



ASTOR SERVICES PATIENT PORTAL

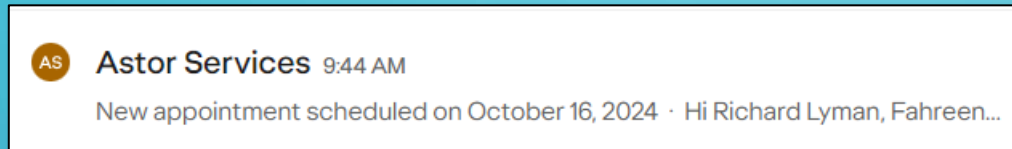
Patient Portal / Appointment Reminder / Telehealth Zoom

QUICK SIMPLE TIPS


ASTOR PORTAL CLIENT REGISTRATION

Client Email

1. Open email



2. Click on “Create my account”



Hi Richard Lyman,

Fahreen Walimohamed, Registered Psychotherapist has invited you to an **online video appointment**.

When?
Wed, Oct 16, 2024

First Time User?

1. Create your account **at least 24 hours before your appointment** by clicking on the button below.
2. Follow the prompts to create your account.

If you are using a **desktop or laptop**: you will be prompted to download the Secure Video Client

If you are using a **mobile device**: you will be prompted to download the mobile application
3. Log in at least 10 minutes before your appointment and click "Join Video Session"

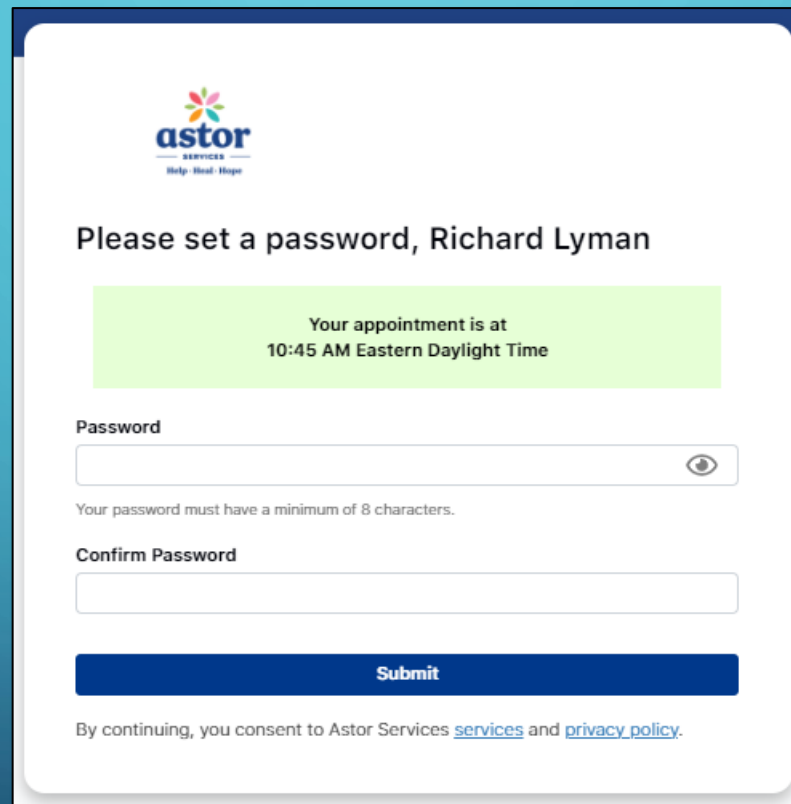
[Create my account](#)

Please contact your provider directly if you have questions regarding your appointment.


ASTOR PORTAL CLIENT REGISTRATION

Client Email

1. Create Password



The screenshot shows a web form for creating a password. At the top is the Astor Services logo with the tagline 'Help. Heal. Hope.' Below the logo, the text 'Please set a password, Richard Lyman' is displayed. A green box contains the appointment time: 'Your appointment is at 10:45 AM Eastern Daylight Time'. There are two input fields: 'Password' and 'Confirm Password'. The 'Password' field has a toggle icon (an eye) to the right. Below the 'Password' field, a note states: 'Your password must have a minimum of 8 characters.' A blue 'Submit' button is located below the 'Confirm Password' field. At the bottom, a line of text reads: 'By continuing, you consent to Astor Services [services](#) and [privacy policy](#).'


astor
services
Help. Heal. Hope.

Please set a password, Richard Lyman

Your appointment is at
10:45 AM Eastern Daylight Time

Password

Your password must have a minimum of 8 characters.

Confirm Password

Submit

By continuing, you consent to Astor Services [services](#) and [privacy policy](#).

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Welcome

1. Click “Get started”

1 Welcome

2 Notification Preferences

3 System Requirements

4 Installing the Application

5 Confirm Test Results

There are some required items that need to be completed before you continue.

Get started

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Notification Preferences

1. Client controls their Appointment Reminder notifications
2. Client's CareLogic Primary Email is default and required
3. Client can choose either or both SMS (text) and Voice
4. Client enters their Cellphone number, (Max: 10 cellphone numbers).
5. Click "Continue"

The screenshot shows a web interface for 'Notification preferences'. On the left is a vertical sidebar with five steps: 1. Welcome (checked), 2. Notification Preferences (active), 3. System Requirements, 4. Installing the Application, and 5. Confirm Test Results. The main content area is titled 'Notification preferences' and contains a section for 'Appointment reminders'. It asks 'How would you like to be notified of upcoming appointments?' and provides three options: 'Email' (checked with a lock icon), 'SMS' (checked), and 'Voice' (checked). Below this, it says 'Add phone number(s) (required)' and provides instructions to enter a phone number. A text input field labeled 'Phone number 1' contains '(845) 475-5442'. Below the input field is a button labeled '+ Add phone number'. At the bottom of the main content area is a large blue 'Continue' button.

✓ Welcome

2 Notification Preferences

3 System Requirements

4 Installing the Application

5 Confirm Test Results

Notification preferences

Appointment reminders

Select how you would like to be notified of your upcoming appointments. Any changes may take up to 1 hour to be applied.

How would you like to be notified of upcoming appointments?

☒ Email

☒ SMS

☒ Voice

Add phone number(s) (required)

To enable SMS or voice reminders, please enter a phone number below. You may send these reminders to up to 10 phone numbers.

Phone number 1

(845) 475-5442

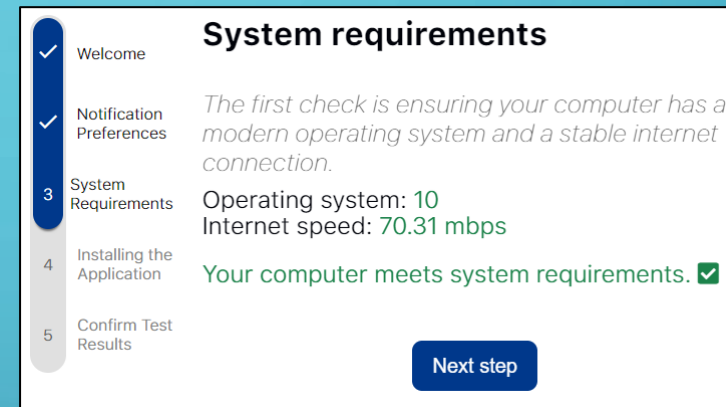
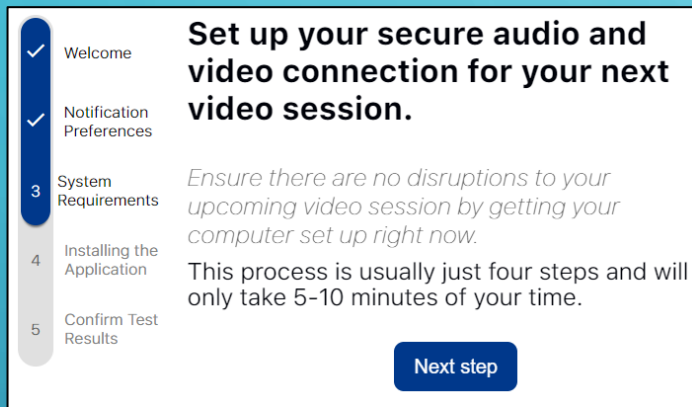
+ Add phone number

Continue

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: System Requirement

1. Click “Next step”
2. It will verify your computer system requirements to use Astor Portal



3. Astor Portal supported platforms and operating systems

4. **Astor Services Portal** supported APP versions

1. Apple: 4.03.0
2. Android: 4.03.0

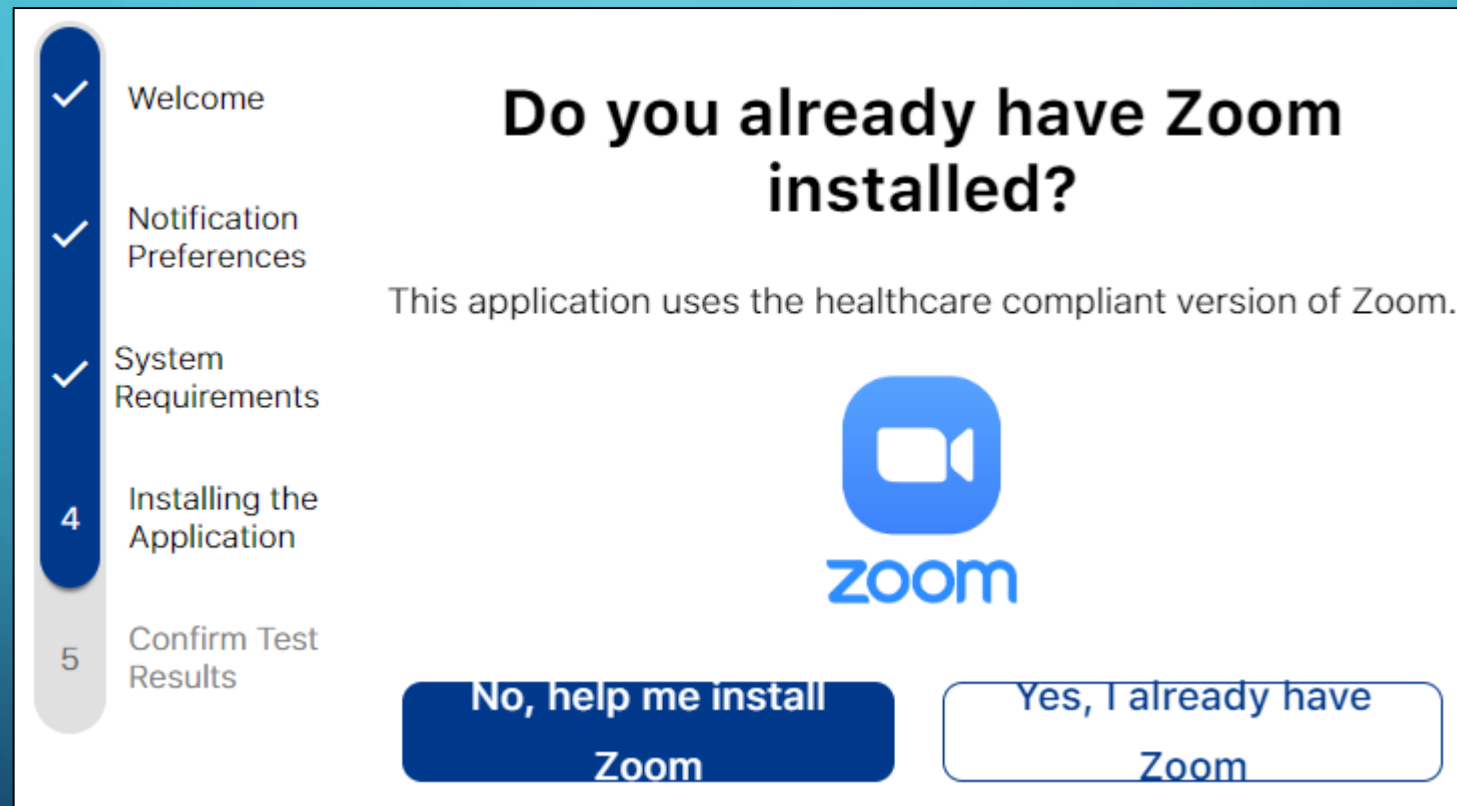


Aa Platform	≡ Minimum Device	≡ Minimum Version	≡ Operating System	⚙ Status
Mobile	iPhone 6S, iPad Air 2+	18.6	Apple iOS iPad OS	• Compatible
Mobile	Samsung, LG, Google, Oppo, Motorola, TCL, ZTE	Android 8.0	Android OS	• Compatible
Desktop	MacBook, iMac, Mac Mini (2012 or newer)	macOS 10.15 (Catalina) macOS 11 (Big Sur) or higher recommended	Apple macOS	• Compatible
Desktop	8GB memory + Quad-Core processor	Windows 10 Windows 10, version 20H2 or higher recommended	Microsoft Windows	• Compatible
Desktop	Linux Mint	LMDE 4	Linux Linux GUI	• Not officially supported
Laptop	Chromebook	Chrome OS 9.6.180	Google Chromebook	• Not officially supported

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Installing Zoom

1. If client has Zoom on computer, click YES
2. If client doesn't have Zoom or is unsure about Zoom, click NO



The screenshot shows a Zoom installation wizard window. On the left is a vertical progress bar with five steps: 'Welcome' (checked), 'Notification Preferences' (checked), 'System Requirements' (checked), 'Installing the Application' (highlighted with a '4'), and 'Confirm Test Results' (highlighted with a '5'). The main content area has the title 'Do you already have Zoom installed?' and a subtitle 'This application uses the healthcare compliant version of Zoom.' Below the text is the Zoom logo. At the bottom are two buttons: 'No, help me install Zoom' (dark blue) and 'Yes, I already have Zoom' (light blue).

✓ Welcome

✓ Notification Preferences


✓ System Requirements

4 Installing the Application

5 Confirm Test Results

Do you already have Zoom installed?

This application uses the healthcare compliant version of Zoom.



No, help me install Zoom


Yes, I already have Zoom

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Installing Zoom

1. If client doesn't have Zoom or is unsure about Zoom, click NO
2. Click: Download Zoom for your operating system
3. Click on link next to RED arrow

The screenshot shows a registration form with a progress bar on the left. The progress bar has five steps: 'Welcome' (checked), 'Notification Preferences' (checked), 'System Requirements' (checked), 'Installing the Application' (current step, highlighted with a blue bar and the number 4), and 'Confirm Test Results' (numbered 5). The main content area is titled 'Installing the Application' and contains the text: 'An application called Zoom is used to establish a private connection between you and your provider. Please follow the steps below to install Zoom. This will take 2-3 minutes. 1. [Click here to download Zoom for your operating system.](#)'. A red arrow points to the download link. Below the text are two buttons: a red button labeled 'No, I wasn't able to install' and a blue button labeled 'Yes, I was able to install'.

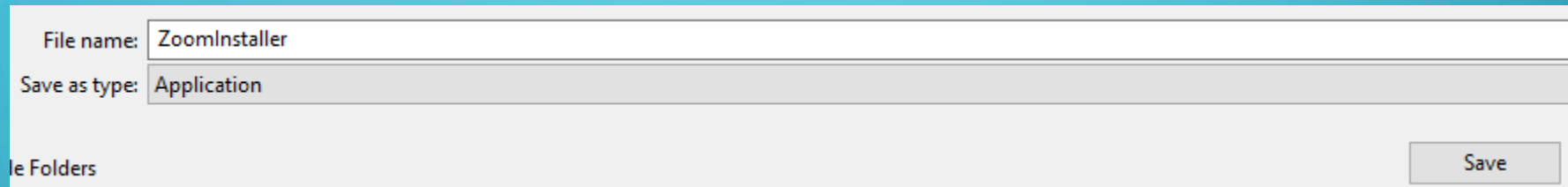
Installing the Application
An application called Zoom is used to establish a private connection between you and your provider. Please follow the steps below to install Zoom. This will take 2-3 minutes.
1. [Click here to download Zoom for your operating system.](#) 

No, I wasn't able to install **Yes, I was able to install**

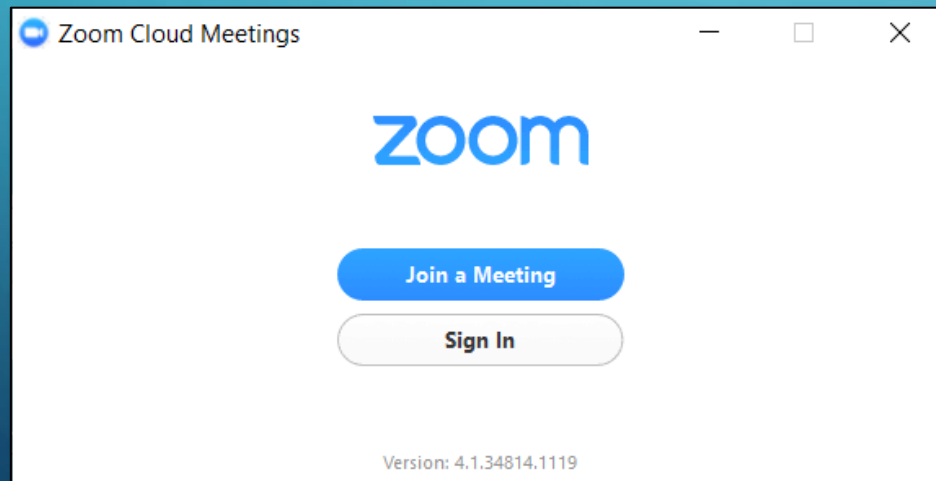
ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Installing Zoom

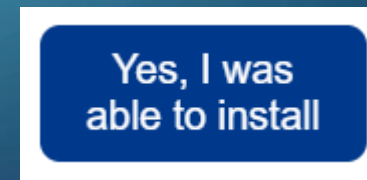
1. Save ZoomInstaller



2. Open ZoomInstaller and complete installation



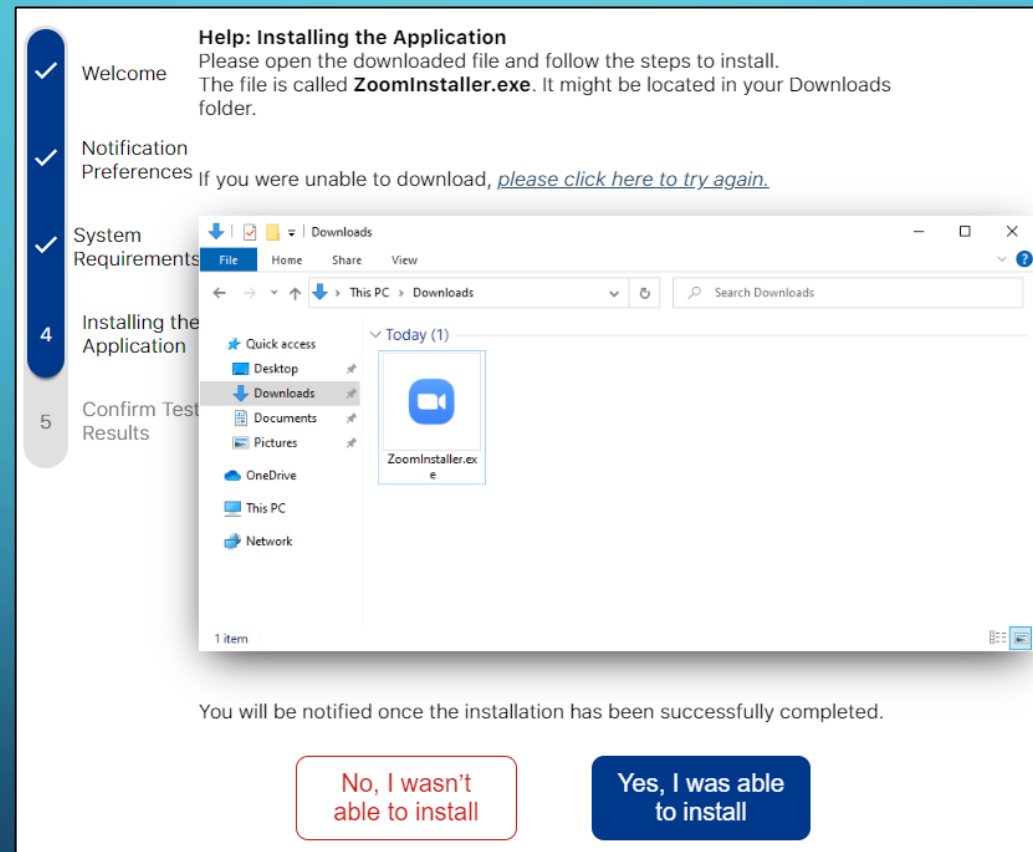
3. Click, Yes, I was able to install



ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Installing Zoom

1. Save ZoomInstaller. (If you can't find the file, click "No, I wasn't able to install" to show you where the file is located on your computer)



ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Confirm Test Results

1. Click, "All done" to complete registration

✓

Welcome

✓

Notification Preferences

✓

System Requirements

✓

Installing the Application

5

Confirm Test Results

Setup Complete

Your computer should be ready for your next video session.

Please log in at least five minutes prior to your appointment and click **"Join video session"** when you're ready.

All done

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Complete

1. Client's Astor Services Portal page

The screenshot displays the Astor Services Portal interface. At the top, the 'astor' logo is on the left, and navigation links for 'Home', 'Appointments', 'Messages', and 'Documents' are in the center. On the right, there is a language dropdown set to 'English' and a user profile for 'Richard Lyman'. Below the navigation bar, a white box contains a greeting: 'Good morning, Richard' followed by a welcome message. The main section is titled 'Appointments' with a calendar icon and a link to 'View all appointments'. It states that the next appointment is today at 9:15 AM. A detailed appointment card for 'Rich Lyman Appt' lists the date as Tuesday, October 22, 2024, time as 9:15 AM - 9:45 AM (30 Minutes), provider as Roomaana Astor, frequency as One Time Appointment, location as Online (video), participants as Richard Lyman, and attendance as Pending. At the bottom of the card, it says 'Appointment started 22 minutes ago' and 'Please join now.' with a 'Join appointment' button. A vertical 'Help' button is located on the right side of the page.

astor SERVICES Help - Read More

[Home](#) [Appointments](#) [Messages](#) [Documents](#)

English Richard Lyman

Good morning, Richard

Welcome to your portal. Below you will find important items or outstanding actions.

Appointments View all appointments →

Your next appointment is today at 9:15 AM.

Rich Lyman Appt

Date: Tuesday, October 22, 2024
Time: 9:15 AM - 9:45 AM (30 Minutes)
Provider: Roomaana Astor
Frequency: One Time Appointment
Location: Online (video)
Participants: Richard Lyman
Attendance: Pending

Appointment started **22 minutes ago**
Please join now.

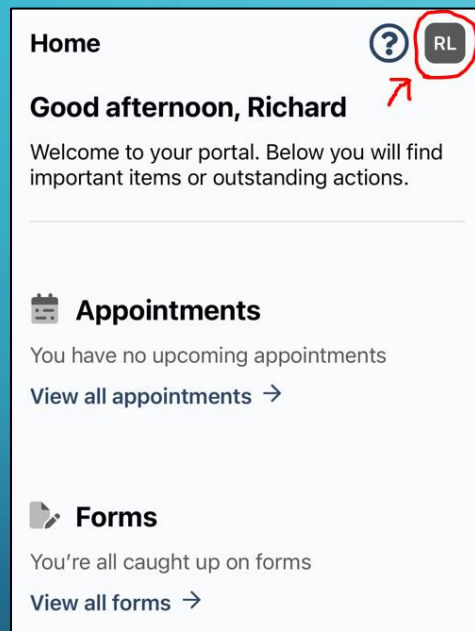
Join appointment

Help

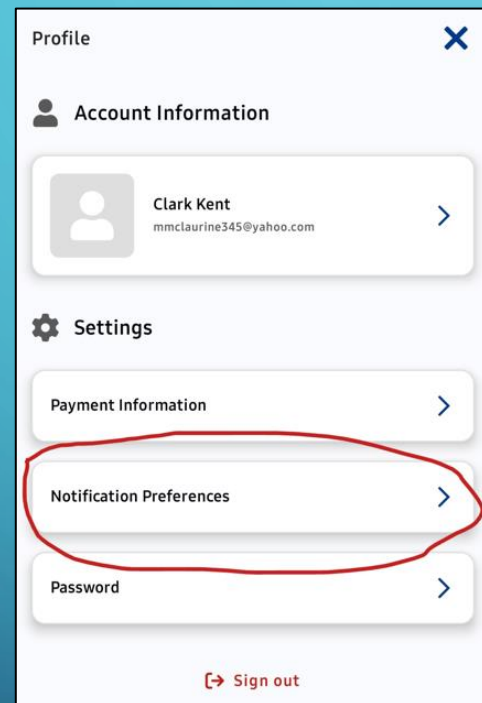
ASTOR PORTAL CLIENT MANAGING NOTIFICATION

Astor Portal Client Managing Appointment Reminders

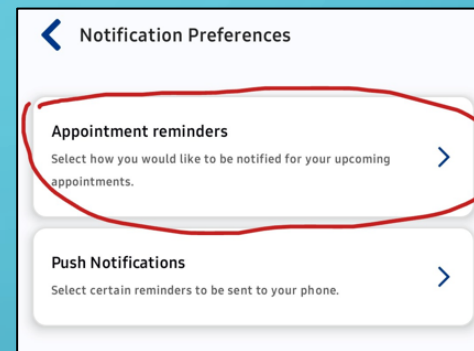
- How to update Appointment Reminder from Astor Services Portal APP



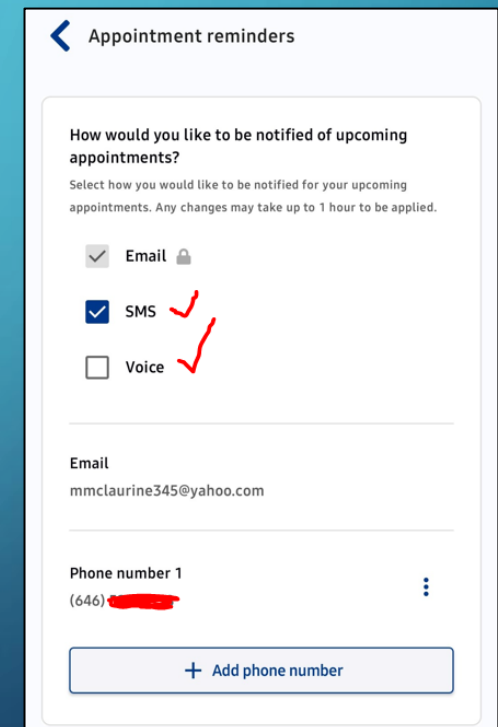
Select Profile icon



Select Notification Preferences



Select Appointment Reminder




Select SMS and/or Voice. Type in Cell number. (Up to 10)

ASTOR PORTAL CLIENT SIGN IN PAGE

Astor Portal: Client Sign In Page

1. Account: Client's email address given to Astor Services
2. Password: Client created password
3. If client forgets their password
 1. Computer: Click "Help, I can't sign in"
 2. Cellphone: Click "Forgot password?"
 3. Create a new password and enter client's Date of Birth
 4. Client will get an email to change their password


astor
SERVICES
Help · Heal · Hope

Sign in

Account

Password

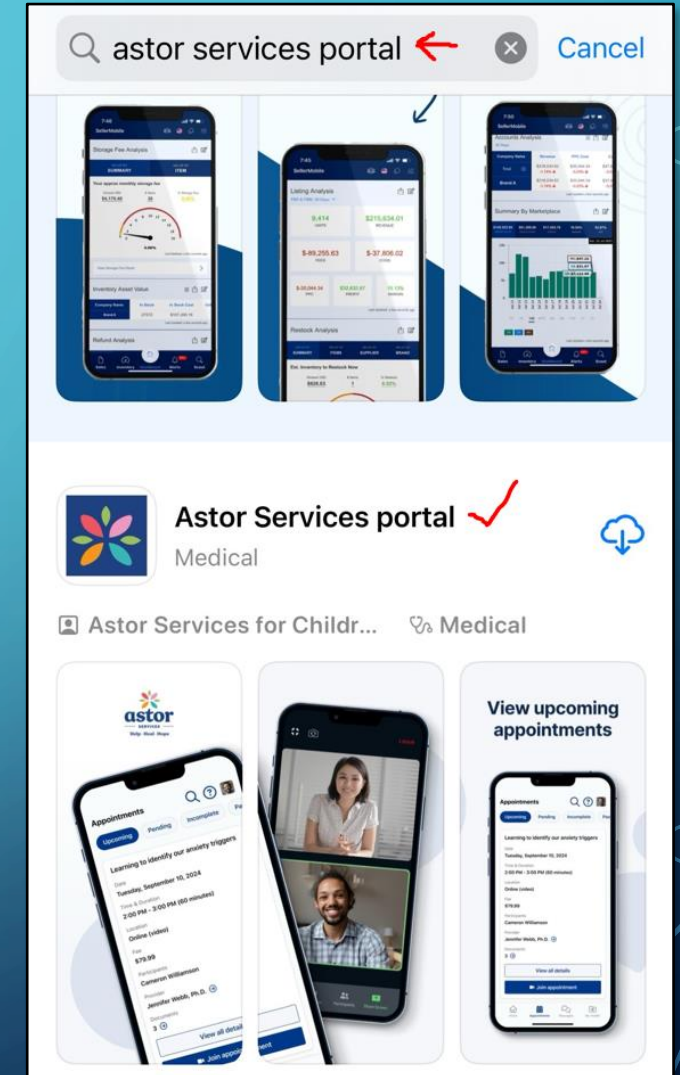
Sign in

[Help, I can't sign in](#)

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Astor Portal App

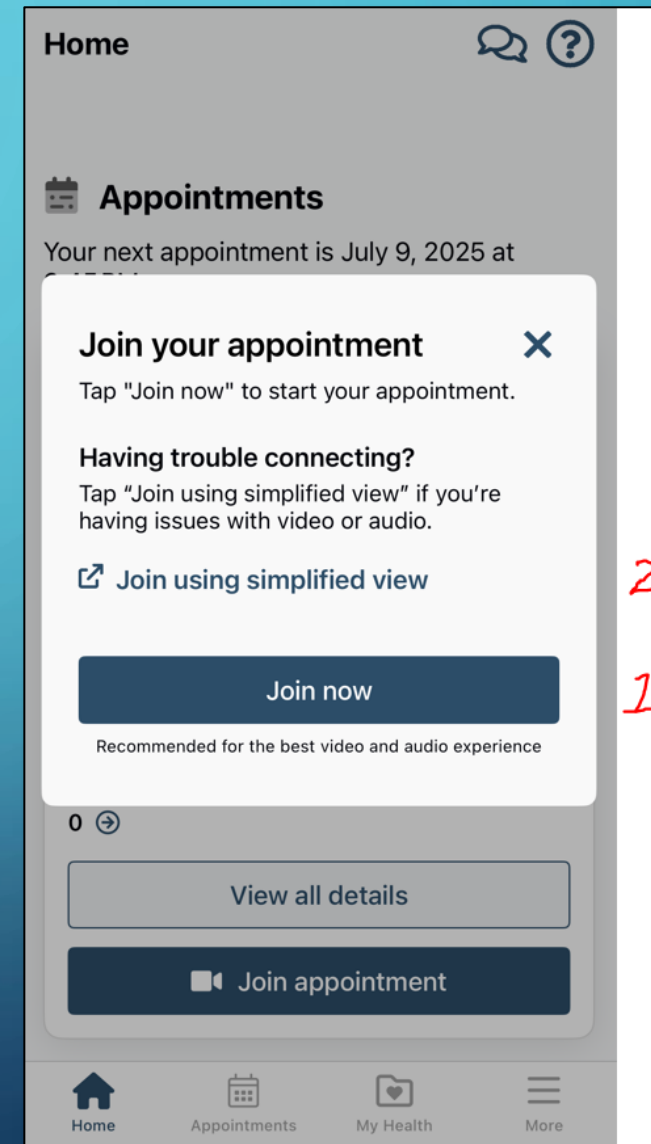
1. Client can register for Astor Services Portal app for their cellphone
 1. Client must always check on their cellphone they have latest version of the Portal APP by going to APP STORE and checking for updates
 1. Go to the Apple store and search: “Astor Services portal”
v4.06.0
 2. Go to Google store and search: “Astor Services portal”
v4.05.0
 2. Enter account: Client’s email given to Astor Services
 3. Enter Password client created
 4. Client has no or forgets password, Click Reset Password
 5. Select how client want to receive reminders “SMS/Text” and/or “Voice” message
 6. Client now created their Astor Services Portal account
2. Client can now manage appointments and do Telehealth (video) sessions from their cellphone



ASTOR PORTAL CLIENT JOIN APPOINTMENT

Astor Services Portal APP: Join Appointment

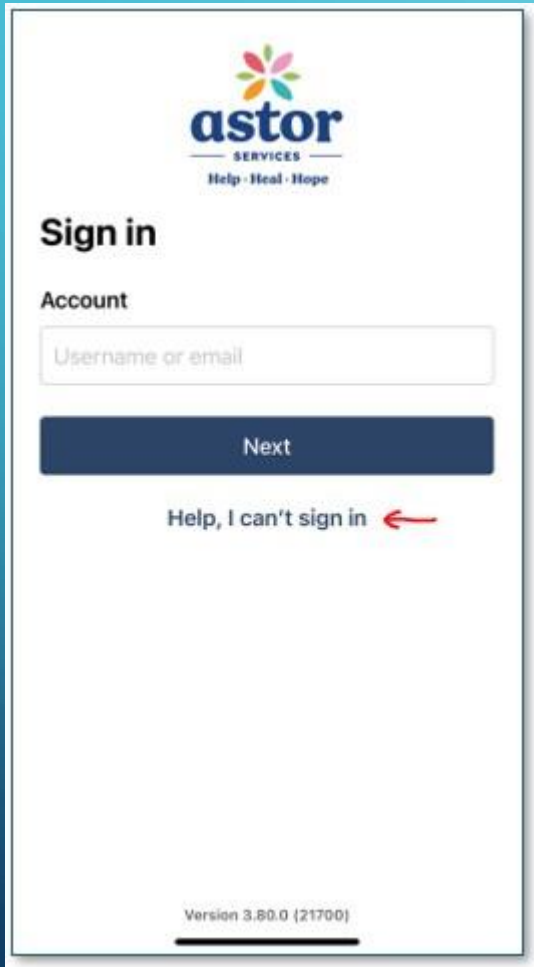
1. Client clicks “Join Appointment” on their APP
2. They will have two options to Join Appointment now
 1. Click option #1 “**Join now**” to use the APP
 2. Click option #2 “**Join using simplified view**” using their mobile browser
3. If they use the “**Join now**” and are good with the APP, GREAT!
4. If they use the “**Join now**” and have the video issue.
 1. Have them exit out of the meeting and rejoin by clicking “**Join using simplified view**” to rejoin the meeting.
 2. When they get in, tell them to click both Audio and Video buttons displayed below to turn them ON.



ASTOR PORTAL CLIENT SIGN IN PAGE

Astor Portal: Reset Password

Step #1: Click on “Help, I can’t sign in”

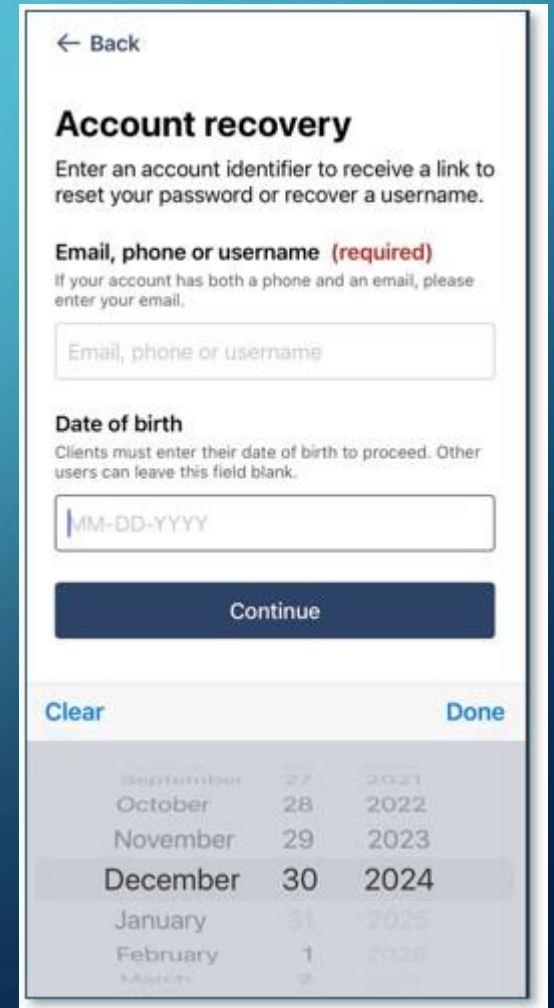


The Astor Services Sign in screen features the Astor logo at the top, followed by the text "Sign in". Below this is a section labeled "Account" with a text input field for "Username or email". A dark blue "Next" button is positioned below the input field. At the bottom of the sign-in section, there is a link that says "Help, I can't sign in" with a red arrow pointing to the right. The footer of the screen displays "Version 3.80.0 (21700)".

Step #2:

1. Type in exact client email address we have in CareLogic
2. Client DOB must match what we have in CareLogic
3. DOB has to be put in correct format: (MM-DD-YYYY)
4. Use the Cellphone Date selection option.

Step #3: If all is done correctly, email may take a few minutes for the client to receive it.



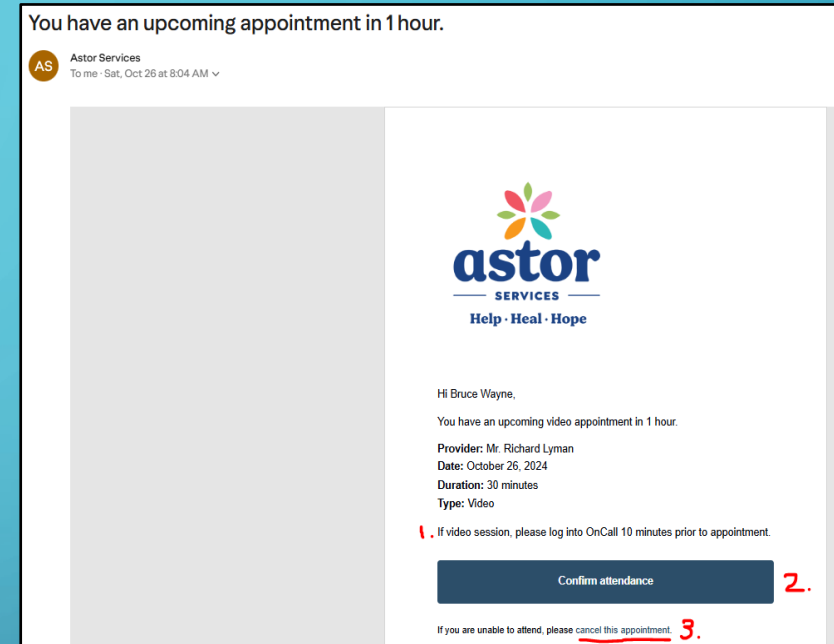
The Account recovery screen includes a "Back" link at the top left. The main heading is "Account recovery", followed by the instruction: "Enter an account identifier to receive a link to reset your password or recover a username." Below this is a section titled "Email, phone or username (required)" with a sub-instruction: "If your account has both a phone and an email, please enter your email." A text input field for "Email, phone or username" is provided. The next section is "Date of birth", with the instruction: "Clients must enter their date of birth to proceed. Other users can leave this field blank." Below this is a date input field showing "MM-DD-YYYY". A dark blue "Continue" button is located below the date field. At the bottom of the screen, there are two links: "Clear" and "Done". Below these links is a table with a light blue background and rounded corners.

September	27	2021
October	28	2022
November	29	2023
December	30	2024
January	31	2025
February	1	2026
March	2	

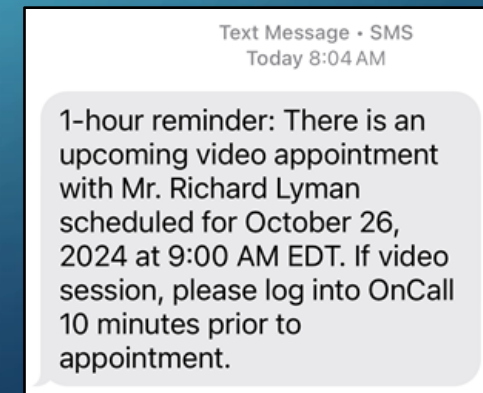
ASTOR PORTAL CLIENT REMINDER

Astor Portal Client Reminder: 1 Hour Reminder

1. Client receives an **EMAIL**
2. Additional message: “If video session, please log into Astor Portal 10 minutes prior to appointment.”
3. Client can click, “Confirm attendance”
4. Client can click, “Cancel the appointment.”



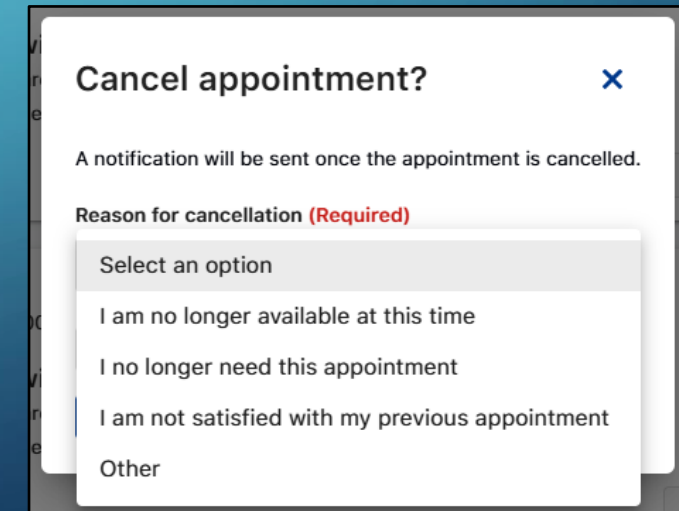
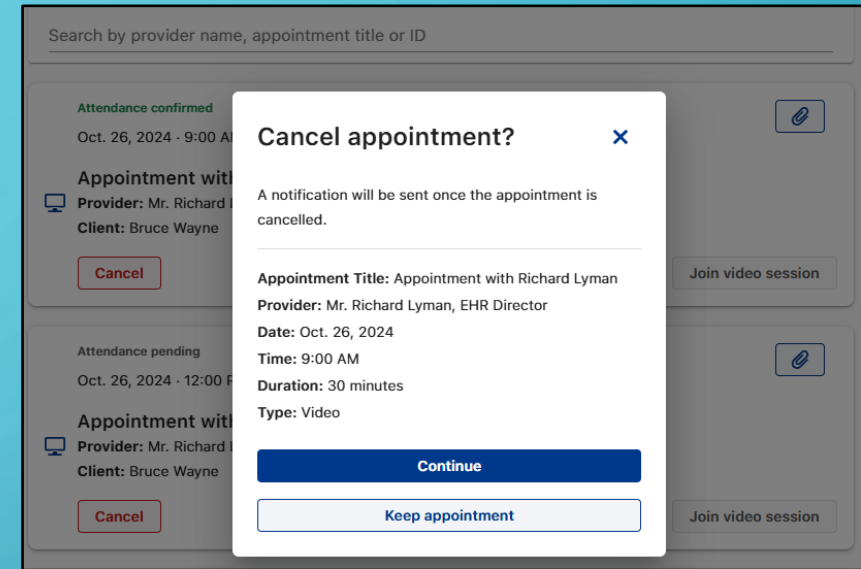
1. If client chooses **SMS**, they will receive similar text message, but can't Confirm or Cancel appt.
2. If client chooses **VOICE**, they will receive a Phone message from Canada, but can't Confirm or Cancel appt.



ASTOR PORTAL CLIENT REMINDER

Astor Portal Client Reminder: 1 Hour Reminder

1. Client clicks, “Cancel the appointment.”
 1. In Client Astor Portal, they click “Continue” to cancel appointment
 2. Or Click “Keep appointment” for no change
2. Client clicks, “Continue”.
 1. Client chooses reason they are cancelling the appointment.
 2. Client clicks “Cancel appointment”
 3. Client Astor Portal, they will see their appointment moved to “Past appointment” tab



ASTOR PORTAL CLIENT REMINDER

Astor Portal Client Reminder: 72 and 24 Hour Reminder

1. Client receives an **EMAIL**
2. Additional message: “Welcome to Astor Services’ patient portal and appointment reminder called, “Astor Services Portal”. Here are a few items to give our clients a successful experience with the platform.....”
3. Also, there’s a **LINK** they can click that will take them to our website’s Astor Portal page.
4. Client can click, “Confirm attendance”
5. Client can click, “Cancel the appointment.
6. Website Link:
<https://www.astorservices.org/astorservicesportal>

