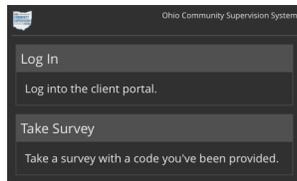


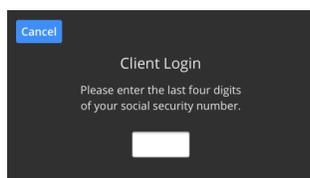


Accessing Client Portal

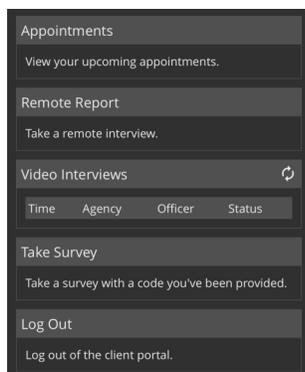
- Navigate to ocssohio.com/client. The device must have camera access.



- Choose to log in to the portal or take an survey.
- Enter the last four digits of your social security number.



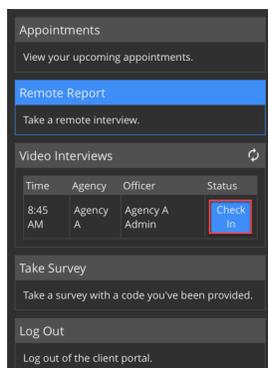
- Allow the device to take an image of your face. The system will utilize facial recognition to authenticate you.
 - If authentication fails, you will be prompted to enter your full social security number and date of birth to access the Client Portal.



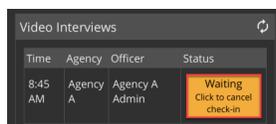
- Choose the option:
 - Appointments - View your upcoming appointments
 - Remote Report - Perform a self report. Note: location services must be available to complete self reports via the client portal.
 - Video Interviews - Perform a Video Interview with your Officer. Note: location services, as well as camera and microphone access must be available to complete video interviews.
 - Take survey - Take an anonymous survey using a provides survey code. See your officer for more information.
 - Log Out - Log out of the OCSS client portal.

Video Interviews

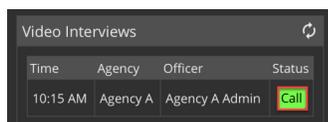
- From the options list, under Video Interviews, select Check In.



- Next, complete the Interview Question Set.
- Once the Interview Question Set has been completed you will be returned the Client Portal, and the Status of your Video Interview will be set to Waiting.



- Once your Check In has been acknowledged by your Officer, you will be notified via text message that you are able to initiate the Video Interview.
- Select the Call button from the Video Interviews section to contact your officer.



- Once the call has been completed, select the phone icon to end the call.
 - Either you or your officer are able to end the Video Interview at anytime.

