

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.

The screenshot shows an email from uccappt@johnsonu.edu. The subject is "Welcome to your UCC Client Portal." The email body contains the Procentive logo and a "Register" button. On the right side of the email, there is a "REGISTER USER" form with fields for "User Name", "Password", and "Confirm Password", followed by a "REGISTER" button. A disclaimer at the bottom states: "This e-mail may contain confidential and/or privileged information. The unauthorized disclosure or dissemination of confidential information contained in this e-mail is a violation of federal law. If you are not the intended recipient of this message, please notify the sender immediately and destroy all copies of this message."

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

The screenshot shows the Johnson University Tennessee Client Portal Dashboard. The top navigation bar includes the Johnson University Tennessee logo and a user profile icon. The main content area is titled "Dashboard" and features a "Patient Details" section with fields for First Name, Last Name, Date of Birth, Gender, Language, Phone No., E-Mail ID, Race, and Ethnicity. Below this are six large blue buttons with icons: "Appointments", "Messaging", "Documents", "Medications", and "Lab results". A sidebar on the left lists navigation options: Home, Appointments, Messaging, Documents, Social History, Clinical, Care Team, and Activity History Log.

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

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Welcome, Documents Home > Documents

Document Category

- Forms to complete
- My Documents
- Transition of Care

Forms Viewing forms requires Adobe PDF Reader

Description	Date	Staff	Details
J523-1006 Release of Information	6/18/2020		Open form
J523-1007 Intake - New	6/18/2020		Open form

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.

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Welcome, Messages Home > Secure Messages

INBOX

[Compose Message](#)

FOLDERS

- Inbox
- Sent

Search Inbox

Search Inbox [Search](#)

From	Subject	Sent
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