



SENIOR SERVICES

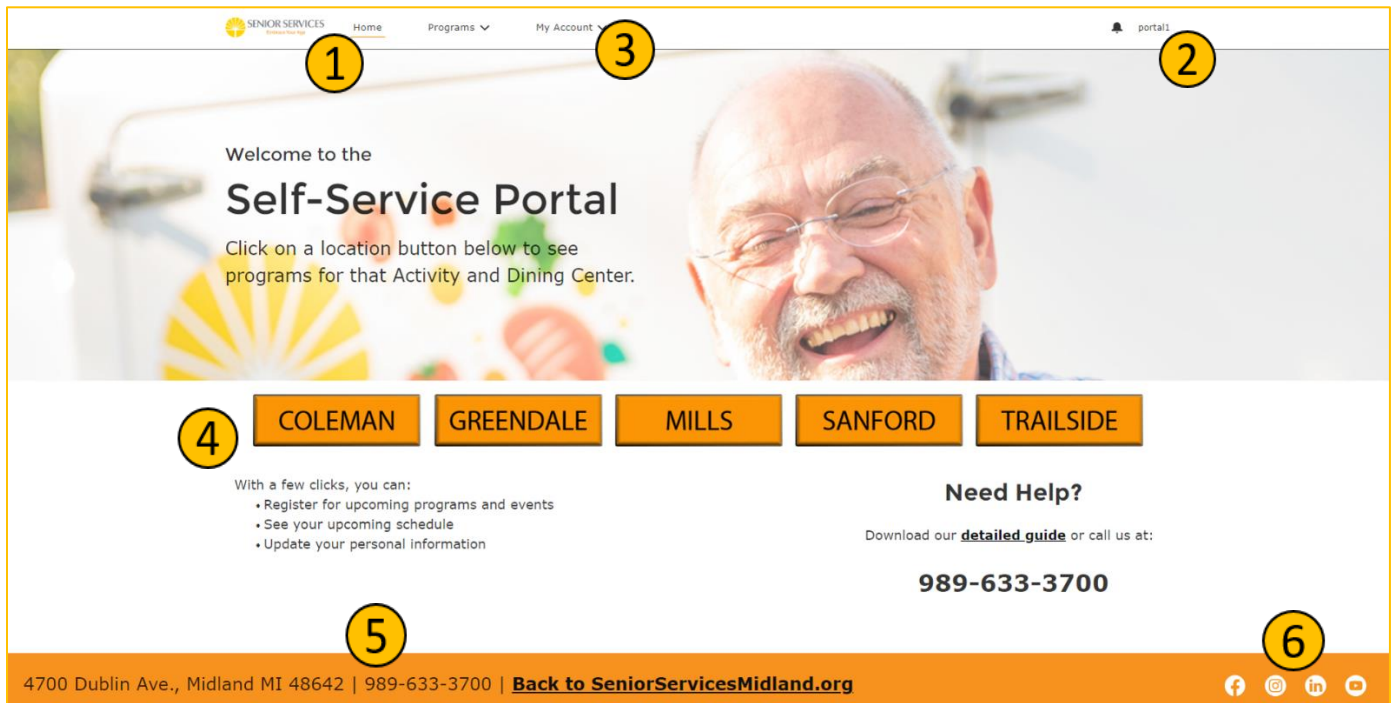
Embrace Your Age

Self-Service Portal Guide

Contents

Overview.....	3
Getting Started.....	4
Create an Account.....	4
Forgot Password.....	7
Forgot Username.....	8
Self-Service Portal Navigation.....	9
Logging out of the Portal.....	9
My Profile.....	10
Programs.....	11
View Available Programs.....	11
Register for a course.....	12
View My Registrations.....	14
Cancel a Registration.....	15
Volunteers.....	17
View Shifts.....	17
View Volunteer History.....	17

Overview



1 Portal Navigation Toolbar

The toolbar links will help in navigating the portal. *Note: The exact links along the top may vary depending on if you are participating in programs, volunteering for Senior Services, or both.*

2 Log Out

Clicking your name in the upper right corner will give you the option to **Log Out** of the portal, this is highly recommended if using a shared or public access computer.

3 My Account

Clicking on the **My Account** will allow you to access your profile to update personal information, such as, Address, Phone Number, Date of Birth, and Email Address.

4 Location Buttons

The location buttons provide access to the list of **Programs** at that particular Activity and Dining Center

5 Footer

Provides quick access to return to the main Senior Services website.

6 Social Media Icons

Connect with Senior Services on your favorite social media channels.

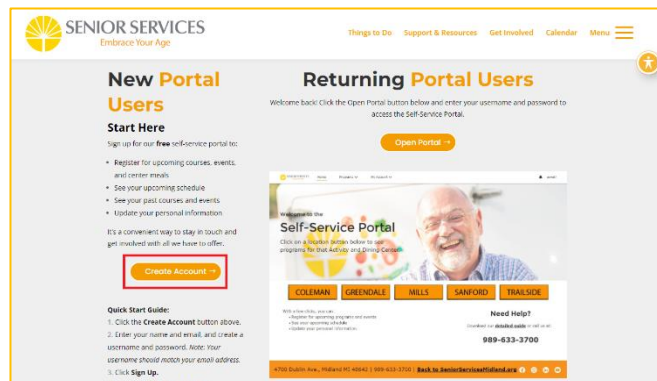
Getting Started

The first step in using the online portal is to create a username and password. Once created, you can use your account to quickly access your information without having to fill out your name, address, phone, and email address for every program registration.

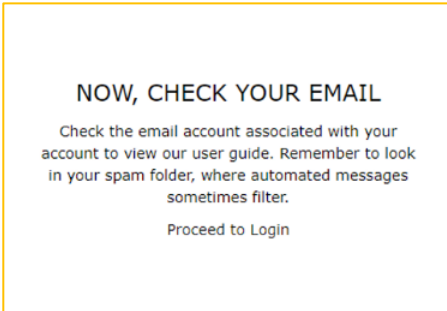
Create an Account

Follow the steps below to create an account.

1. Open a web browser and navigate to seniorservicesmidland.org/portal
2. Click on the **Create Account** button on **New Portal Users – Start Here** section.
3. Enter the details on the form with special considerations noted below:
 - a. Username must be an email address
 - b. Your **username** and **email address** should match
 - c. Each participant accessing the portal will need their own, **unique email address**
 - d. Password Complexity Rules
 - i. Can't be the same as your last 3 passwords
 - ii. Must be 8 characters or more
 - iii. Must include any 3 of the following:
 1. Numbers
 2. Upper Case Letters
 3. Lower Case Letters
 4. Special Characters, such as: !, @, \$, #, {, etc.



4. The next screen will ask you to check your email. You should receive a welcome email that contains your username, a link to the portal for easy reference, and additional information. Click the **Proceed to Login** link on the screen to continue.



5. Enter the username and password you just created and click the **Log in** button.

6. The next screen will ask for additional information including Birthdate, Phone and Mailing Address. Once you are finished, click continue.

This information is collected so we can track the utilization of programs, meet funding requirements, prevent duplicate/erroneous records, and ensure we're signing up the right person for the right program.

*Senior Services does **NOT** sell or share this information with outside parties.*

7. After completing your contact information on the contact screen, you may click "Done."

8. Then you will be redirected back to the Self-Service Portal homepage.

9. Look for your Welcome message that you will receive from **Senior Services [Do not reply]** <midland-senior-services@prolocity.com>. This message will include details about the Self-Service Portal and your Username.

4700 Dublin Ave. | Midland, MI 48642 | 989-633-3700
[Full Calendar](#) | [Donate](#)

SENIOR SERVICES
 Embrace Your Age

Facebook Instagram LinkedIn YouTube

Welcome to the Online Portal

SENIOR SERVICES Home Programs My Registrations More Search...

Welcome to the
Online Portal

With a few clicks, you can:

- Register for upcoming programs and events
- See your upcoming schedule, past programs and events
- Update your personal information

Click the **Program Button** below to access the current schedule, or on the **User icon** in the top right corner to access your account information.

[Programs](#) [Contact Us](#)

4700 Dublin Ave., Midland MI 48642 | 989-633-3700 | [Back to SeniorServicesMidland.org](#)

Dear {Receiving_User.FirstName},

Welcome to the Online Self-Service Portal! This platform is designed to provide you with additional ways of interacting with Senior Services.

- 1. Manage your schedule:** View program offerings, register for events and programs, and view your upcoming schedule.
- 2. Update your information:** Update your contact information to stay in touch with what's happening at the Activity & Dining Centers.
- 3. Volunteer:** Approved volunteers can see their schedule, register for shifts, and log hours/mileage/expenses.
 ***Note, only certain volunteer programs are available on the portal at this time

Online Portal Access:
 To access the portal, you will need your username, {Receiving_User.Username}, and the password that was setup when your account was created.

Self Service Portal Address: {Community_Url}
Username: {Receiving_User.Username}

Can't remember your password? Use the [Forgot Your Password](#) option on the login screen to reset it.

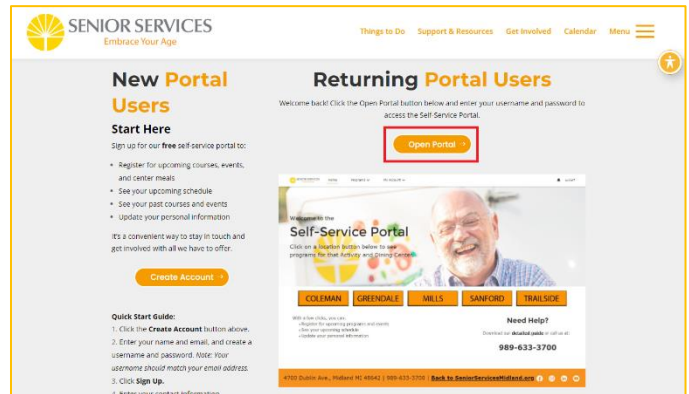
For your convenience, we've created a [step-by-step guide](#) to help you navigate the portal and make the most of its features. You can access the guide [\[here\]](#).

Kind Regards,
 Senior Services
 4700 Dublin Ave., Midland MI 48642
 989-633-3700
[SeniorServicesMidland.org](#)

Forgot Password

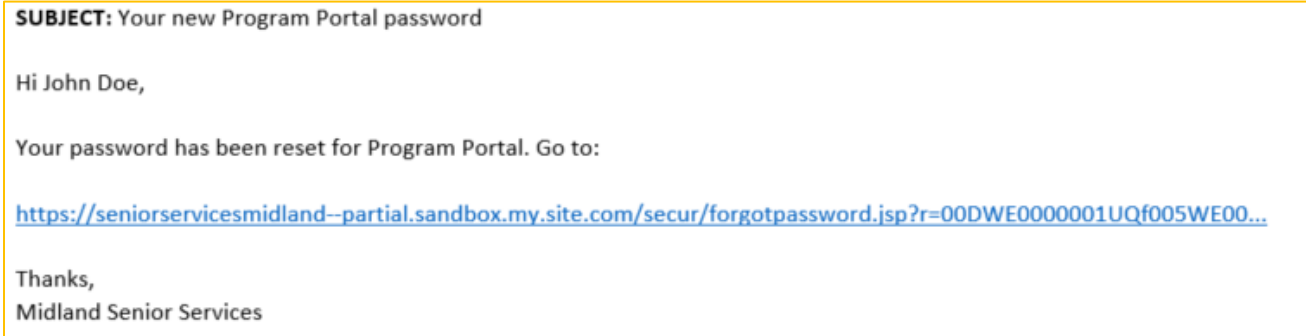
If you have forgotten your password, it can be reset at any time right from the Self-Service Portal Login Screen.

1. Open a web browser and navigate to seniorservicesmidland.org/portal
2. Click the **Open Portal** button
3. Click the **Forgot your password** link on the login screen.



4. Enter your **Username** in the box and click continue.
Note: Username should be the same as your email.
5. Check your email.

6. Look for the email from **Senior Services [Do not reply] <midland-senior-services@prolocity.com>** and click the password reset link.



7. Enter a **New Password** and confirm it again in the **Confirm New Password** box. Once you enter a password and confirm it, the **Change Password** button will turn orange. Click the **Change Password** button to set your new password.

Change Your Password

Enter a new password for **jakedoctest3@mcco.org**.
Make sure to include at least:

- 8 characters

Also include at least 3 of the following:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character ⓘ

* New Password

* Confirm New Password

Change Password

Change Your Password

Enter a new password for **jakedoctest3@mcco.org**.
Make sure to include at least:

- 8 characters

Also include at least 3 of the following:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character ⓘ

* New Password

 Good

* Confirm New Password

 Match

Change Password

8. You will be redirected back to the Self-Service Portal homepage.

Forgot Username

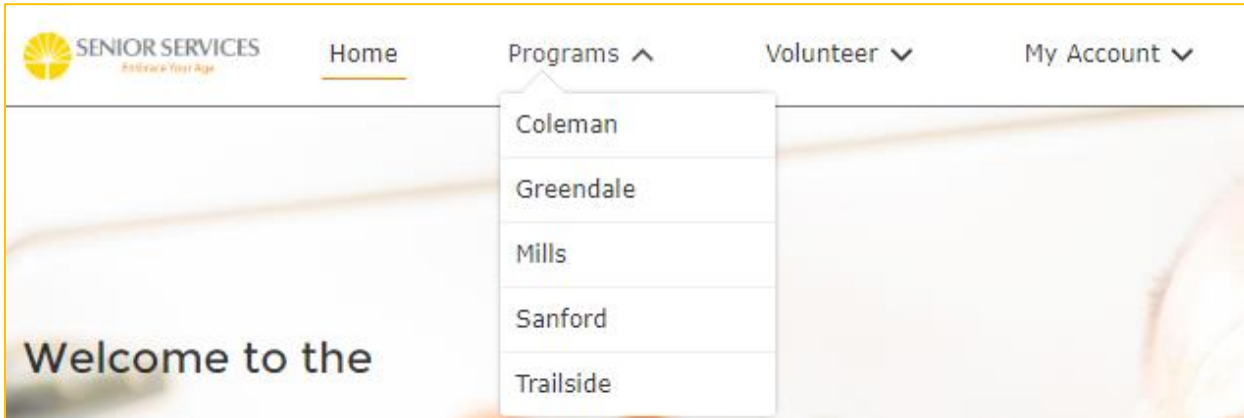
If you have forgotten your username, please try using your primary email address. If you are still unable to access your account, please call 989-633-3700 for assistance. We will need to verify your identity.

Self-Service Portal Navigation

The menu/navigation of the Self-Service Portal will appear slightly different depending on the type of device you are using to access it and if you are an active volunteer or not.

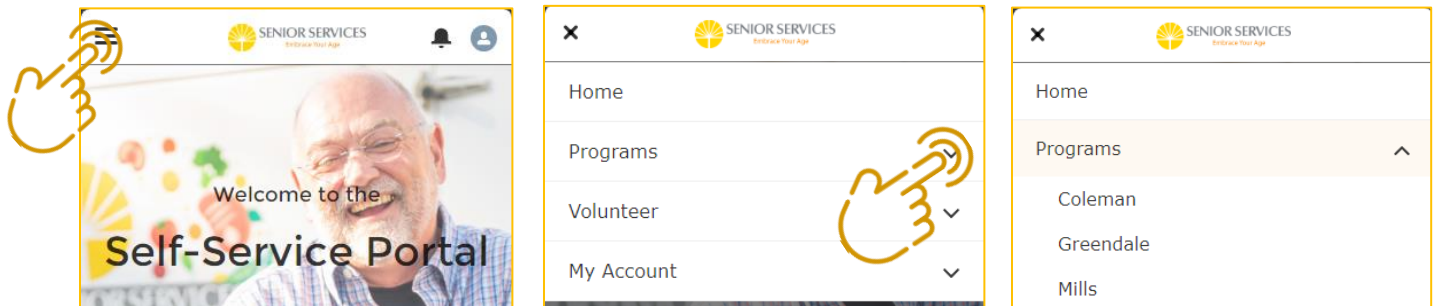
Desktop / Laptop / Tablet Navigation

When accessing the Self-Service Portal from a computer or tablet, it will appear as a horizontal list at the top of the page.



Smart Phone Navigation

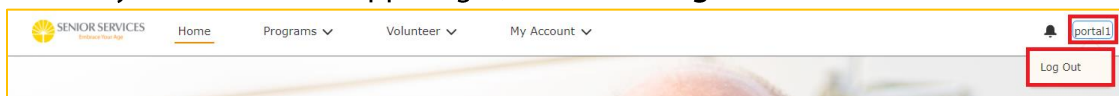
When accessing the Self-Service Portal from a smart phone, the menu is condensed to not cover important content. To expand it, tap on the three horizontal lines that appear in the upper left. Tap again to expand submenus such as **Programs** or **My Account**



Logging out of the Portal

If you are on a shared computer, or accessing the portal from a public computer, it is highly recommended that you log out before closing your browser.

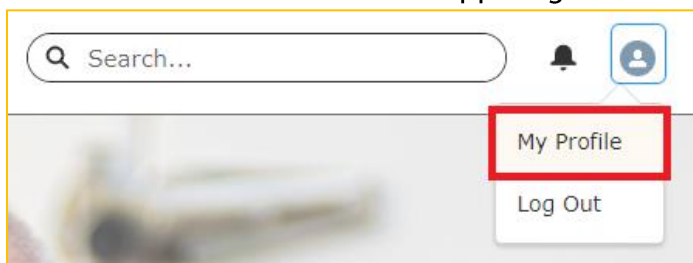
1. Click on your name in the upper right, and select **Log Out**.



My Profile

Your profile contains your personal information including your name, address, date of birth, phone number and email address. Follow the steps outlined below to access your profile and make updates to your personal information.

1. Open a web browser and navigate to seniorservicesmidland.org/portal
2. Click the **Open Portal** button
3. Log-in with your username and password.
4. Click on the **Account Icon** in the upper right and select **My Profile**.



5. Make any updates to your information and then scroll to the bottom of the page and click **Update**.

Address

Country
United States

Street
4700 Dublin Ave

City
Midland

State/Province
MI

Zip/Postal Code
48642

Update

Programs

“Programs” is a broad term used to describe all of the educational classes, activities, and meals that are part of the daily activities available at Senior Services Activity & Dining Center locations.

View Available Programs

There are two ways to view Senior Service program offerings.

The first is to visit our website, SeniorServicesMidland.org/Calendar. Choose a calendar based on what type of program you are searching for. You can then browse the program offerings. If you see something you like, click the register button within the event link!

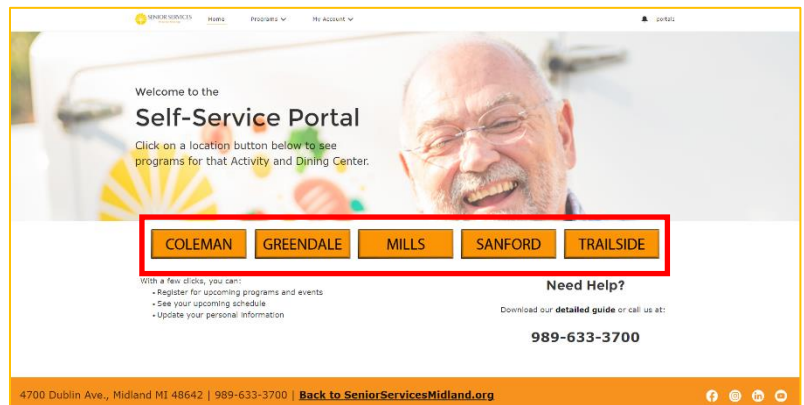
The second way is to view the list right within the online Portal. Step by step instructions are outlined below.

1. Open a web browser and navigate to seniorservicesmidland.org/portal

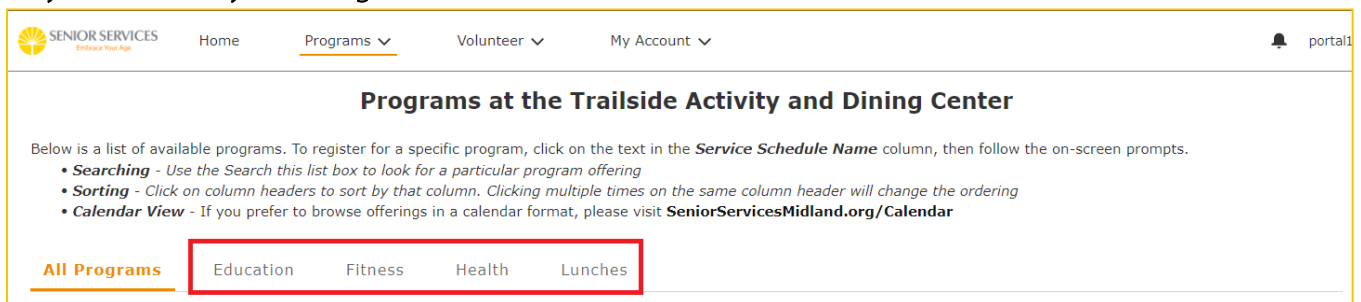
2. Click on the **Open Portal** button

3. Log-in with your username and password.

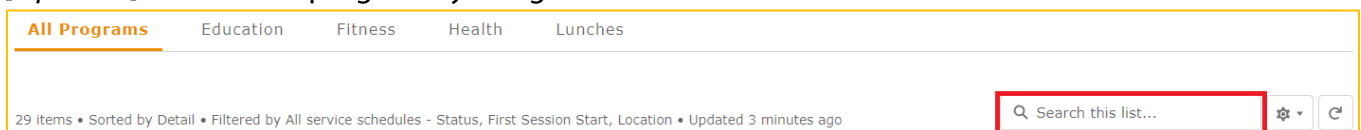
4. Click on one of the **location buttons** to view programs at a specific Activity Center.



5. [Optional] The list of **All Programs** may be filtered by selecting Education, Fitness, Health, or Lunches.



6. [Optional] Search for a program by using the Search This List box



Register for a course

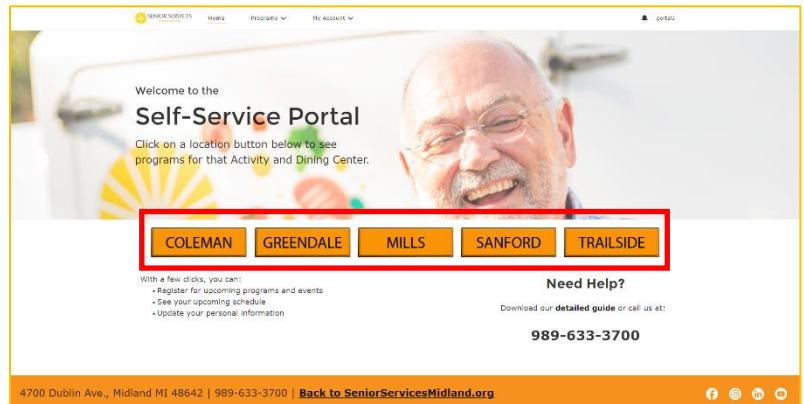
The steps below show how to register for programs from the online Portal. If you are viewing programs in the calendar on the website, clicking the "Register" button within the event link will take you to Step 5 below. If registering through the online Portal, follow steps 1-4 below.

1. Open a web browser and navigate to seniorservicesmidland.org/portal

2. Click on the **Open Portal** button

3. Log-in with your username and password.

4. Click on one of the **location buttons** to view programs at a specific Activity Center.



5. Click on the text in the **Service Schedule Name** column to register for the program.

Service Schedule Name	Detail
1 [Portal Test] - Portal Power-up Pro's	Date: 7/10/2024 Time: 3:00 PM Location: Trailside Service: [Portal Test] - Portal Power-up Pro's Schedule Type: Meets Once
2 [Portal Test] Summer Wildflowers with CNC part 2	Day(s) of the Week: Fri; Time: 11:30 AM Location: Trailside Service: [Portal Test] Lunchtime Learners Schedule Type: Meets Once
3 [Portal Test] Zumba - July 2024	Day(s) of the Week: Mon; Tues; Wed; Thur; Time: 8:15 AM Location: Trailside Service: [Portal Test] - Zumba Schedule Type: Recurring

6. Select the **Session** (or sessions if there are more than one) that you would like to register for and click the **Next** button.

Note: Some programs, like many of our fitness programs, offer drop in classes multiple dates a week. You won't need to select a particular date(s) to attend and can come to any/all sessions that are offered that work for you.

SENIOR SERVICES
Senior Care

Home Programs Volunteer My Account portal1

Service Schedule
Center Lunches-Trailside-August 2024

Service	Location	Days of Week	Service Description
Center Lunches	Trailside	Mon; Tues; Wed; Thur; Fri;	

Select the session you want to register for
21 of 21 items • 0 items selected

Name	Detail
<input type="checkbox"/> Center Lunches	Date: 8/1/2024 Day of the Week: Thur Time: 11:30 AM Location: Trailside On the Menu: Chicken Bowl with Corn
<input type="checkbox"/> Center Lunches	Date: 8/2/2024 Day of the Week: Fri Time: 11:30 AM Location: Trailside On the Menu: Alaskan Pollock Fillet with Cheesy Potatoes
<input type="checkbox"/> Center Lunches	Date: 8/5/2024 Day of the Week: Mon Time: 11:30 AM Location: Trailside On the Menu: Chicken Cordon Bleu and Premade Alfredo Sauce with Roasted Red Potatoes

Next

7. Select **Class Preferences** and click the **Next** button.
 - a. Preferences for things such as, including lunch, requesting a reminder call, or booking an agency tour, will be displayed for you to make a selection (*if the preferences are options for this course, otherwise this section will remain blank*).

Select Class Preferences

Name: 7/31/2024: Example Program with Class Preferences

Date: July 31, 2024

Time: 7/31/2024, 2:00 PM

Location: Trailside

∨ Preferences

* Would you like a reminder call?
 Yes
 No

* Would you like to tour the center?
 Yes
 No

∨ Lunch

* Would you like lunch?
 Yes
 No

Lunch Description: All American Burger with Roasted Red Potatoes

- b. If there are other members of your household, you may register them by checking the box by their name. If you have members in your household that are not appearing, please call 989-633-3700 and we can assist in adding members to your household.

✓ Register other household members?
Would you like to register other members of your household?

Household Members

1 of 1 item • 0 items selected

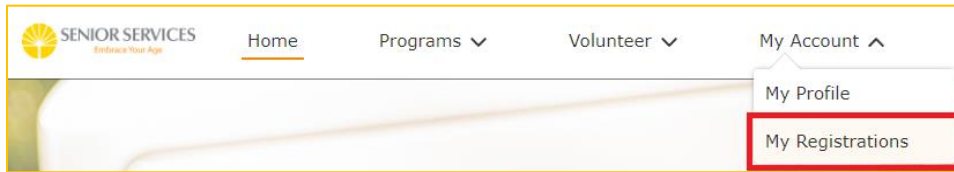
Full Name	
<input type="radio"/> Jane A Doe	▼

- Clicking **Next** on the Registration Complete screen will take you to the 'My Registrations' page where you can see you upcoming registrations. If this is a fitness course, or care partner course, additional forms will be displayed. These forms may be downloaded, printed, and brought to the first course, or you can get a copy of the form and complete it at your first course.

View My Registrations

The steps below outline how to view your upcoming schedule of existing registrations.

- Open a web browser and navigate to:
seniorservicesmidland.org/portal
- Click on the **Open Portal** button
- Log-in with your username and password.
- Click on **My Account >> My Registrations.**



- The upcoming registrations list will show registrations for all members in your household, see the Register field highlighted below.

SENIOR SERVICES
Enhance Your Age

Home Programs Volunteer My Account portal1

Upcoming Registrations

Note: Registrations marked "Call to Cancel" will not appear on the list of registrations to be canceled. [Cancel Registrations](#)

2 items • Sorted by Session Name • Filtered by All registrations - 4 more filters applied • Updated 2 minutes ago

Search this list...

Session Name ↑	Detail
1 7/31/2024: [Portal Test] Zumba - July 2024	Date: 7/31/2024 Day of the Week: Thur Time: 8:15 AM Location: Trailside Register: Jane Doe Status: Confirmed Lunch?: No Tour?: No
2 7/31/2024: [Portal Test] Zumba - July 2024	Date: 7/31/2024 Day of the Week: Thur Time: 11:00 AM Location: Trailside Register: John Doe Status: Confirmed Lunch?: No Tour?: No

Cancel a Registration

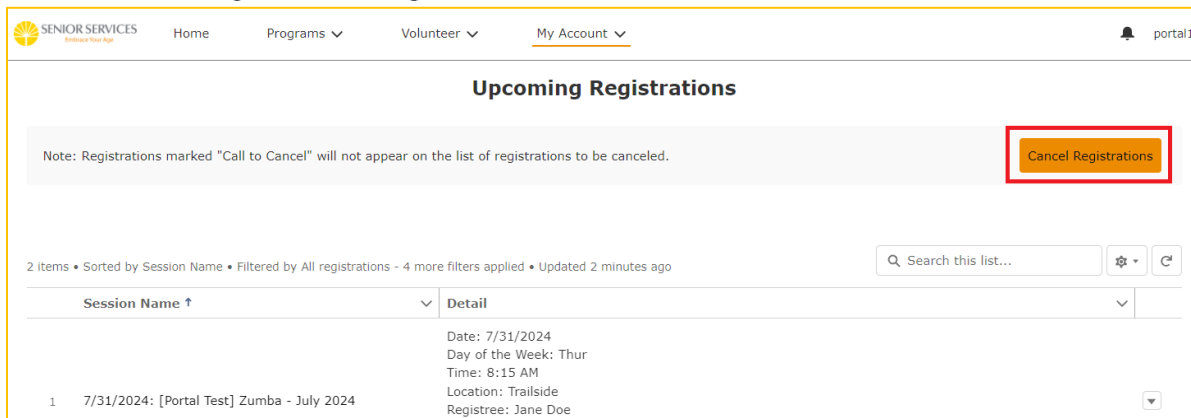
- Open a web browser and navigate to:
seniorservicesmidland.org/portal
- Click on the **Open Portal** button
- Log-in with your username and password.
- Click on **My Account >> My Registrations**.

SENIOR SERVICES
Enhance Your Age

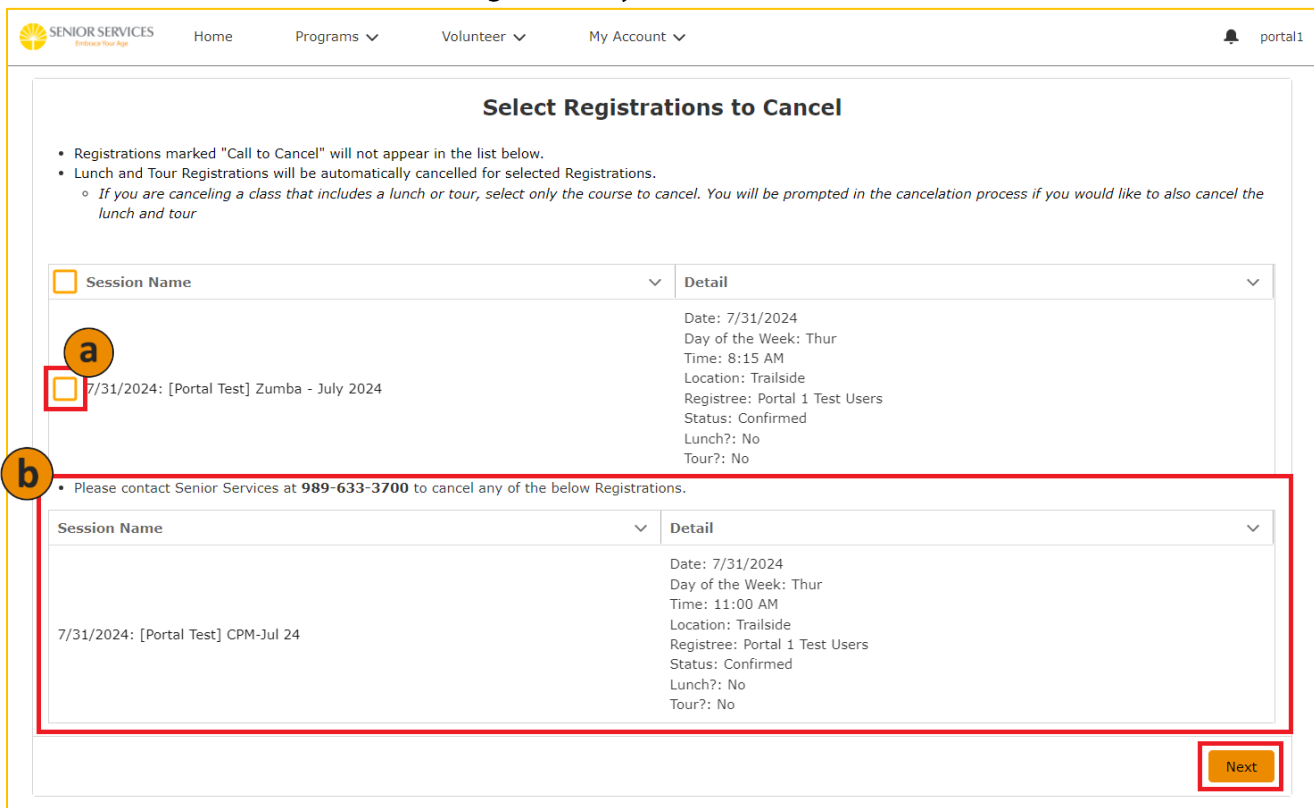
Home Programs Volunteer My Account

- My Profile
- My Registrations

5. Click on the orange **Cancel Registrations** button.



6. Check the box on the left for each registration you would like to cancel.

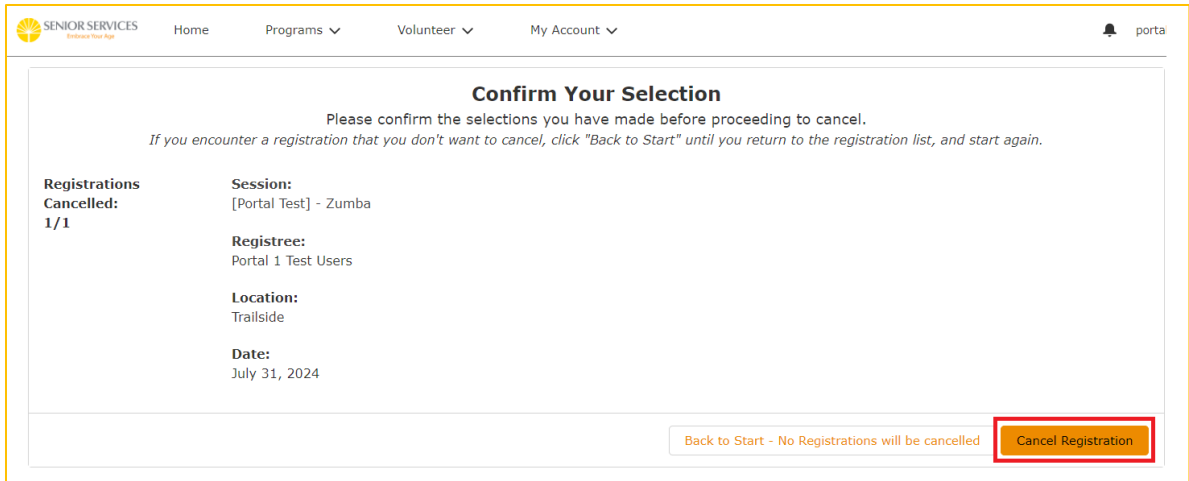


- a. You may select multiple registrations to cancel at one time, simply check the box next to each registration you wish to cancel.
- b. Some programs that meet over multiple dates may require that you call to cancel. Any program registration that must be canceled over the phone are listed in the section near the bottom of the page.

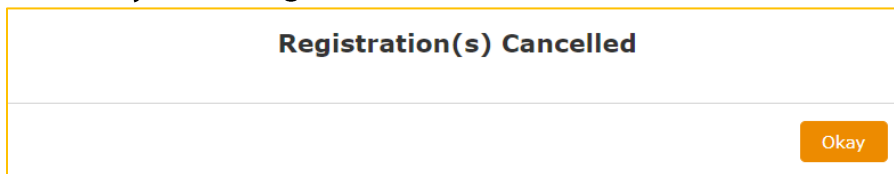
7. Click the **Next** button at the bottom right.

8. Confirm your selection by reviewing the details on screen and click **Cancel Registration**.

- a. If multiple registrations were selected to be canceled, you will see a confirmation screen for each.



9. Click **Okay** on the **Registration(s) Cancelled** confirmation screen.



Volunteers

If you are an active volunteer, you will see the volunteers navigation option that will allow you to see assigned volunteer shifts as well as your recent volunteer history.

View Shifts

asdfasdf

View Volunteer History

asdfasdf