

NetsmartCONNECT Login Frequently Asked Questions:

Q. What is NetsmartCONNECT?

A. NetsmartCONNECT is the User Community Portal, a secure online community to connect you with other Netsmart users, information, and resources. NetsmartCONNECT connects you to the entire Netsmart Community as well as provides a “front door” to all the Netsmart resources available to you, including:

- Connecting and Collaborating with the Netsmart User Community
- Engaging in discussion with various interest and user groups
- Submitting product innovations and viewing solution roadmaps
- Managing support cases
- Staying up to date on Netsmart News & Events
- Accessing the Netsmart Resource Center

Q. Is NetsmartCONNECT how I access my organization’s products and solutions?

A. No, NetsmartCONNECT is a separate platform from your organization’s Netsmart products/solutions and requires a unique log in from your CareRecord.

Q. I had an account in the previous Netsmart User Community Portal, NetsmartCares. Do I still need to register for NetsmartCONNECT?

A. Yes, NetsmartCONNECT is a new and separate platform from NetsmartCares and will require a different and unique log in.

Q. I am employed by more than one organization that utilizes Netsmart products. How do I register for NetsmartCONNECT to ensure I view each agency’s information?

A. NetsmartCONNECT accounts can be merged to multiple organizations. If this applies to you, please call Support to assist.

Q. I am a new user registering and I do not know my 7-digit Client Code. How do I find this?

A. The client code required when registering for NetsmartCONNECT is a unique 7-digit code for your organization. This code is needed to authenticate your account to your specific agency and will give you viewability to your organization's solution resources. You can retrieve your client code in the following ways:

- Contact your agency's Client Admin(s) within your organization.
- Contact your Netsmart Client Alignment Executive.
- Refer to your NetsmartCONNECT welcome email.
- Call the Netsmart Client Support line.

Q. How do I change my password in NetsmartCONNECT?

A. You will need to go through the change password steps to reset your account. You can do this by clicking on 'Forgot your password' on the NetsmartCONNECT log in page. You will then receive a verification code via email to update your credentials.

Q. An error message that states, "An account already exists for this user" when I attempt to register, but when I attempt to sign in, an error message states, "The username or password provided in the request are invalid." How do I proceed?

A. If you are new to NetsmartCONNECT and have never logged in previously, this error message is inaccurate, and you will need to call Support to receive assistance registering your account.

If you are a returning user, please go through the 'Forgot your password' steps to receive a verification code via email to update your credentials.

Q. I need to access the Netsmart Resource Center, is NetsmartCONNECT the right location to do this?

A. Yes, you will need to register for an account in NetsmartCONNECT if you are attempting to access the Netsmart Resource Center (formally known as the Netsmart Wiki). Here is where you can access maintenance and workflow tools, guided lessons, practical application tools and more to help you stay educated on system optimization usage and training.

Q. I received a pop-up error message when I attempted to register/log into my account. How do I fix this?

A. We recommend you attempt to register/log into your account in an incognito browser, as well as clearing your cache/cookies. Instructions to do this are below:

- Open Google Chrome.
- Click the Chrome menu : icon on the browser toolbar.
- Select More Tools.
- Select Clear browsing data.
- On the Clear browsing data window, select which time range you want to clear.
- Tick Cookies and other site data and Cached images and files, and then click Clear data.

Q. I need to change my email address associated with my NetsmartCONNECT account. How do I do this?

A. To make updates to your profile information, please reach out to your organization's Client Admin(s) or call Netsmart Support

Q. I need to submit a support case, is NetsmartCONNECT the right location to do this?

A. Yes, you will need to register for an account in NetsmartCONNECT if you are attempting to submit, respond, or follow up on a support case you may be aligned to. If you have been tagged in a case but have not yet registered for an account, please go through the sign-up process. If you have an active account and are unable access to support, please reach out to your agency's Client Admin(s) within your organization to get access.

Q. I did not find what I am looking for in this FAQ document, how should I proceed?

A. We ask that you contact your aligned products Client Support Line to speak with a live agent to better assist you with your questions: <https://www.ntst.com/support/client-support>