



CRStar Client Portal

Quick Start Guide

The first time you access the CRStar Client Portal, you must create an account using your email address. You will only need to sign up for the CRStar Client Portal the first time you access it. Once you are signed up, you will only need to enter your email address, password, and the MFA verification code when you need to submit a ticket.

Please note: Contractors or users who work with CRStar for multiple clients (different CRStar logins), please use the email address where you receive communications from CRStar by Health Catalyst.

Quick Start Steps:

- a. Access the CRStar Client Portal: <https://ers.myportallogin.com/>
- b. Click the "Sign Up" button.
- c. Enter the requested information. Please note: You will be selecting a password.
- d. Click the blue "Sign Up" button.
- e. You will receive an email with a link to validate your email address.
- f. Click on the link to confirm your email address.
- g. On the portal screen, follow the instructions to log in.
- h. Once you log in, you will be emailed an MFA verification code. Enter the code to complete the login.
 - a. If you work with a single facility, you will be taken directly to the Home Page.
 - b. If you use CRStar at multiple facilities, you will see several company names listed. Select the company for which you need support. You will now be taken to the Home Page.

PLEASE NOTE

- Google Chrome is the preferred browser although the portal may work in other browsers. If you have problems in a non-Chrome browser, please try again in Chrome.
- If your email address is not recognized, you will get a message telling you to request permission for the portal from your System Admin. Portal accounts are managed by the System Admin at each facility.
- If you do not have access, this must be reported to your System Admin, not CRStar by Health Catalyst staff.
- CRStar staff may be able to help in an emergency, but members of the CRStar Support Teams do not have access to client portal account settings.

Instructions regarding entering tickets and more can be found in the following document, CRStar Client Portal Instructions, which can be found in the Policies and Procedures section of the CRStar Resource Page.