

## **Troubleshooting & FAQ's for Hansen House Co. Portal**

### **How do I access the portal?**

Visit [www.hansenhouseco.com](http://www.hansenhouseco.com) and click the Client Login button on the right-hand side of the browser window

### **I don't remember my login name and/or password.**

Your login name should be the email address associated with the portal. There is an option to reset your password if you do know your login name. If that isn't the case, please contact our office

### **I clicked the link in the notification email that was sent, but it goes nowhere.**

Be sure to activate your portal account before trying to access any file we published to your portal. If you can't find the activation email, contact our office and we'll resend you the activation email

### **When I open a pdf, not all the pages are being displayed.**

If you are using an iPhone or iPad, please contact our office

### **How do I upload files to Hansen House Company?**

Once logged into the portal, use the File Exchange menu on the left-hand side of the browser window and the "Files from Client" folder. There is an upload button within that folder.

### **Where can I find my tax return and other documents published to my portal?**

Tax returns and other important documents are located within ClientFlow. There, you will see a folder with your name on it. That folder contains any files we have published to your portal.

### **Still having a problem?**

Contact our office by email [aterch@hansenhouseco.com](mailto:aterch@hansenhouseco.com) or calling 218-722-1161