

MySweetser Client Portal Instructions

Child/Dependent Account without a Registration PIN

Thank you for your interest in enrolling in the MySweetser Client Portal! It is a convenient, easy-to-use tool created for your benefit. Below you will find a list of instructions on how to create and access an account for the Sweetser record of your child/dependent under age 12.

If you already have an account of your own:

1. Login to your MySweetser Client Portal account and click "Setup Notifications" underneath your name and avatar on the left side of the screen.
2. Scroll down to "Associated Accounts" and click "Add a Child or Dependent Account."
3. Answer "Yes" to "Do you have a Registration PIN for this account?"
4. Enter the PIN and your child/dependent's last name and click "Add Account."
5. To view your child's account, click "Switch Account" underneath your name and avatar to the left of your screen, and select your child's name from the dropdown menu.

If you do NOT already have an account of your own, please enroll by following these steps:

1. Go to <https://www.mysweetser.intelichart.com>, or click on the MySweetser Client Portal **Login** icon on www.sweetser.org
2. Click on "Don't have an account? Register for free!" below the Login button.
3. Answer "No" to the registration question "Do you have a Registration PIN from your doctor's office?"
4. Click on "Registering for My Child/Dependent."
5. Click on "I'll Need to Create an Account."
6. Complete page one of the registration form (Parent or Guardian Information) and click on "Continue."
7. Complete page two of the registration form (Child/Dependent Information) and click on "Continue."
8. Complete page three of the registration form; read and agree to the Intelichart "Terms & Conditions," and click on "Complete Registration."
9. Log out of the MySweetser Client Portal.
10. Log into your personal email account. Open the email titled "Welcome to your MySweetser Portal – Final Registration Step."
11. Click on the link provided or copy and paste the link into your web browser.
12. The link will return you to the MySweetser Client Portal, click on "Return to Login Page."
13. Enter your personal email address, your password and click on "Login" to access your account in the portal.

To finalize your account:

1. Click on "Send a Message."
2. Select the "Client Records" from the drop down menu.
3. Type "Complete Registration My Child/Dependent" in the subject area.
4. In the body of the message type "I have set up a Client Portal Account for My Child/Dependent. Please complete the process by merging the information. Thank you."
Click on "Send."
5. You will receive message verification within three business days confirming that the information has been merged and your Child/Dependent MySweetser Client Portal Account is active. If you do not receive confirmation, please call 1.800.434.3000.

Before logging out of the Client Portal, please click on the "Setup Notifications" link underneath your name and avatar (this is on the left side of homepage, the fifth option down). You may select notifications to go to your email or via SMS (text message). You may also adjust the frequency to suit your needs.

***We recommend that you set up notifications especially for
"New Message" and "Appointment Reminder."***

If you have any trouble logging into your account, or have questions about MySweetser Client Portal, please review the MySweetser Client Portal information at www.sweetser.org, under the Programs & Services heading, or call us at 1.800.434.3000.