



FAQ for Portal

Q: How do I login to Compass Behavioral Health's Portal?

A: Provide an email or cell number on your account to be registered. Look for the link on email or text to register on the portal and set up an account.

Q: What if I don't receive an email or text.

A: For email please be sure to check your junk/spam mail folders. If you still don't see it, it is possible your email inbox is as capacity and no new email will be delivered. Please clean out your inbox and notify your Compass office clerical staff so they can update your next appointment which should trigger another email notification.

For text please be sure to check all message folders. Some cell phones can filter unknown cell numbers to a junk text message folder.

Q: Once I am registered, what is the web address for the portal?

A: <https://connect.compassbh.org/login>

Q: What is the app name for the Compass Behavioral Health Portal?

A: Compass BH Connect

Q: Do I need an email address?

A: No, you can use a cell number and receive text and use the app.

Q: Who will text and emails come from so I can find them?

A: text and emails will come from noreply@compassbh.org. Search spam and junk folders and ensure this is not blocked for reminders and password resets.

Q: If I need my password reset can Compass reset this for me?

A: Compass does not have access to your username or your password. There is a link for you to click on in the login page that states "help, I can't sign in". You will need to enter your email, cell number or username you registered with. Your date of birth must be in the format of MM-DD-YYYY as well. If you can't remember your username, please contact your Compass office and have clerical staff submit a ticket to IT.

Q: Can I change my username?

A: yes, once you are logged in you can go to the More option, my Account, Account Information and change the username.

Q: Can I pay my bill on the portal?

A: Yes, this is under Account Settings and Payment Information.

Q: Am I required to enter my credit card information on the portal?

A: No, you will be prompted to enter this for billing and payment. It is stored and not billed until you make payment on the account. If you do not have any billing or want to put this information in you can skip this. In step 1 you will begin; in Step 2 you will click on '**add payment information later**' at the bottom of the screen selection. This will skip this section and let you proceed to the appointments, forms and rest of the portal.

Q: Can I switch my notification / reminders from email to text or vice versa.

A: In Portal you can go to More, My Account, Notification preferences, Appointment Reminders. Select how you would like to be notified. You can also change your notification settings to show how often the appointment reminders are sent to you.