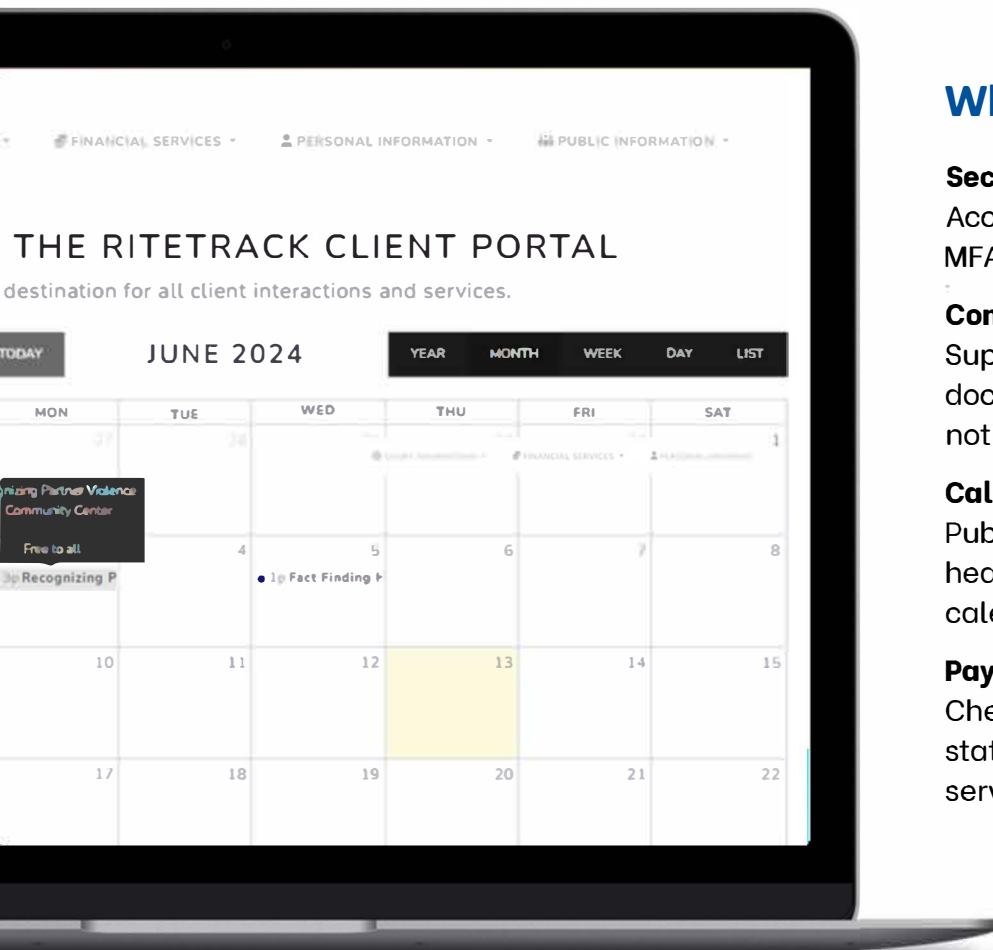


Client Portal Capability Guide

Extending access, communication, and self-service across RiteTrack Implementations

The RiteTrack Portal provides secure, configurable access to information, communication tools, calendars, payments, and program-specific services based on your organization's implementation.



What the Portal Does

Secure Access

Account registration, authentication, MFA/passkeys, user profile tools

Communication

Support requests, portal messages, document upload/view, notifications

Calendars & Events

Public events, personal calendars, hearings, trainings, third-party calendar integration

Payments & Status Updates

Checkout, order history, claim status, fines, fees, restitution, service updates

Foundation Features (Common & Core Portal Implementations)

Account & Security: A full-featured authentication system that meets modern security standards.

- Multi-factor authentication, passkeys, and one-time recovery codes
- Self-service and password recovery and email confirmation
- Optional staff-assisted account recovery
- Personal profile and contact information management
- Dark mode and notification preferences

Public Information & Communication: Keep members informed with news, events, and resources – no login required where appropriate.

- Public news, downloadable forms, and a public calendar with event listings
- Public calendars with optional third-party calendar integration
- Certain content can be restricted to enrolled members only

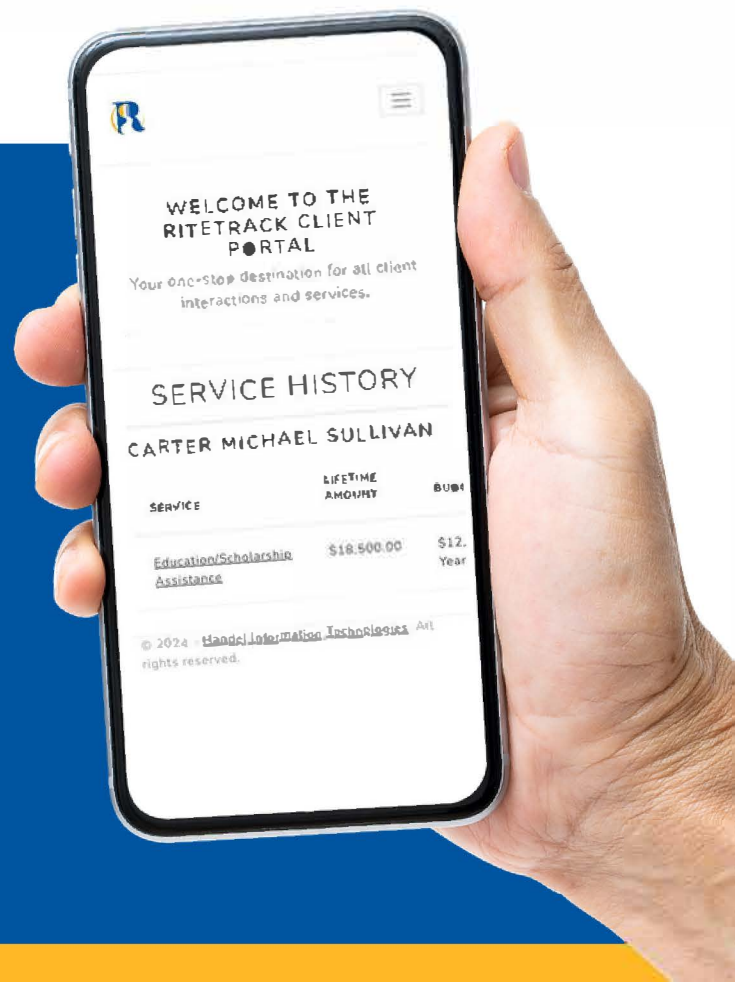
Support & Messages: A built-in ticketing system so members can communicate directly with your staff.

- Submit and track support requests
- Attach documents, view status history, and receive notifications
- Tickets can be linked to court cases, TANF cases, and other records

Personal Tools

- Personal profile and contact information management
- Dark mode and notification preferences
- Integrated personal calendar with sync support for Google Calendar, iCal, and Outlook

**SECURE, DIRECT
ACCESS FOR
CLIENTS TO
INFORMATION
AND SERVICES.**



Single Module Portal Capabilities

Enrollment Additional Portal Capabilities

When purchased in conjunction with the RiteTrack Enrollment Module, the portal supports secure access to enrollment-related information and member-facing resources, helping members stay connected to important updates while supporting more efficient communication with staff.

Portal Capabilities Include:

- Enrollment status and history
- Notification of enrollment status changes
- Eligibility criteria (blood quantum)
- Council history/details
- Member-specific news, forms, and events

Financial Services Additional Portal Capabilities

When purchased in conjunction with the RiteTrack Financial Services Module, the portal can support access to financial service information, eligibility details, claims, and service history, helping participants stay informed about available services and status updates.

Portal Capabilities Include:

- Service eligibility
- Service history, including claims and amount aggregates
- Notifications for updates to eligibility or claim status

Tribal Court Portal Capabilities

When purchased in conjunction with the RiteTrack Tribal Court Module, the portal can support access to court-related information, case details, hearings, and related requirements, helping participants stay informed and connected to important case activity.

Portal Capabilities Include:

- Court case list
- Case file summary, including: involved parties, charges, status history, documents, documents, record of actions, related fines and fees, related restitutions, related community services, and related hearings
- Portal tickets related to case files

Victim Services Additional Portal Capabilities

When purchased in conjunction with the RiteTrack Domestic Violence & Victim Advocacy Module, the portal can support access to event and training information, helping programs share community education and training opportunities more easily.

Portal Capabilities Include:

- Public training calendar (including third-party integration)
- Public community education event calendar (including third-party integration)

477 Additional Portal Capabilities

When purchased in conjunction with the RiteTrack Employment & Training/477 Module, the portal can support access to 477 plan information, goals, referrals, supportive services, and training events, helping participants stay connected to their plan progress and program activities.

Portal Capabilities Include:

- 477 Plan summary, including: barriers, goals, referrals, supportive services, status history, and goal action items
- 477 Training/events, including: personal and public events/training session calendar, session sign-in, and session/member status
- Notifications over new/updated events

TANF Additional Portal Capabilities

When purchased in conjunction with the RiteTrack TANF Module, the portal can support access to TANF case information, household details, MER activity, and related communications, helping families and staff stay connected to important case updates.

Portal Capabilities Include:

- TANF case list/details
- TANF case summary, including: exemptions, members, monthly eligibility reports, sanctions, status history
- Portal tickets related to TANF cases
- Notifications when monthly eligibility reports are created

Cross-Module Portal Capabilities

Some portal capabilities are designed to support multiple RiteTrack program areas rather than a single standalone module. These capabilities may be available depending on the modules, workflows, and add-ons included in a customer's RiteTrack system.

Group/Session Portal Capabilities

When configured as part of a RiteTrack implementation, group portal tools can support access to group sessions, membership information, attendance-related details, and session calendars, helping participants stay connected to program activities.

Portal Capabilities Include:

- Personal information, including: group sessions, enrolled member sessions, group membership, attendance/member data, group session calendar.
- Notifications for new or changed sessions

Charge Portal Capabilities

When configured as part of a RiteTrack implementation, charge portal tools can support access to charge-related information and status history, helping participants view relevant charge details tied to their case or program involvement.

Portal Capabilities Include:

- List of charges, including charge status history

Restitution Portal Capabilities

When configured as part of a RiteTrack implementation, restitution portal tools can support access to restitution information, payment activity, and alerts, helping participants stay informed about outstanding restitution requirements and related updates.

Portal Capabilities Include:

- Outstanding restitution
- Restitution payments
- PayPal integration for restitution payments, if enabled
- Notifications for updated fine and/or fee requirements or credits

Fine Portal Capabilities

When configured as part of a RiteTrack implementation, fine portal tools can support access to fine and fee information, payment activity, and alerts, helping participants stay informed about outstanding financial obligations and related updates.

Portal Capabilities Include:

- Outstanding fines
- Payment history
- PayPal integration for fine payments, if enabled
- Notifications for updated fine and/or fee requirements or credits

Community Service Portal Capabilities

When configured as part of a RiteTrack implementation, community service portal tools can support access to community service requirements, completion history, and related alerts, helping participants track outstanding service obligations and progress.

Portal Capabilities Include:

- Community service details
- Completed service history
- Outstanding community service
- Notifications for new/updated service requirements or credits

Hearing Portal Capabilities

When configured as part of a RiteTrack implementation, hearing portal tools can support access to hearing reminders, calendar information, and schedule updates, helping participants stay informed about upcoming or changed hearing activity.

Portal Capabilities Include:

- New or changed hearing alerts
- Public court hearing calendar
- Third-party calendar integration for court hearing calendars
- Ability to hide hearings from the calendar based on program needs

Person Drug Test Portal Capabilities

When configured as part of a RiteTrack implementation, drug testing portal tools can support access to drug test information and related notifications, helping participants view relevant testing activity and updates when configured.

Portal Capabilities Include:

- Person drug test list, including drugs/substances listed and outcomes
- Notifications for new or updated drug tests

Inventory Management Portal Capabilities

When configured as part of a RiteTrack implementation, inventory management portal tools can support access to inventory-related distribution information, helping participants or programs track relevant item distribution activity.

Portal Capabilities Include:

- Inventory item purchase distribution
- New inventory distribution creation

Online Payment Portal Capabilities

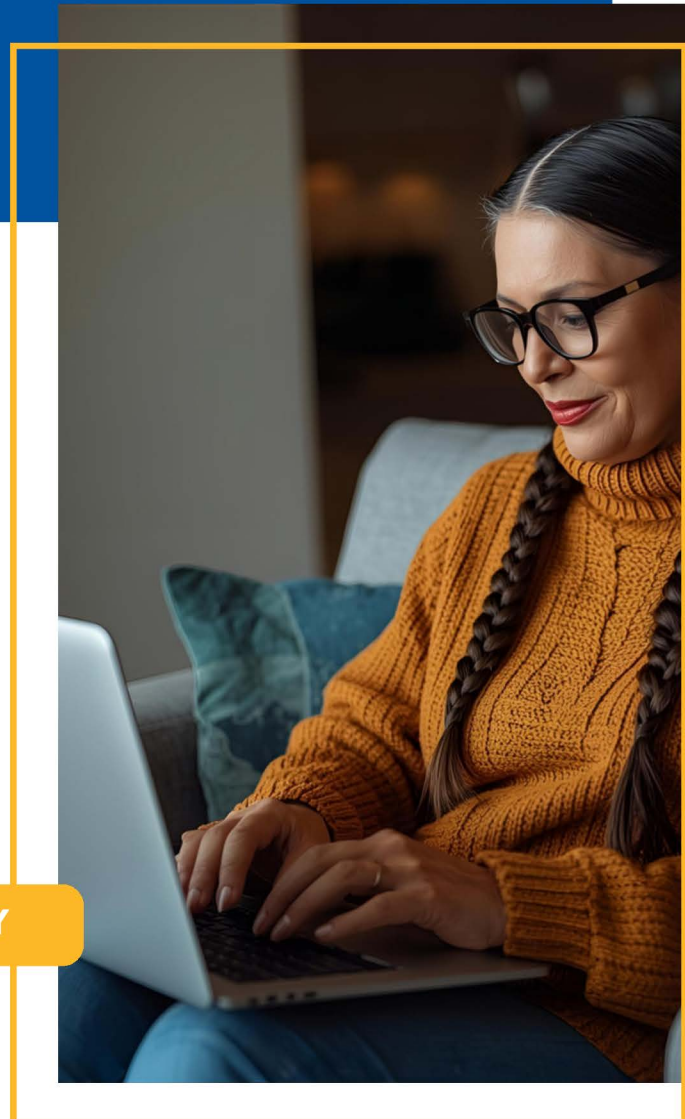
When configured as part of a RiteTrack implementation, online payment portal tools can support checkout, payment processing, order history, and payment status tracking, helping participants complete eligible payments and review payment activity through the portal.

Portal Capabilities Include:


- Cart, checkout, and ordering configuration
- Cart selection
- Checkout flow
- PayPal integration
- Order history, including details and statuses
- Preferred payment method settings

*Ready to see how the
RiteTrack Client Portal
can support your programs?*

SCHEDULE A PORTAL DEMO TODAY





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