

FAQ Client Access Portal

General

I can not open the log in page

- Make sure you are using this address - <https://recoveryfocus.cdpssoft.com> – you can copy and paste the link into your browser.
- Try opening the log in page using a different internet browser (if you are using internet explorer try Google Chrome).

Passwords

I've forgotten my password

- On the log on page click 'I've forgotten' next to the password box, this will send you a password reset by email.

Why I haven't received the 'Authentication' SMS?

- We will use the number you provided when signing up – If this number has changed please notify us via email using the email address, we have on record for you.
- Check that you have mobile reception so the SMS can be received.

Messaging feature

Will I receive a confirmation of delivery message?

- No, once you click send and the message disappears it has been sent.

Support Plan Review

Can I create a new Support Plan Review again on the same day?

- It isn't possible to create a new review for the same day, but it is possible to go back into the one you have already done and update it.

I would like some more guidance on what the numbers 1 to 10 on both targets and outcomes mean, especially within the different domains.

- Please ask your case worker to give you the Stages of Change.

Skills and Interest Form

Can I print a copy of the form?

- Yes, click on the PDF icon, this will open a copy of the document press Ctrl+P or File > Print