

Welcome to the Client Portal, an interactive feature from our Electronic Health System, Credible. This is a step-by-step guide for setting up your account.

1. You will need a Registration Key. One will be provided to you via email, in-person, or over the phone. (If via email, check your Spam or Junk folders for a 'noreply' message from Credible.)

Registration Key Generated

Hello, Test

The Valley Cities Behavioral Health Care Portal helps to track visits, medications, account balances, and other information. To use it, you must register. To do so:

1. Click on <http://www.cbh3.credibleportal.com/v2/en/Registration/Index/Vc>. The registration page opens.
2. Write or copy and paste the registration key below into the Registration Key field.
GVDDLZK6
3. Enter the other information requested.
4. When requested, select 3 questions and answer them.
5. When finished, click on OK. You will be able to use your userID or email address, and password to log into the portal.

We recommend that you bookmark the address for the portal for easy reference.

This registration key will expire on **Jan 16, 2021**

If you have any questions, please contact us.

Valley Cities Behavioral Health Care

Print Close

2. Follow the instructions on the Registration Key message. The 8-digit code will expire in 5 days from the date it was generated. If you are unable to create an account prior to expiration, you will need to request a new Key from a VC staff member.
3. On the 'Register New User' screen, Birth month must be a number. Jan – 1, Feb – 2, Mar – 3, etc.

User Registration

Registration key*

First name*

Last name*

Birth Month* Birth Day*

* Indicates required field

CANCEL NEXT

4. The next screen will ask you to enter either a Phone # -or- a valid Email address.
5. You must agree to the Terms of Use by checking the box.
6. After clicking Register, you will need to set up 3 security questions (Valley Cities will not have access to this information.) Below are the options you can select from:

SELECT Question
In what city were you born?
What is the name of the first elementary school you attended?
What is the name of your first pet?
What is your mother's maiden name?
What was the make and model of your first car?
How old were you when you first rode in a subway?
What is the last name of your favorite teacher?
What was your nickname as a child?
What is your favorite place for vacation?

7. After clicking Continue, you will be able to log in and access your Portal account. Use the username and password you created during the setup phase. If you lose your password, use the 'Forgot Password' function to reset and log in.

You will be logged out of your Portal account after 15 minutes of inactivity