

Client Portal FAQs

1. Credible's Client Portal works best on laptops and desktop computers. It can be used by viewing the desktop site on your mobile device, but this may not work consistently.
2. Is there an app available? Not at the present time.
3. Troubleshooting: If you are having issues with the Portal, trying the following first may help:
 - a. Clear the cache in whatever browser you are using (Google how to clear my cache if you're not sure), close out the browser, reopen browser and try Portal webpage again
 - b. Try viewing the page as the Desktop version in your browser (on Chrome- under settings; if you're using an Apple device, try using Chrome rather than Safari)
 - c. Try a different browser
 - d. Try a different device (try desktop or laptop if you've been using a phone or tablet)
4. The website link used to register for the Portal is not the same as the website link to access the Portal after registering. You can access the regular Portal link on TrueNorth Wellness Services website under Client Portal- look for the big yellow button.
5. Releases to Share Information are always available for you to fill out. When you complete one, the Portal regenerates a new blank one.
6. What you can do in the Portal:
 - a. Fill out forms
 - b. View their medication list if they see a TrueNorth provider
 - c. View upcoming appointments
 - d. View their insurance information on file
 - e. View their payment history
 - f. View lab results if they see a TrueNorth provider
 - g. View the medical information, diagnosis, and contacts we have on file for them
 - h. View visit summaries, treatment plans, school/work excuses
 - i. Access Liquid Payments to pay copays, coinsurances, outstanding balances online
 - j. Message our Customer Engagement team to schedule or change an appointment (only for clients who have already had an intake)
7. If staff send forms to your Portal for you to complete, they will disappear after 30 days. If you still need to complete them, you will have to ask staff to assign the forms to you again.
8. Can I upload documents for my provider into my Portal? Not at this time.

9. Can I do my telehealth visits through the Portal? No. TrueNorth utilizes doxy.me for telehealth appointments. If you are uncertain of your provider's link for doxy.me, please reach out to our Customer Service Specialists.