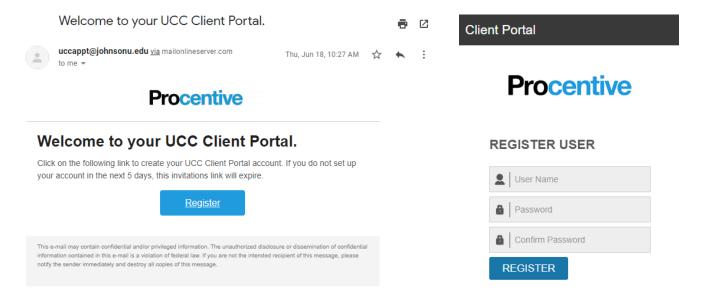
**Direct Link: Client Portal** 

## **Client Portal Registration**

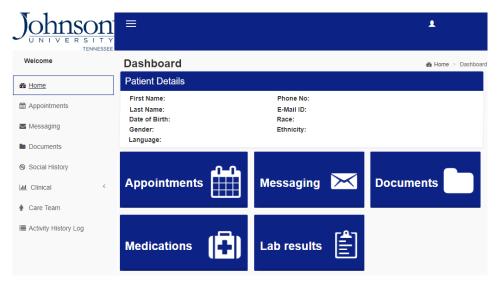
After signing-up for counseling services you should receive a link within 24hrs from **Procentive** to create an account for the client portal.

- ➤ If you cannot find the email in your inbox, make sure to may need to check your junk mail or trash folders.
- You have 5 days to create the account before the link expires.
- ➤ Make sure to create a strong password. We recommend at least characters using a combination of numbers, symbols, and letters with upper and lowercase.

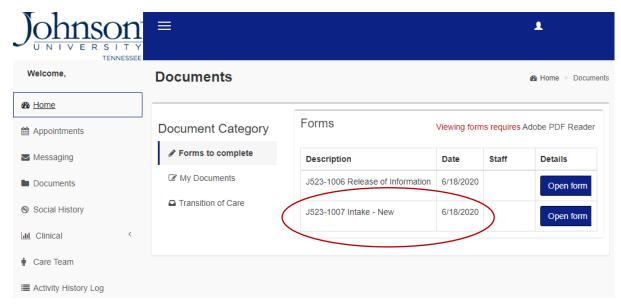
If you run into any issues or cannot find the link, please contact the Front Desk at 865-251-2217.



Once you have successfully signed-in to the portal, make sure to complete the **Intake Form** and any additional information listed under documents.



The **Intake Form** in found under **Documents**; once this form is completed a counselor will reach & schedule your consultation appointment.



Whenever you need to correspond with your counselor you can either call their office line, or **send a secure message** by logging on to the Portal and selecting the **Messaging** tab.

