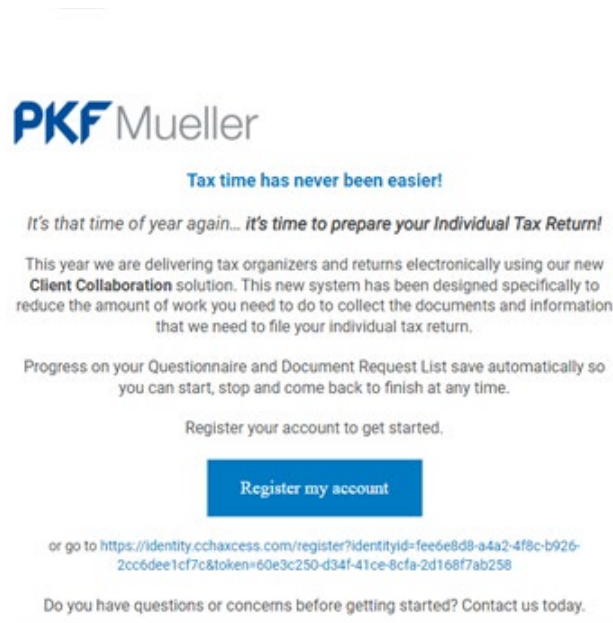


# Client Collaboration Assistance

March 2022



# What will your email invitation look like?



## Email from Client Collaboration

- You will receive either an invitation to the Client Collaboration Portal or a Welcome Back email, depending on if you used the product last year.
- The email will come from [noreply@wolterskluwer.com](mailto:noreply@wolterskluwer.com)
- Click on “Register My Account” button for new clients, or “Get Started” button for returning clients.

# New Clients - Registering Your Account

## Register your identity

- Complete the information required.
- You will receive an email stating "Your registration is successful."

Identity Management Portal

com/register?identityid=f6e68d8-a4a2-4f8c-b926-2cc5dee1c7c6&token=60e3c250-d34f-41ce-8cfa-2d168f7ab258

Microsoft Office Ho... | Channel Content... | AssureSign Docum... | CC\_CampusShipLog... | (1) INTERNAL OFFL... | Customer Support... | Nextiva Receptionist | Client Commu...

**PKF Mueller**  
Register your identity

EMAIL  
[Redacted]

First name  
First Name

Middle name (Optional)  
Middle Name

Last name  
Last Name

Phone  
Select Phone Ext

Phone 2 (Optional)  
Select Phone Ext

User ID  
User ID  
Must be between 7-50 characters  
Can only contain alphanumeric characters and -@#\_.,-.

Password  
Password  
Must be between 9-128 characters  
Must contain at least one lowercase character  
Must contain at least one uppercase character

**PKF Mueller**  
Your registration is successful.

You have successfully registered with PFK MUELLER

You can now log in to your Client Collaboration Hub using the following user ID.

User ID : [Redacted]

Go to your Hub to get started.

[Go to my Hub](#)

or go to <https://clientcollaboration.cchaccess.com/#/firm/ueQxv6C>

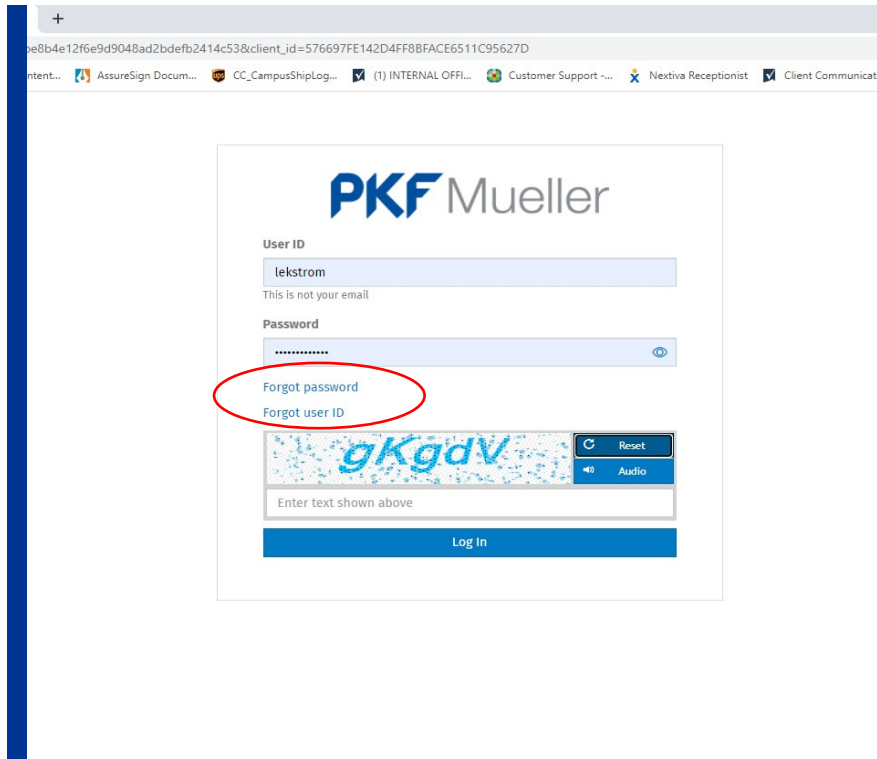
Do you have questions or concerns before getting started? Contact us today.

Sent to: lekstrom2014@gmail.com

Please do not respond to this automated email message. This is an unattended mailbox.

**Confidential Notice**  
This email and its attachments (if any) contain confidential information of the sender. The

# Previous Users - Logging into Your Account



## Login to your account

- If you cannot find your invitation email you can follow this link:  
<https://clientcollaboration.cchaccess.com/#/firm/ueQxvefC>
- You will need to reset your password using the “Forgot Password” button on your first login.
- Your user ID is not your email.
- If you’ve forgotten your user ID please utilize the “Forgot User ID” button provided.

# Verify Your Identity

**Verify Your Identity**  
For added security, we need to verify your identity. You will receive a one time code or phone call to confirm your identity.

**How do you want to confirm your identity?**

E-mail to  
LEK\*\*\*\*\*@GM\*\*\*\*

Text message to  
*Message and data rates may apply*

Voice message to

**Send the code**

*This code will expire in 5 Minute(s)*

## Multi-Factor Authentication

- To maximize the security of this account the software uses “Multi-Factor Authentication.”
- It is an extra step on each login to keep your information secure.

# Questions?

Contact us at: [MuellerTaxOrganizers@pkfmueller.com](mailto:MuellerTaxOrganizers@pkfmueller.com)