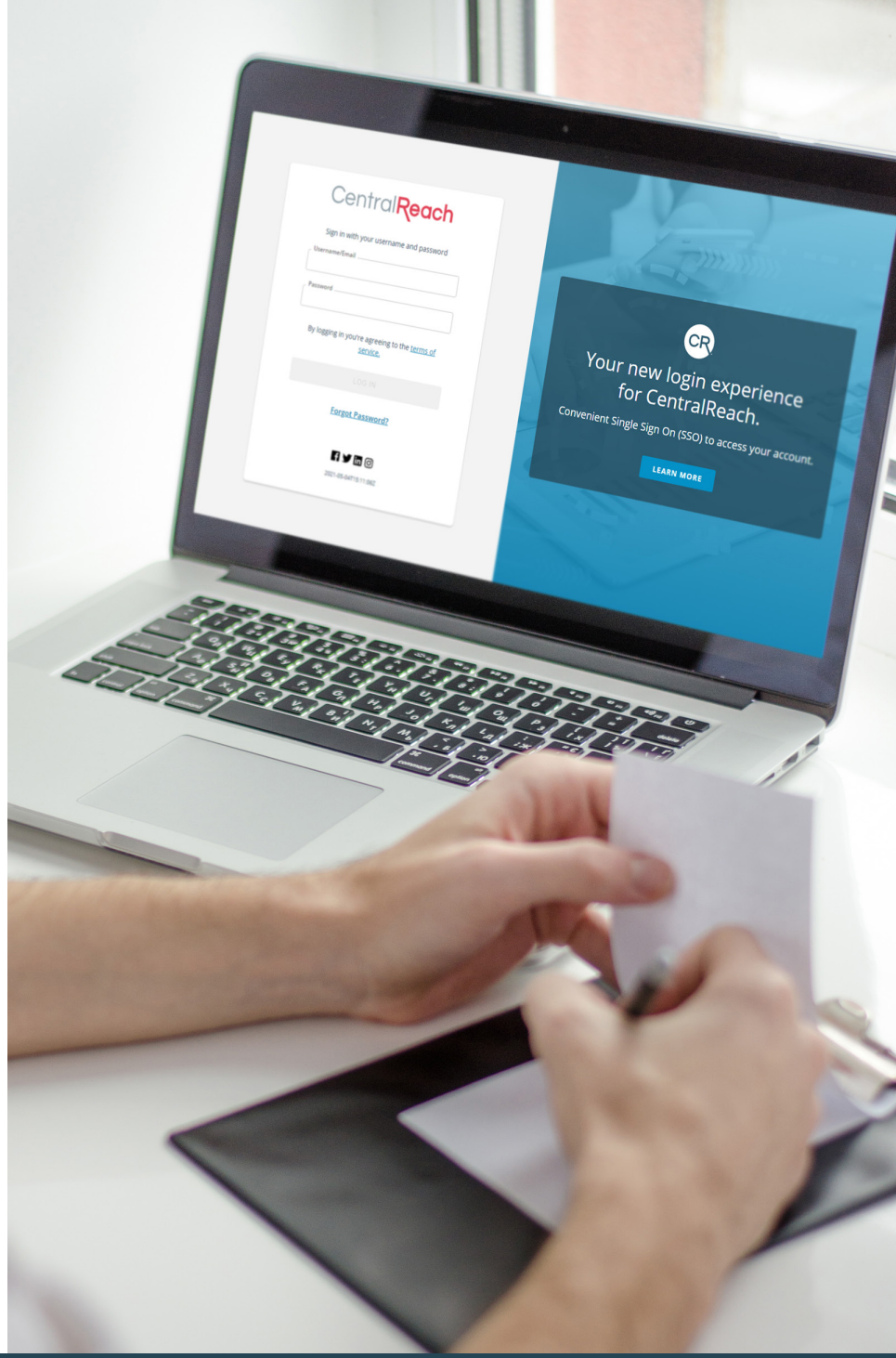
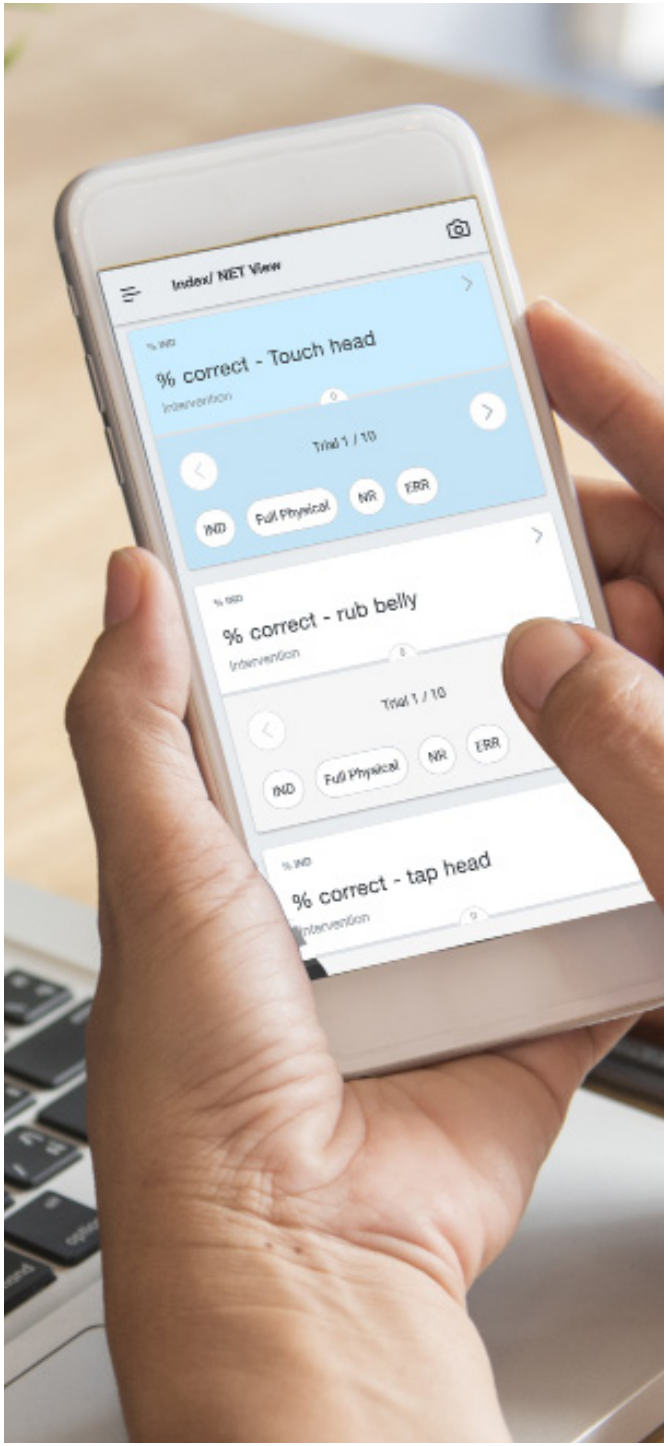
CentralReach

Your new Client Portal login experience

Have peace of mind. Your health information is more secure than ever with the new CentralReach Client Portal login.



sales@centralreach.com 800-939-5414 centralreach.com



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Your new login experience.

We take your account security seriously. The new login experience protects your CentralReach Client Portal account from common threats like phishing attacks and account takeovers, by making it harder for bad actors to impersonate you and access your account.

A simple swap from username to email address

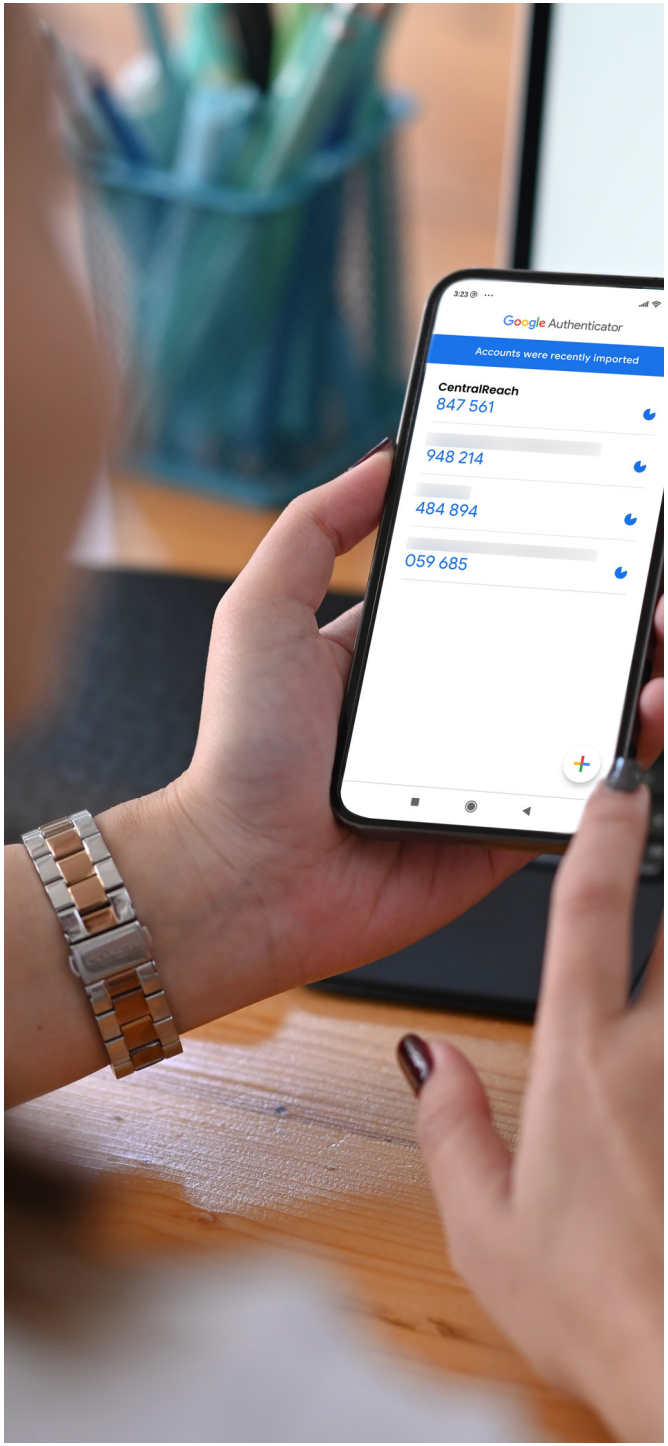
Instantly sync data sheets to client program books. Always have up-to-date data and graphs for progress monitoring and program modification, to help clients achieve their potential.

> **Before,** users logged into CentralReach Client Portal with a username.
>
> **Now,** users will log into CentralReach Client Portal with a unique email address. This protects against phishing, as the unique email address is validated to confirm each user is who they say they are.This also paves the way for Single Sign On (SSO), so users can log into multiple CentralReach products using the same credentials.

A new page to easily manage your login credentials

Once logged into the Client Portal, you'll see two small updates. Now, your menu drop-down will include a new link to "Single Sign On Settings" where you can manage your name, email, password, MFA options, and more.

Also, you'll see the **"Single Sign On Settings"** page when clicking your Profile Image > Login & Access.



Optional Multi-Factor Authentication (MFA)

Your organization will decide whether or not to enable Multi-Factor Authentication (MFA): a powerful, familiar way to confirm your identity when accessing sensitive information like online banking details or electronic health information.

If your organization enables MFA, the new login experience will walk you through a short process to set it up. You may choose from three options: 1) an authenticator app, which is the most secure, 2) email authentication, or 3) SMS text message authentication.

> **Before,** users logged into CentralReach Client Portal with a username.
>
> **Now,** users will log into CentralReach Client Portal with a unique email address. Then, users will confirm their identity with a 6-digit code from one of the following:
>
> 1. An authenticator app (*Microsoft Authenticator, Twilio Authy, or Google Authenticator. These are freely downloadable from the iTunes and Googleplay stores.*)
> 2. A validated email address

MFA keeps your CentralReach information safe.

The small, recommended step of MFA is simply the best way to protect your account from common threats like phishing and account takeovers. It utilizes both a factor you know (your email/password) and a factor you have (your app, email, or phone) to verify your identity and prevent bad actors from accessing your account.

Please remember to follow your organization's policies for MFA, including the preferred MFA options (app, email, or SMS).