



ASTOR SERVICES PATIENT PORTAL

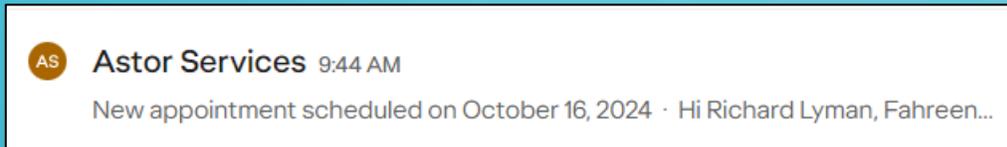
Patient Portal / Appointment Reminder / Telehealth Zoom

QUICK SIMPLE TIPS

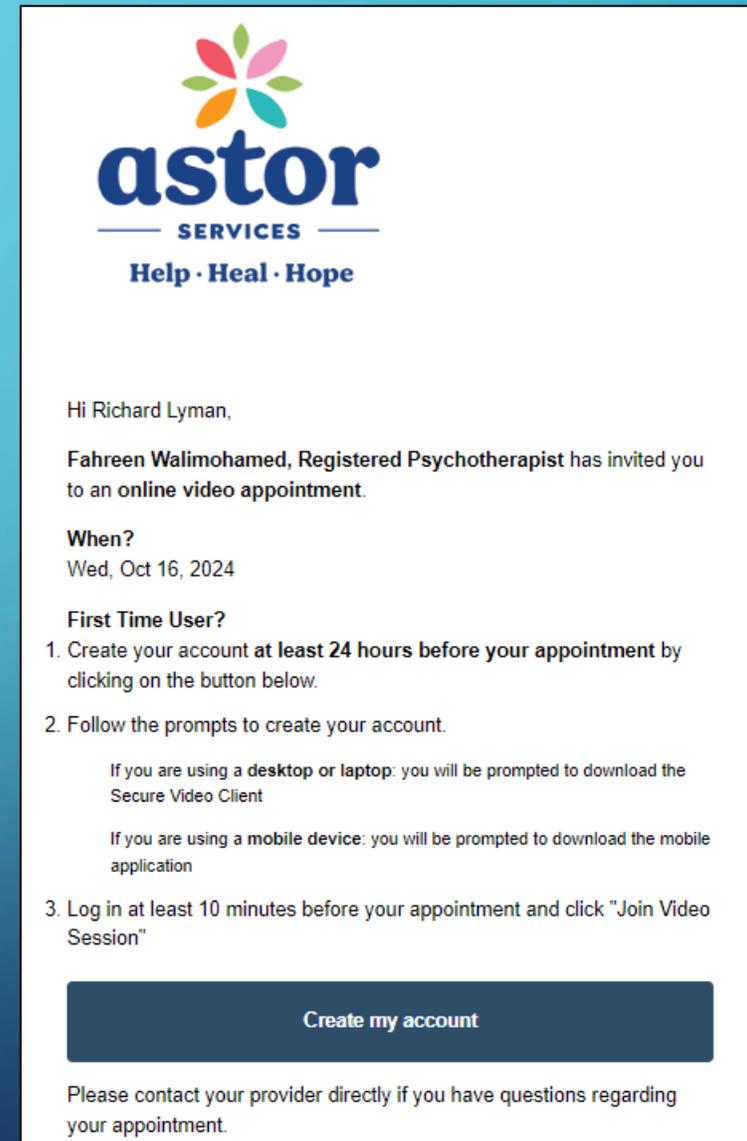
ASTOR PORTAL CLIENT REGISTRATION

Client Email

1. Open email



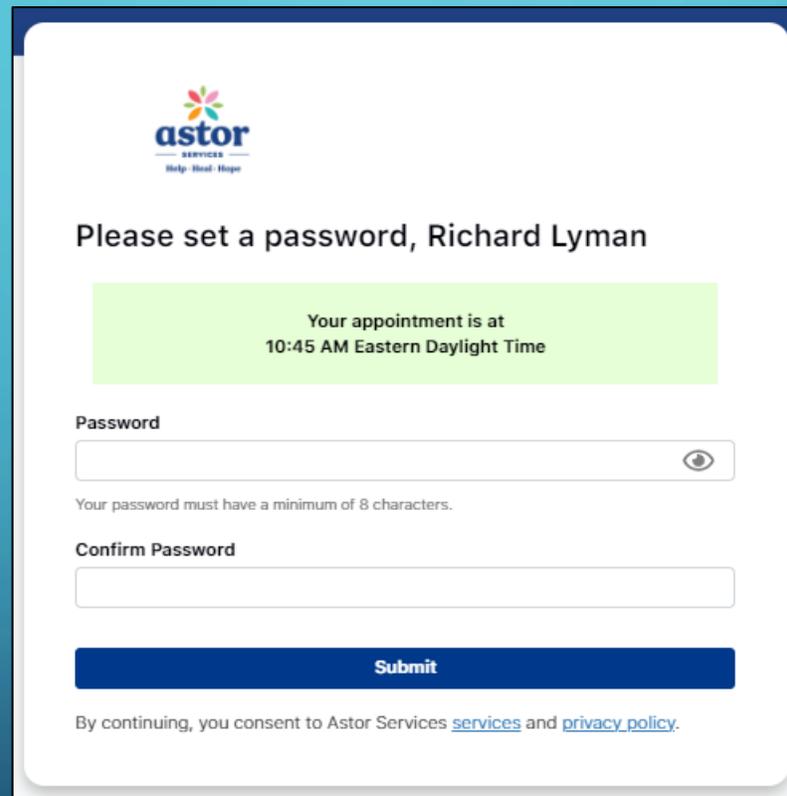
2. Click on “Create my account”

A screenshot of an email from Astor Services. The header features the Astor Services logo, which consists of a colorful flower-like icon above the word 'astor' in a bold, blue, lowercase font, with 'SERVICES' in a smaller, blue, uppercase font below it. Underneath the logo is the tagline 'Help · Heal · Hope'. The email body starts with a greeting 'Hi Richard Lyman,' followed by the main message: 'Fahreen Walimohamed, Registered Psychotherapist has invited you to an online video appointment.' Below this, there are sections for 'When?' (Wed, Oct 16, 2024) and 'First Time User?'. The 'First Time User?' section contains three numbered steps: 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. This step includes two sub-points: 'If you are using a desktop or laptop: you will be prompted to download the Secure Video Client' and '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". At the bottom of the email, there is a dark blue button with the text 'Create my account'. Below the button, there is a note: '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 registration form for Astor Services. At the top is the Astor Services logo with the tagline "Help. Heal. Hope." Below the logo, the text reads "Please set a password, Richard Lyman". A green notification box states "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 for visibility. Below the "Password" field, a note says "Your password must have a minimum of 8 characters." At the bottom is a blue "Submit" button and a consent statement: "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 setting notification preferences. On the left is a vertical navigation menu with five items: 'Welcome' (checked), 'Notification Preferences' (selected), 'System Requirements', 'Installing the Application', and 'Confirm Test Results'. The main content area is titled 'Notification preferences' and includes a section for 'Appointment reminders' with instructions to select notification methods. Three options are listed: 'Email' (checked and locked), 'SMS' (checked), and 'Voice' (checked). Below this is a section for adding phone numbers, with a text box containing '(845) 475-5442' and a '+ Add phone number' button. A 'Continue' button is at the bottom.

✓ 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

[+ 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

✓ Welcome

✓ Notification Preferences

3 System Requirements

4 Installing the Application

5 Confirm Test Results

Set up your secure audio and video connection for your next video session.

Ensure there are no disruptions to your upcoming video session by getting your computer set up right now.

This process is usually just four steps and will only take 5-10 minutes of your time.

Next step

✓ Welcome

✓ Notification Preferences

3 System Requirements

4 Installing the Application

5 Confirm Test Results

System requirements

The first check is ensuring your computer has a modern operating system and a stable internet connection.

Operating system: 10
Internet speed: 70.31 mbps

Your computer meets system requirements. ✓

Next step

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

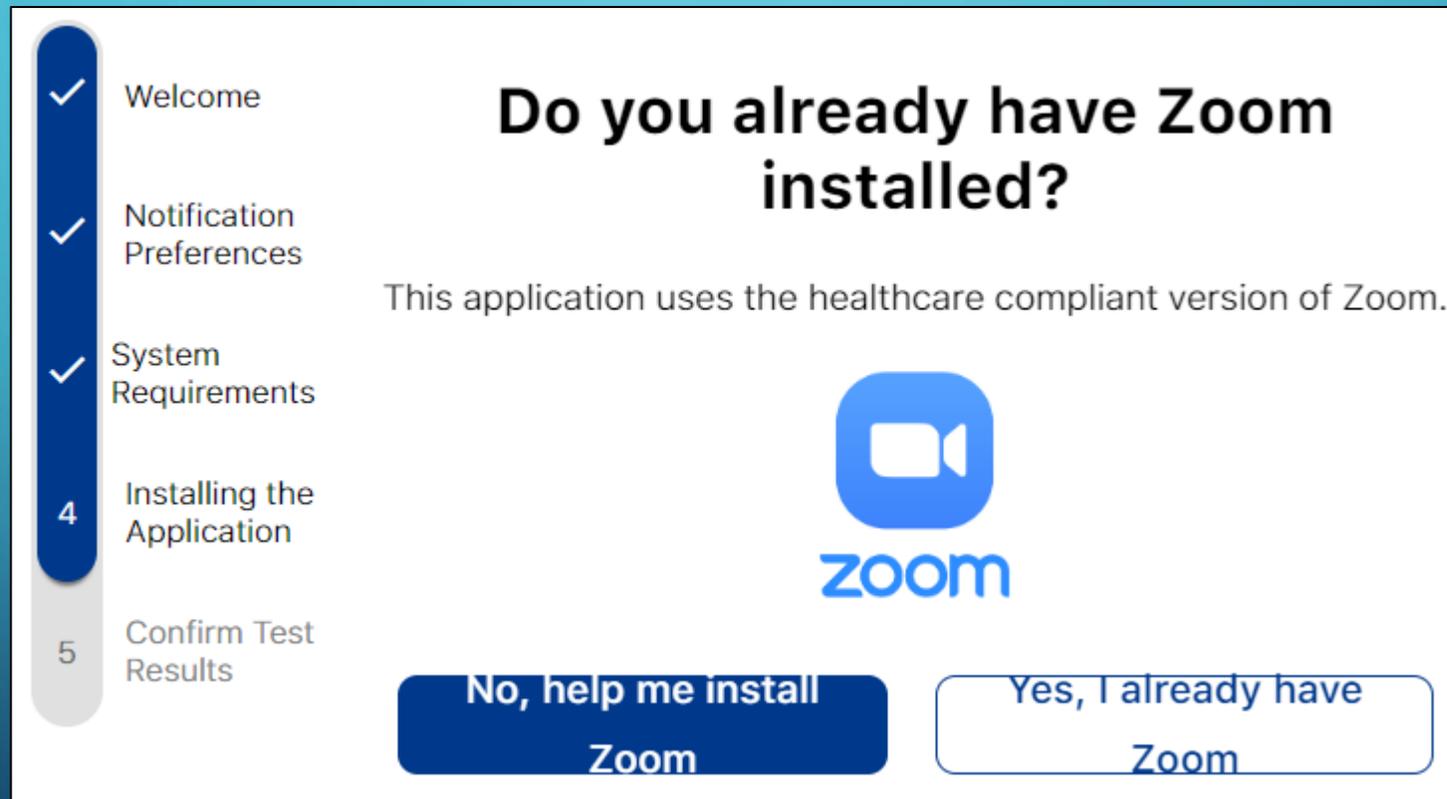


Aa Platform	Minimum Device	Minimum Version	Operating System	Status
Mobile	iPhone 6S, iPad Air 2+	18.6	Apple iOS iPad OS	Compatible
Mobile	Samsung, LG, Google, Oppo, Motorola, TCL, ZTE	Android 8.0	Android OS	Compatible
Desktop	MacBook, iMac, Mac Mini (2012 or newer)	macOS 10.15 (Catalina) macOS 11 (Big 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', 'Notification Preferences', 'System Requirements', 'Installing the Application', and 'Confirm Test Results'. The first three steps are marked with checkmarks, and 'Installing the Application' is marked with the number '4'. The main area of the window contains the question 'Do you already have Zoom installed?' in large bold text. Below this is the text 'This application uses the healthcare compliant version of Zoom.' and the Zoom logo. At the bottom are two buttons: a dark blue button labeled 'No, help me install Zoom' and a white button with a blue border labeled 'Yes, I already have Zoom'.

✓ 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 progress bar on the left with five steps: Welcome, Notification Preferences, System Requirements, Installing the Application (current step), and Confirm Test Results. The main content area is titled 'Installing the Application' and contains the following 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 a download icon at the end of the link. Below the text are two buttons: 'No, I wasn't able to install' (red outline) and 'Yes, I was able to install' (blue fill).

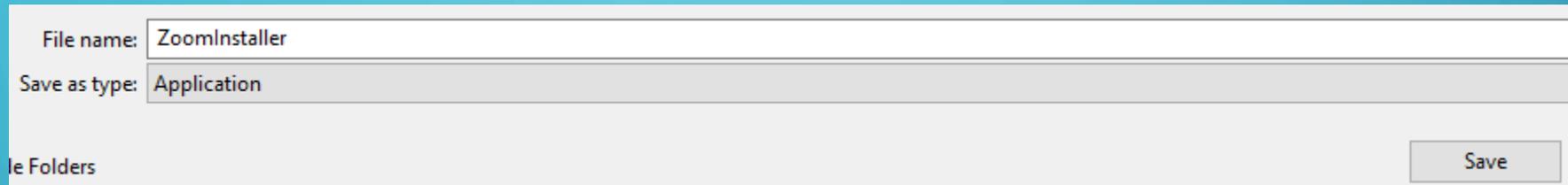
Installing the Application
An application called Zoom is used to establish a private connection between you and your provider. Please follow the steps below to install Zoom. This will take 2-3 minutes.
1. [Click here to download Zoom for your operating system.](#)  

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

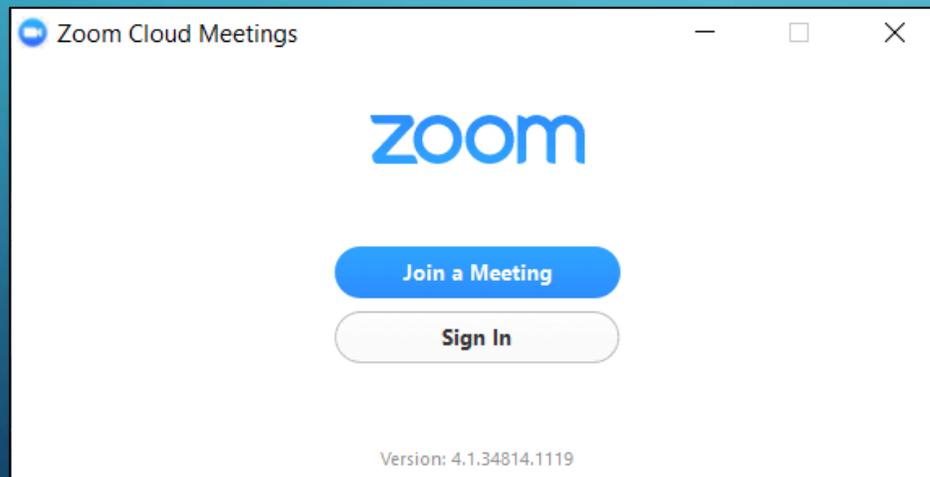
ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Installing Zoom

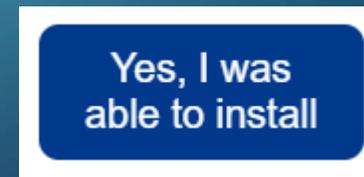
1. Save ZoomInstaller



2. Open ZoomInstaller and complete installation



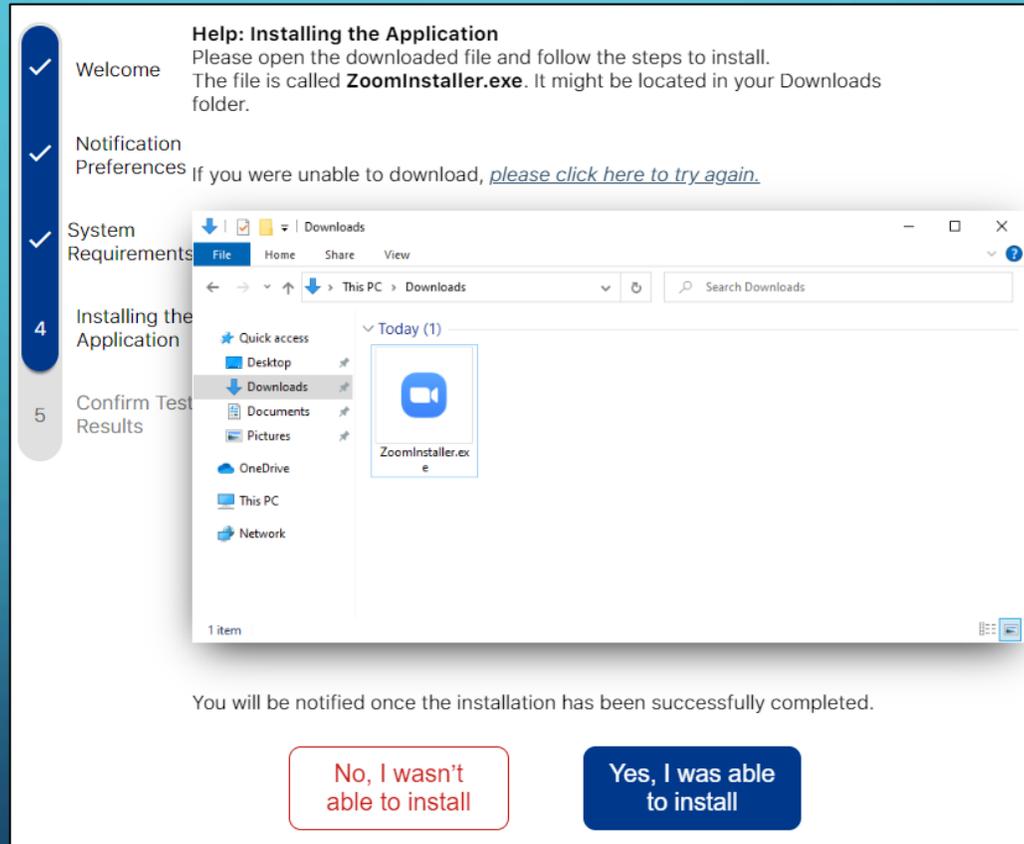
3. Click, Yes, I was able to install



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)



Help: Installing the Application
Please open the downloaded file and follow the steps to install. The file is called **ZoomInstaller.exe**. It might be located in your Downloads folder.

✓ Welcome
✓ Notification Preferences If you were unable to download, [please click here to try again.](#)

✓ System Requirements

4 Installing the Application

5 Confirm Test Results

File Explorer: Downloads folder showing **ZoomInstaller.exe** file.

You will be notified once the installation has been successfully completed.

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Confirm Test Results

1. Click, "All done" to complete registration

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

Progress bar steps:

- ✓ Welcome
- ✓ Notification Preferences
- ✓ System Requirements
- ✓ Installing the Application
- 5 Confirm Test Results

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Complete

1. Client's Astor Services Portal page

The screenshot shows the Astor Services Portal interface. At the top left is the Astor logo with the tagline 'Help. Real. Steps.' and navigation links for Home, Appointments, Messages, and Documents. On the top right, there is a language dropdown set to 'English' and a user profile for 'Richard Lyman'. The main content area features a personalized greeting: 'Good morning, Richard' followed by a welcome message. Below this is an 'Appointments' section with a calendar icon, a 'View all appointments' link, and a notification that the next appointment is today at 9:15 AM. A detailed appointment card for 'Rich Lyman Appt' is displayed, listing the 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), and attendance (Pending). At the bottom of the card, a message states 'Appointment started 22 minutes ago' and 'Please join now.' with a 'Join appointment' button. A vertical 'Help' button is visible on the right side of the page.

astor Help. Real. Steps. 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

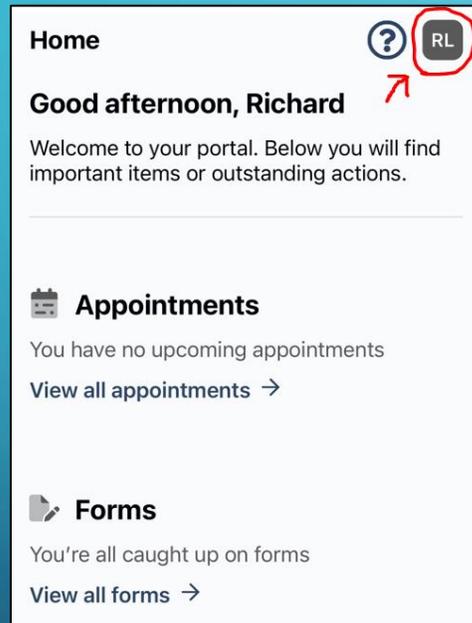
Appointment started **22 minutes ago**
Please join now. **Join appointment**

Help

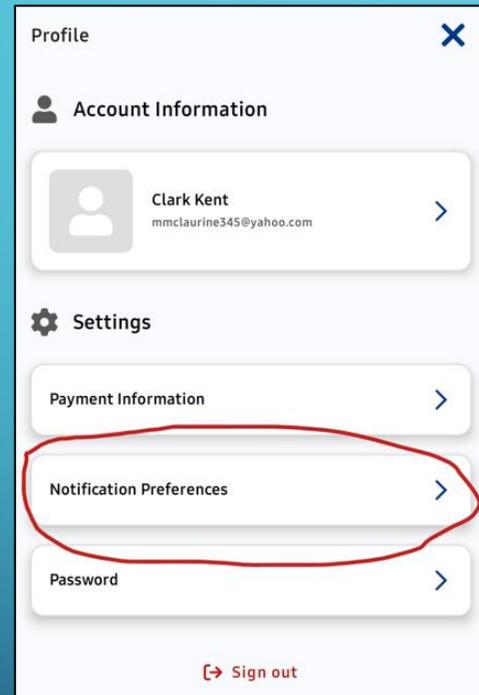
ASTOR PORTAL CLIENT MANAGING NOTIFICATION

Astor Portal Client Managing Appointment Reminders

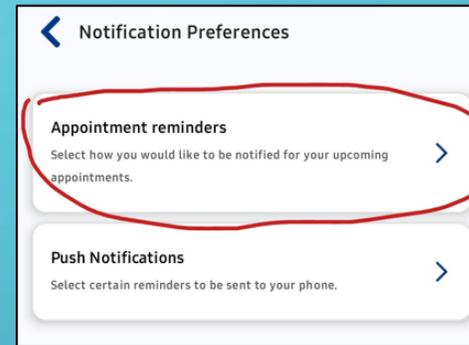
- How to update Appointment Reminder from Astor Services Portal APP



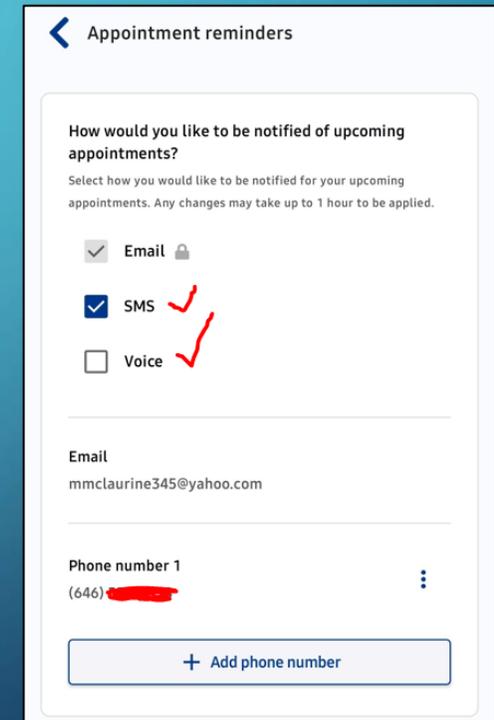
Select Profile icon



Select Notification Preferences



Select Appointment Reminder

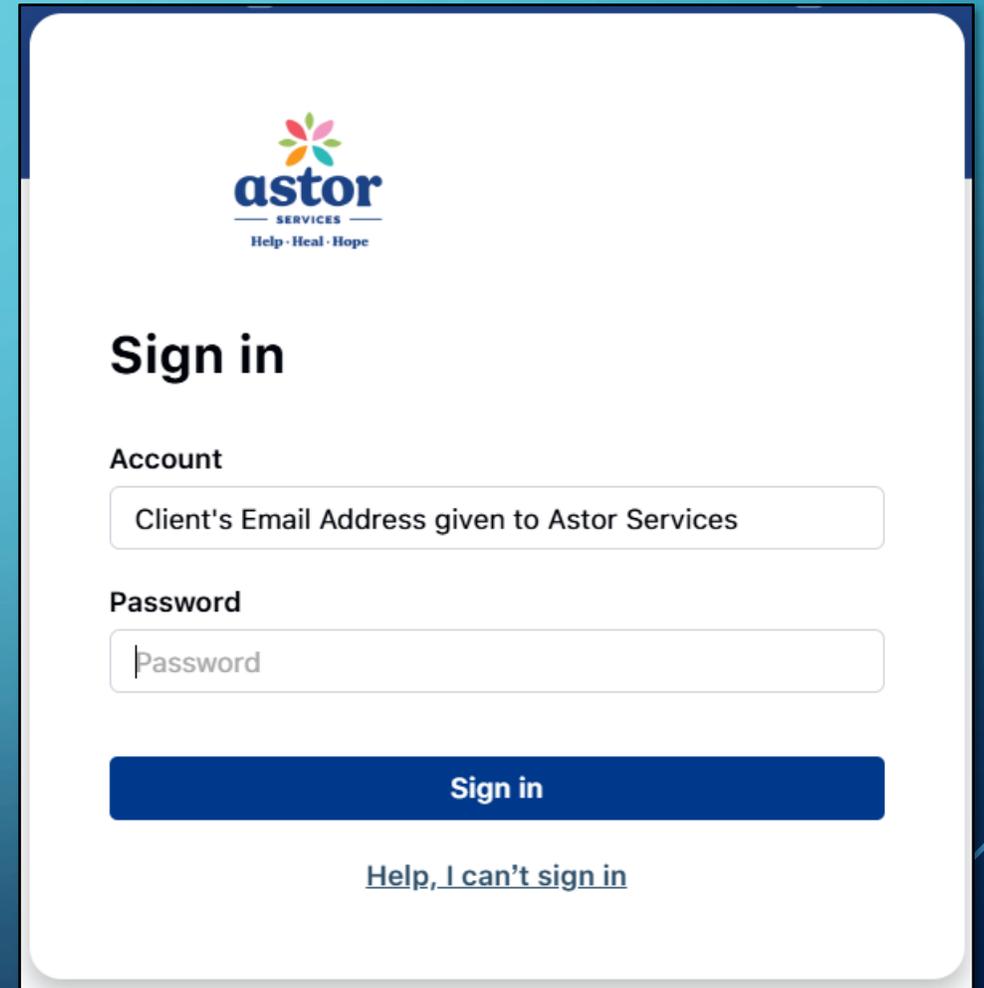


Select SMS and/or Voice. Type in Cell number. (Up to 10)

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

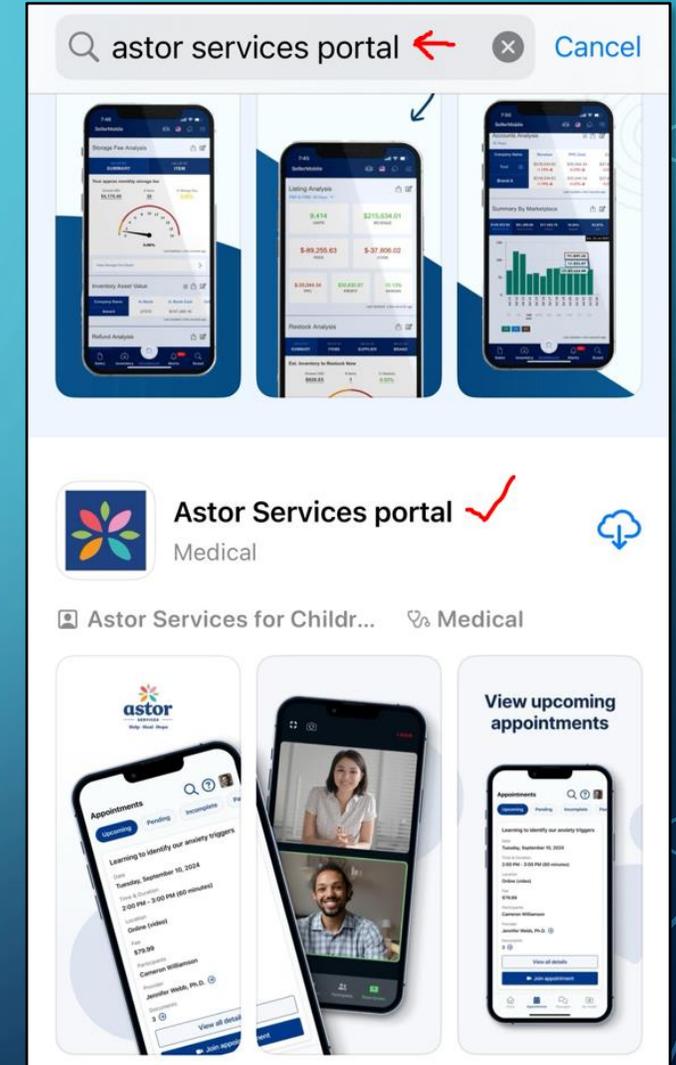


The screenshot shows the Astor Portal Client Sign In Page. At the top center is the Astor Services logo, which consists of a colorful flower icon above the word "astor" in a bold, lowercase font, with "SERVICES" in a smaller font below it, and the tagline "Help · Heal · Hope" at the bottom. Below the logo is the heading "Sign in" in a large, bold, black font. Underneath the heading are two input fields. The first is labeled "Account" and contains the placeholder text "Client's Email Address given to Astor Services". The second is labeled "Password" and contains the placeholder text "Password". Below these fields is a large, dark blue button with the text "Sign in" in white. At the bottom of the page is a link that says "Help, I can't sign in" in a smaller, dark blue font.

ASTOR PORTAL CLIENT REGISTRATION

Astor Portal Client Registration: Astor Portal App

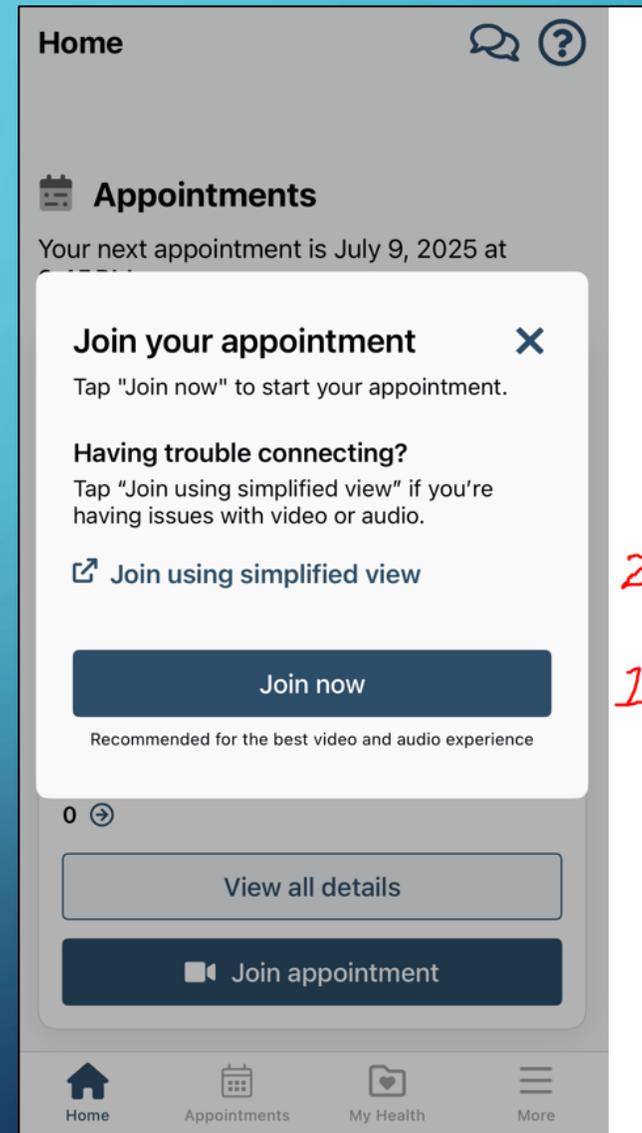
1. Client can register for Astor Services Portal app for their cellphone
 1. Client must always check on their cellphone they have latest version of the Portal APP by going to APP STORE and checking for updates
 1. Go to the Apple store and search: “Astor Services portal” **v4.06.0**
 2. Go to Google 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”

astor
SERVICES
Help · Heal · Hope

Sign in

Account

Next

Help, I can't sign in ←

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.

← Back

Account recovery

Enter an account identifier to receive a link to reset your password or recover a username.

Email, phone or username (required)
If your account has both a phone and an email, please enter your email.

Date of birth
Clients must enter their date of birth to proceed. Other users can leave this field blank.

Continue

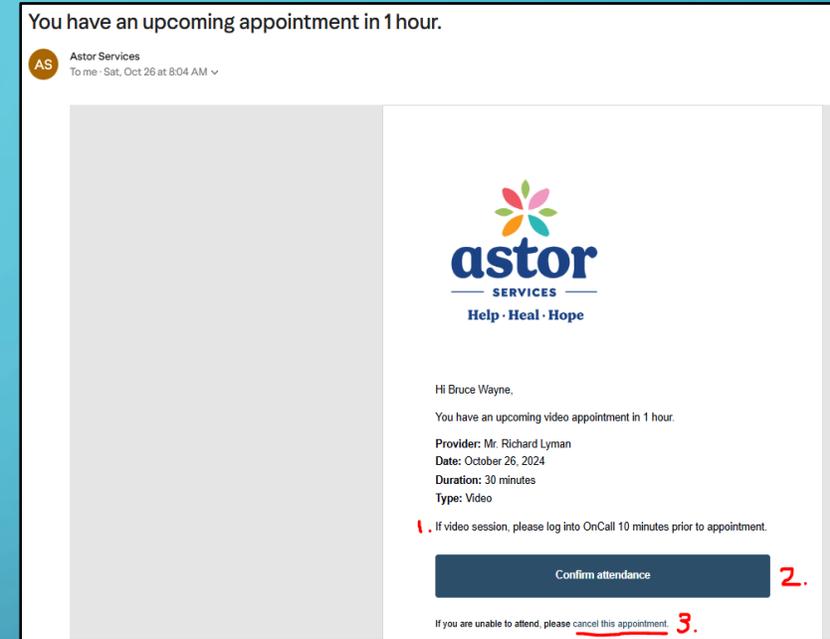
Clear Done

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

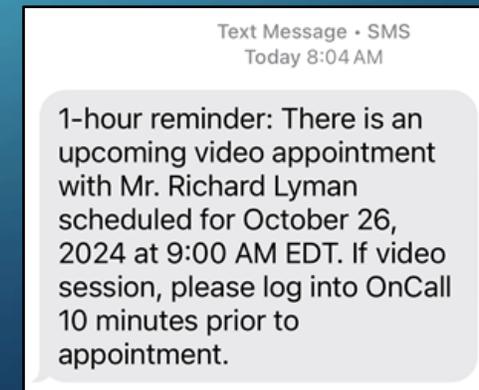
ASTOR PORTAL CLIENT REMINDER

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.”



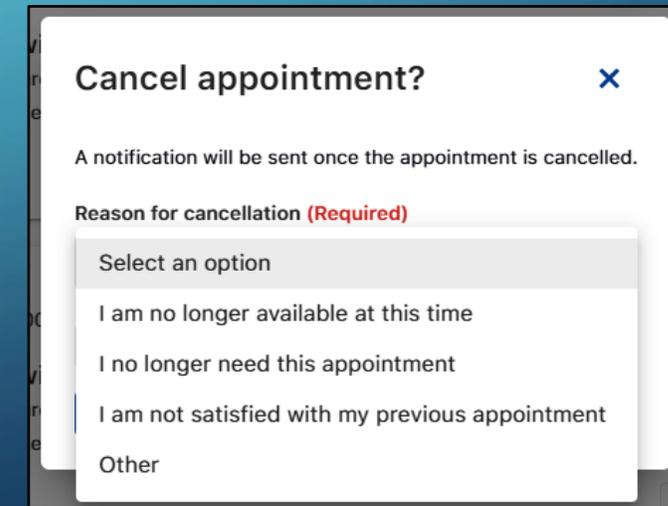
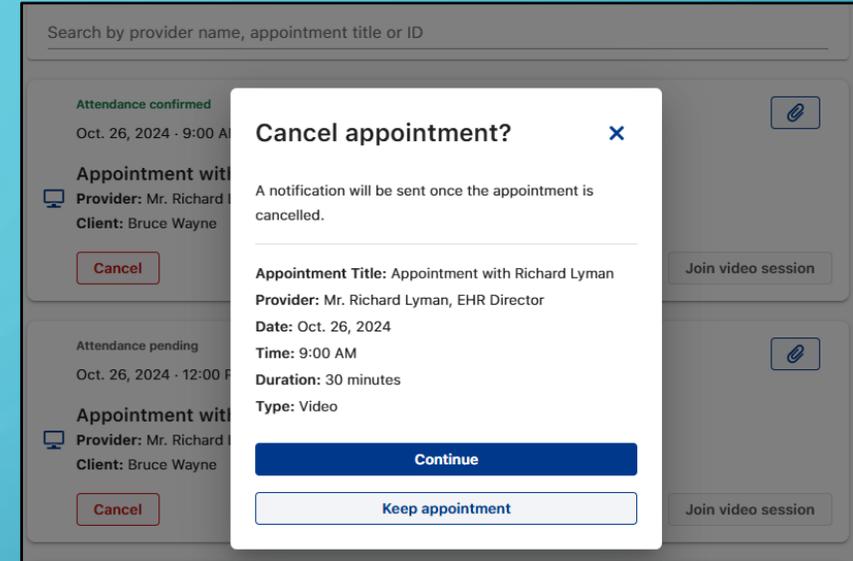
1. If client chooses **SMS**, they will receive similar text message, but can't Confirm or Cancel appt.
2. If client chooses **VOICE**, they will receive a Phone message from Canada, but can't Confirm or Cancel appt.



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>



Hi Bruce Wayne,

You have an upcoming video appointment in 24 hours.

Provider: Mr. Richard Lyman
Date: October 27, 2024
Duration: 45 minutes
Type: Video

Welcome to Astor Services' patient portal and appointment reminder called, "OnCall". Here are a few items to give our clients a successful experience with the platform.

1. Register for the OnCall application when you receive the email ASAP if not done already.
2. Complete any documents (e.g., Insurance information) sent through OnCall.
3. If you have a video session, please log into OnCall 10 minutes prior to appointment.
4. If you have any questions, please contact your clinic where you are being seen.
5. Click on link below for additional information.
[Astor OnCall](#)

Thank you very much.
Astor Services

[Confirm attendance](#)

If you are unable to attend, please cancel this appointment.