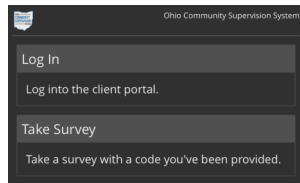


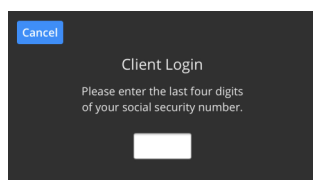


Accessing Client Portal

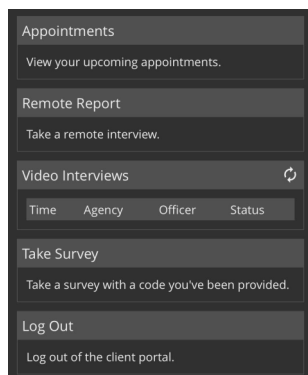
- Navigate to ocssohio.com/client. The device must have camera access.



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



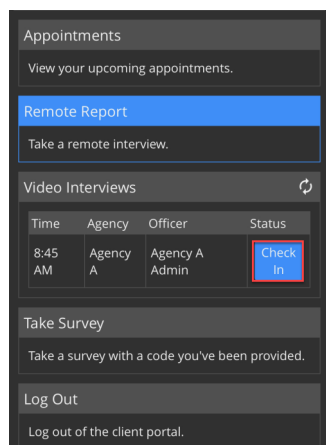
- Allow the device to take an image of your face. The system will utilize facial recognition to authenticate you.
 - If authentication fails, you will be prompted to enter your full social security number and date of birth to access the Client Portal.



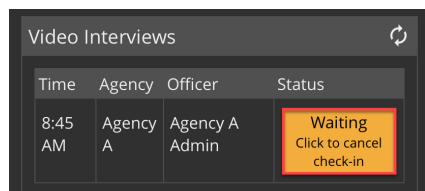
- Choose the option:
 - Appointments - View your upcoming appointments
 - Remote Report - Perform a self report. Note: location services must be available to complete self reports via the client portal.
 - Video Interviews - Perform a Video Interview with your Officer. Note: location services, as well 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.



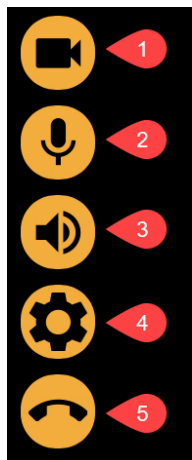
- Once your Check In has been acknowledged by your Officer, you will be notified via text message that you are able to initiate the Video Interview.
- Select the Call button from the Video Interviews section to contact your officer.



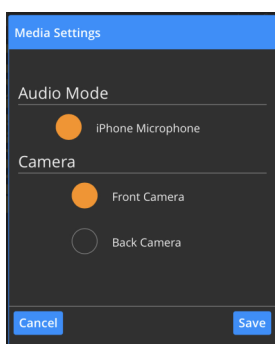
- Your officer will be notified once you select the Call button, once the officer accepts your call the Video Interview session will begin.

Video Interviews

- During your Video Interview you will have access to the setting list in the upper left corner of the Video Interview session.



1. Turn Off Camera—Allows you to disable your camera.
2. Mute Microphone—Allows you to disable your microphone.
3. Mute Speakers—Allows you to disable your speakers.
4. Media Settings—Opens the Media Settings window allowing you to select your Audio Mode and if you would like to use the Front Camera or Back Camera of your mobile device.



5. End Call—Allows you to end the Video Interview.
- Once the call has concluded, select the End Call icon to complete your Video Interview.
 - Either yourself or your officer are able to end the call at anytime.