



ASTOR SERVICES PATIENT PORTAL

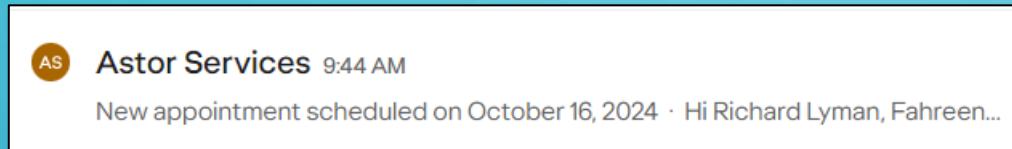
Patient Portal / Appointment Reminder / Telehealth Zoom

CONSEJOS RÁPIDOS Y SENCILLOS

ASTOR PORTAL REGISTRO DE CLIENTES

Correo electrónico del cliente

1. Abrir correo electrónico



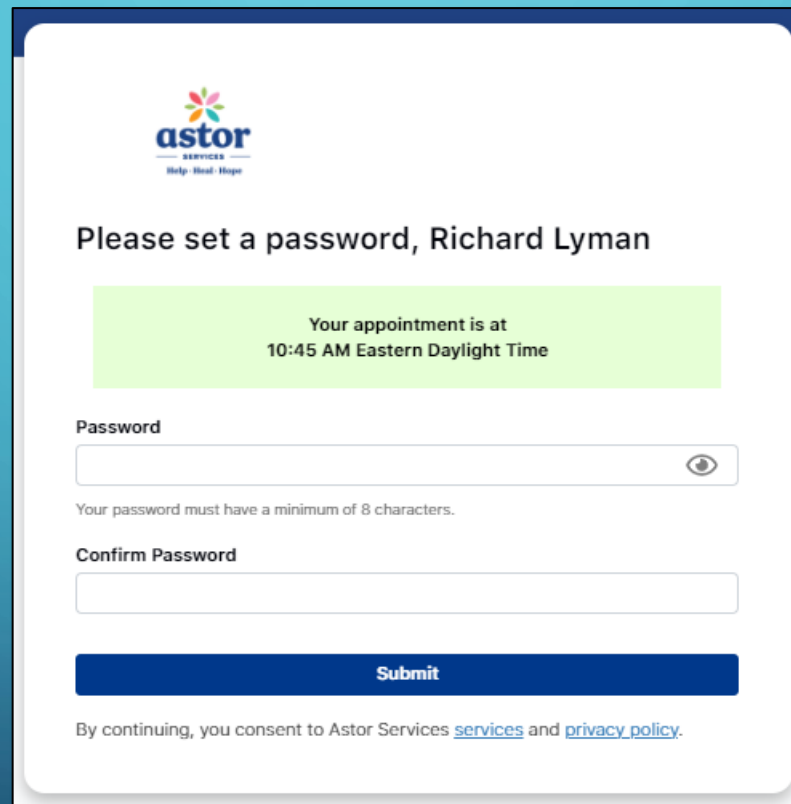
2. Escoger "Create my account"

A screenshot of the email content from Astor Services. At the top is the Astor Services logo, which consists of a colorful flower-like icon above the word 'astor' in a bold, dark blue font, with 'SERVICES' in a smaller font below it, and the tagline 'Help · Heal · Hope' at the bottom. The email body starts with 'Hi Richard Lyman,' followed by 'Fahreen Walimohamed, Registered Psychotherapist has invited you to an online video appointment.' Below this, it asks 'When?' and provides the date 'Wed, Oct 16, 2024'. It then asks 'First Time User?' and lists three 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. Below step 2, there are two lines of text: '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'. Step 3 is 'Log in at least 10 minutes before your appointment and click "Join Video Session"'. At the bottom of the email content is a large, dark blue button with the text 'Create my account' in white. Below the button, it says 'Please contact your provider directly if you have questions regarding your appointment.'

ASTOR PORTAL REGISTRO DE CLIENTES

Correo electrónico del cliente

1. Crear contraseña (Introdúcelo dos veces)



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 notification box states 'Your appointment is at 10:45 AM Eastern Daylight Time'. The form includes a 'Password' field with a toggle icon, a requirement note 'Your password must have a minimum of 8 characters.', and a 'Confirm Password' field. A blue 'Submit' button is at the bottom, followed by 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

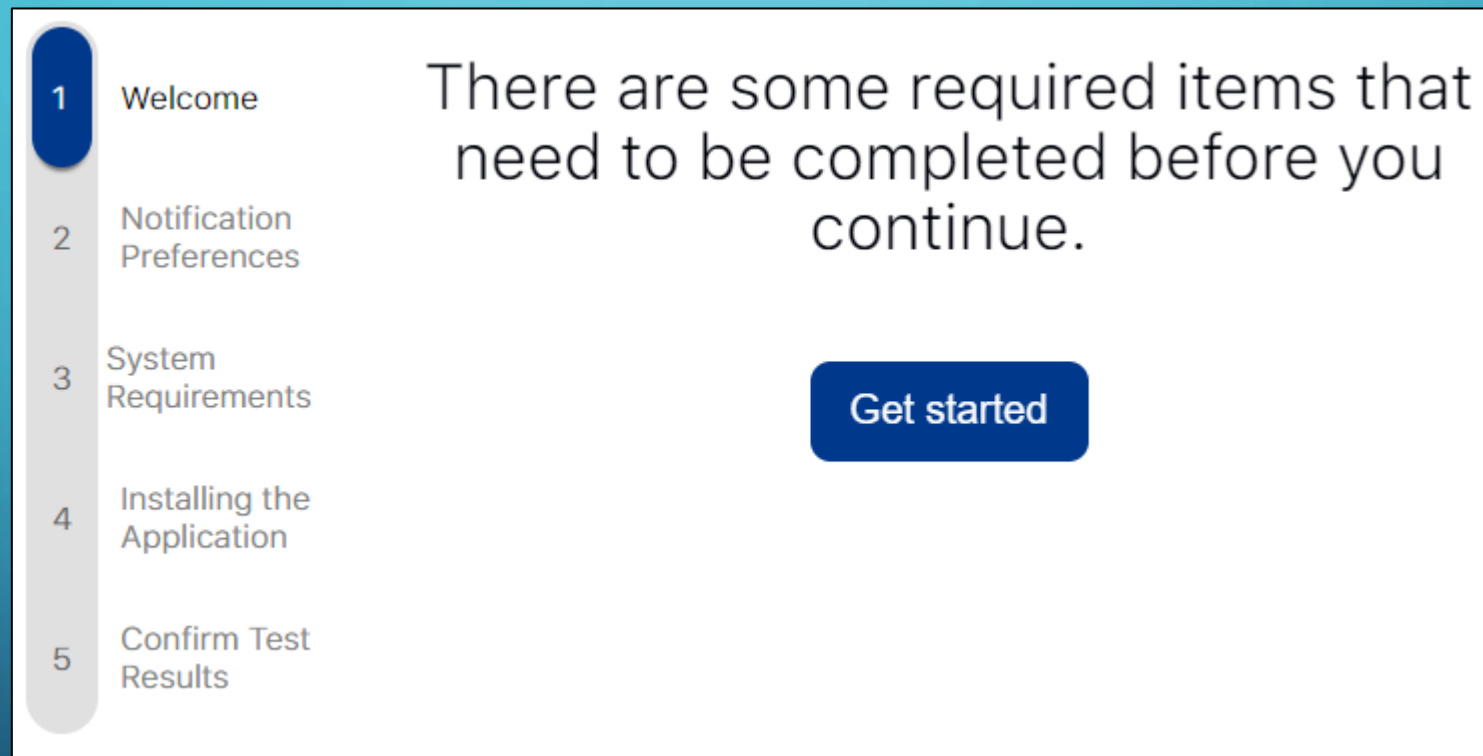
Submit

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

ASTOR PORTAL REGISTRO DE CLIENTES

Astor Portal Registro de Clientes: Bienvenidos

1. Seleccione "Get started"



The screenshot displays a registration interface with a vertical list of five steps on the left: 1. Welcome, 2. Notification Preferences, 3. System Requirements, 4. Installing the Application, and 5. Confirm Test Results. Step 1 is highlighted with a dark blue background. The main content area contains the text 'There are some required items that need to be completed before you continue.' and a dark blue 'Get started' button.

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 REGISTRO DE CLIENTES

Astor Portal Registro de Cliente: Preferencias de Notificación

1. El cliente controla sus notificaciones de recordatorio de citas
2. El correo electrónico principal de CareLogic del cliente es predeterminado y obligatorio
3. El cliente puede elegir uno o ambos SMS (text) y Voz
4. El cliente ingresa su número de teléfono celular (máximo: 10 números de teléfono celular).
5. Seleccione "Continuar"

The screenshot shows the 'Notification preferences' screen in the Astor Portal. 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 includes a section for 'Appointment reminders'. It asks the user how they want to be notified of upcoming appointments, with options for Email (locked), SMS (checked), and Voice (checked). Below this, there is a section for adding phone numbers, with a text input field for 'Phone number 1' containing '(845) 475-5442' and a '+ Add phone number' button. At the bottom right is a 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

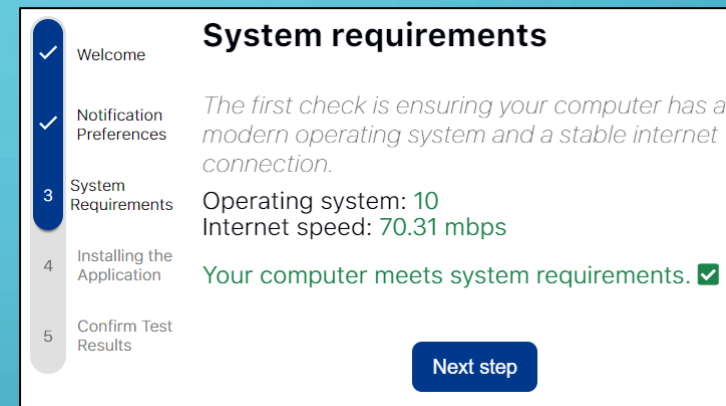
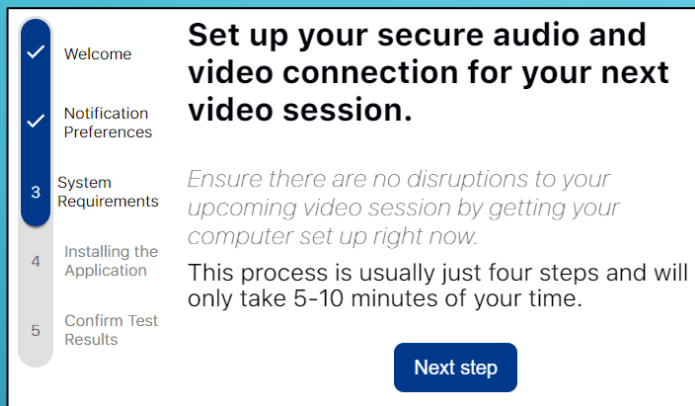
[+ Add phone number](#)

[Continue](#)

ASTOR PORTAL REGISTRO DE CLIENTES

Astor Portal Registro de cliente: Requisito del sistema

1. Seleccione “Next step”. Dos veces.
2. Verificará los requisitos del sistema informático para usar Astor Portal



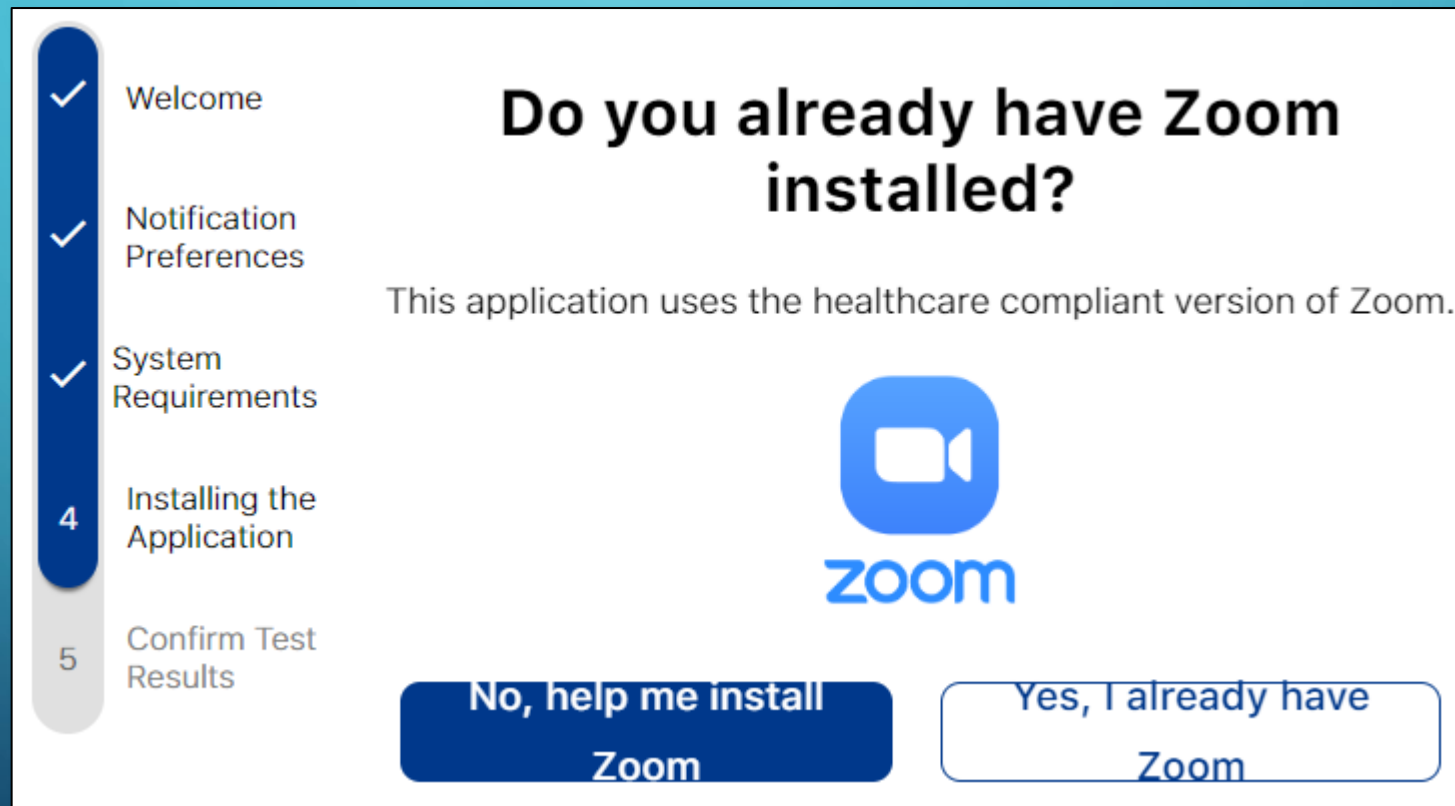
3. Astor Portal plataformas y sistemas operativos compatibles
4. **Astor Services Portal** supported APP versions
 1. Apple: 4.03.0
 2. Android: 4.03.0

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 REGISTRO DE CLIENTES

Astor Portal Registro de cliente: Instalación Zoom

1. Si el cliente tiene Zoom en la computadora, seleccione YES
2. Si el cliente no tiene Zoom o no está seguro acerca de Zoom, seleccione NO



The image shows a Zoom installation progress window. On the left is a vertical sidebar with five steps: 'Welcome' (checked), 'Notification Preferences' (checked), 'System Requirements' (checked), 'Installing the Application' (highlighted with a blue bar and the number 4), and 'Confirm Test Results' (numbered 5). The main 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' (white with a blue border).

✓ 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.



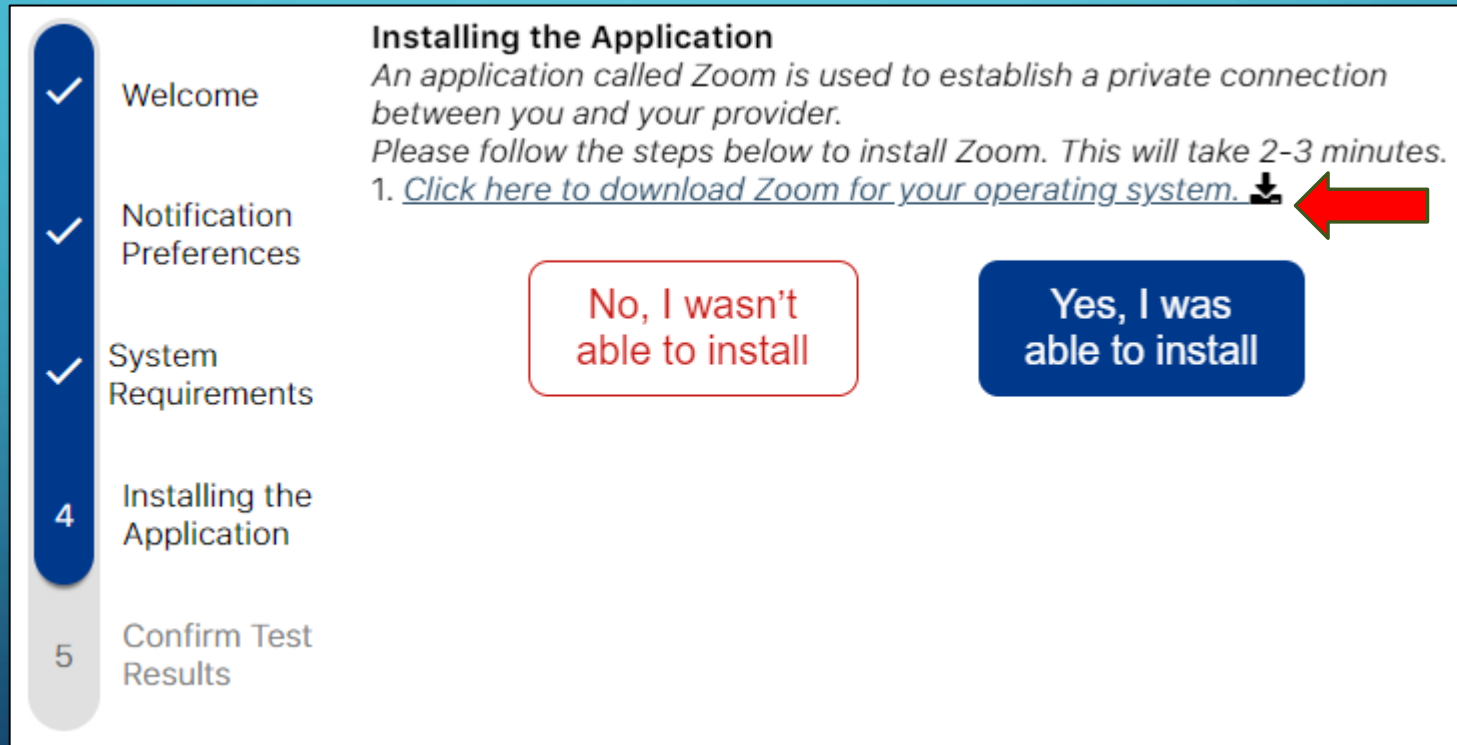
No, help me install Zoom

Yes, I already have Zoom

ASTOR PORTAL REGISTRO DE CLIENTES

Astor Portal Registro de cliente: Instalación Zoom

1. Si el cliente no tiene Zoom o no está seguro acerca de Zoom, seleccione NO
2. Seleccione: Descarga Zoom para tu sistema operativo
3. Seleccione: Subrayado Enlace junto a la flecha ROJA



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.](#)  

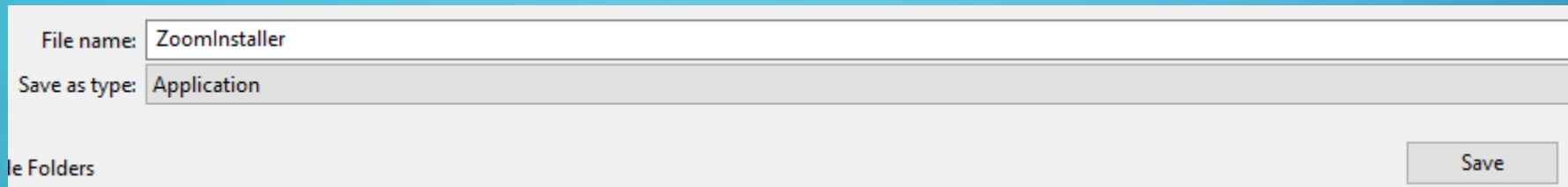
No, I wasn't able to install **Yes, I was able to install**

Progress bar on the left:
✓ Welcome
✓ Notification Preferences
✓ System Requirements
4 Installing the Application
5 Confirm Test Results

ASTOR PORTAL REGISTRO DE CLIENTES

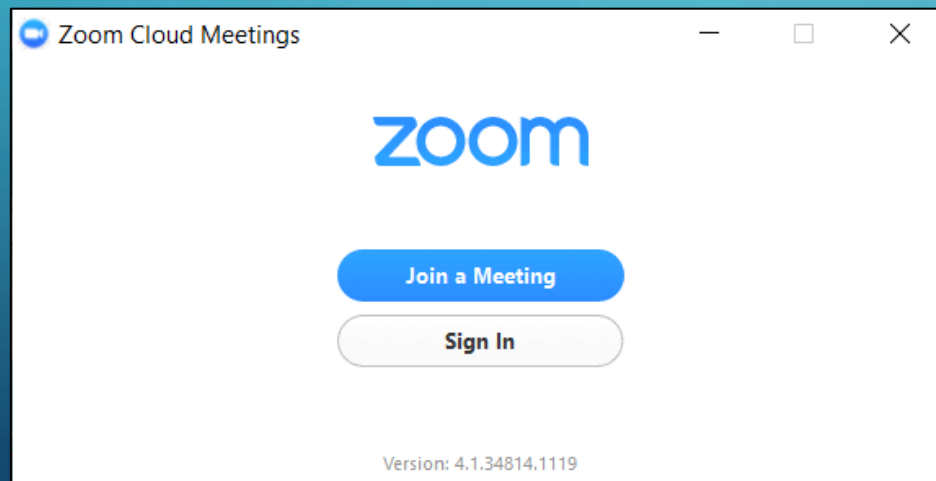
Astor Portal Registro de cliente: Instalación de Zoom

1. Seleccione Salvar: ZoomInstaller

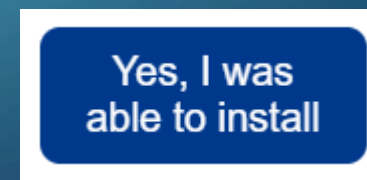


A screenshot of a file save dialog box. The 'File name' field contains 'ZoomInstaller'. The 'Save as type' dropdown menu is set to 'Application'. At the bottom right, there is a 'Save' button. The text 'le Folders' is partially visible on the left side.

2. Abrir ZoomInstaller y la instalación completa.



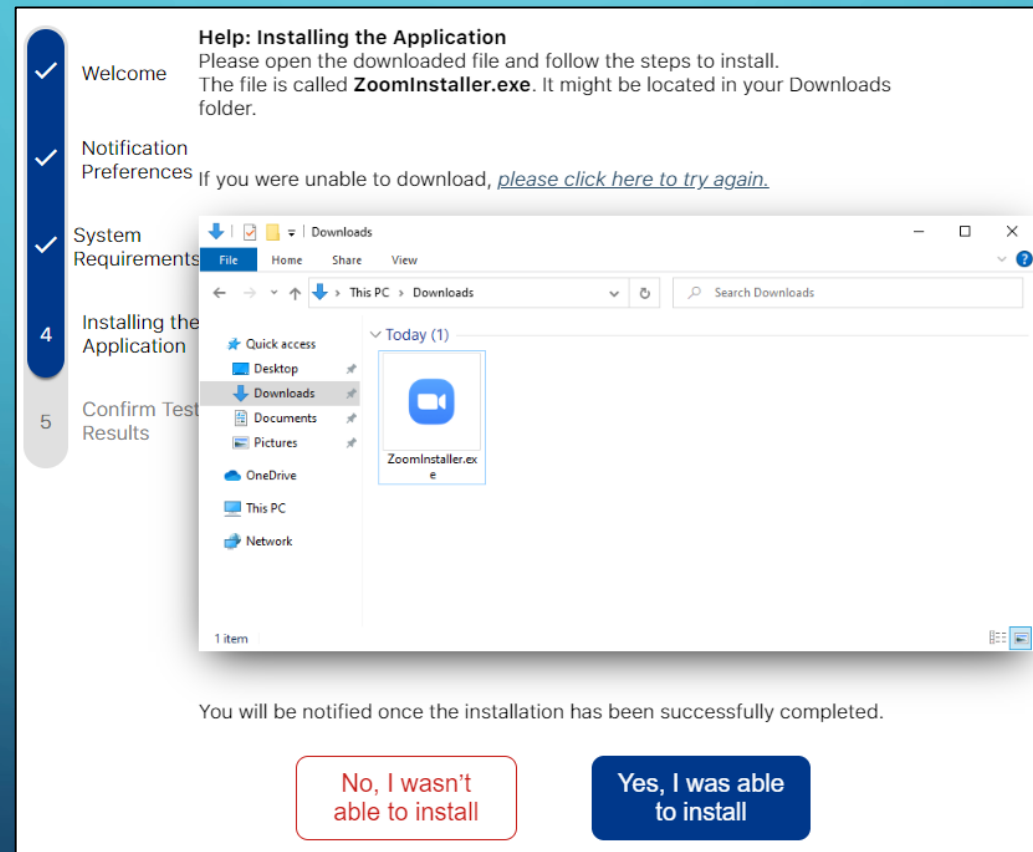
3. Seleccione, Yes, I was able to install



ASTOR PORTAL REGISTRO DE CLIENTES

Astor Portal Registro de cliente: Instalación de Zoom

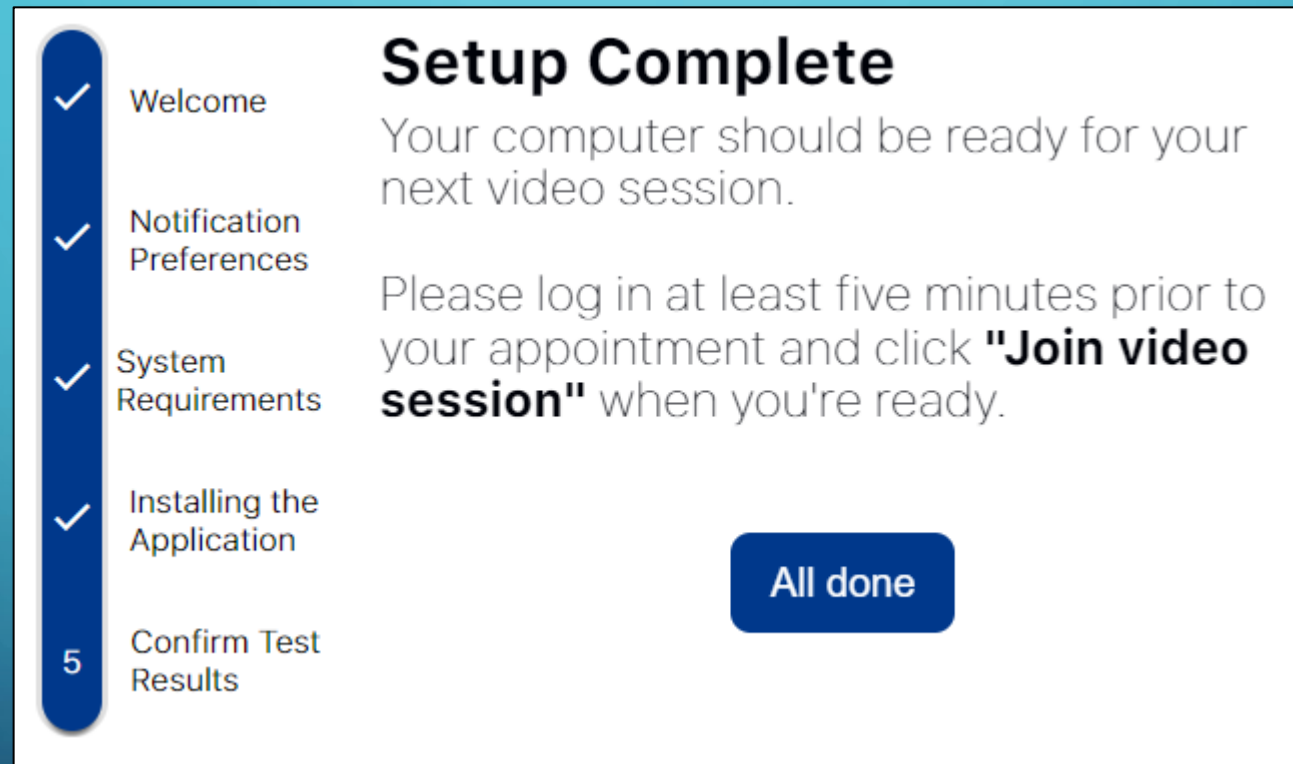
1. Guarde ZoomInstaller. (Si no puede encontrar el archivo, seleccione “No, I wasn’t able to install”. Le mostrará dónde se encuentra el archivo en su computadora.



ASTOR PORTAL REGISTRO DE CLIENTES

Astor Portal Registro de cliente: Configuración completa

1. Seleccione, "All done" Para completar el registro



✓ 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 REGISTRO DE CLIENTES

Astor Portal Registro de cliente: Configuración completa

1. Cuenta Astor Services Portal del cliente

The screenshot displays the Astor Services Portal interface for a user named Richard Lyman. The top navigation bar includes the Astor logo, a menu with 'Home', 'Appointments', 'Messages', and 'Documents', a language dropdown set to 'English', and a user profile dropdown for 'Richard Lyman'. A welcome message reads 'Good morning, Richard' followed by 'Welcome to your portal. Below you will find important items or outstanding actions.' The main content area features an 'Appointments' section with a calendar icon, stating 'Your next appointment is today at 9:15 AM.' and a link to 'View all appointments'. A detailed appointment card for 'Rich Lyman Appt' on Tuesday, October 22, 2024, at 9:15 AM (30 minutes) with 'Roomaana Astor' as the provider is shown. The appointment is a one-time online video session with Richard Lyman as the participant, and its status is 'Pending'. A notification at the bottom indicates the appointment started 22 minutes ago with a 'Join appointment' button.

astor services
Help. Real. Hope.

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

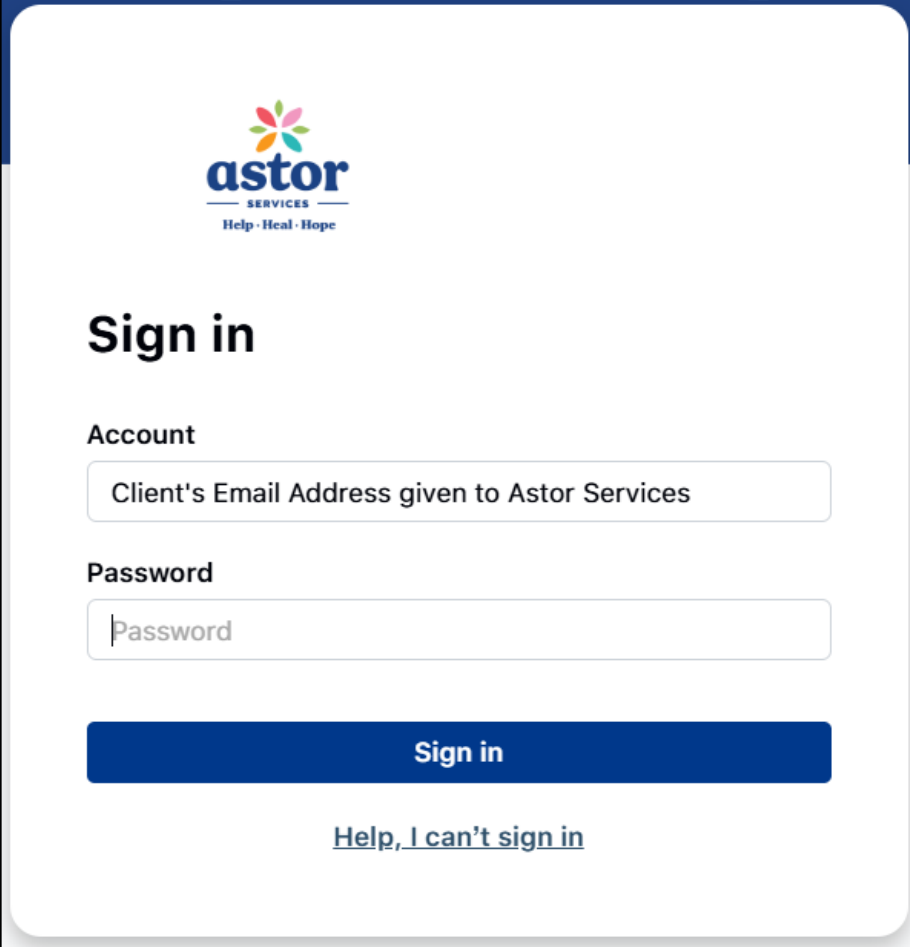
Appointment started **22 minutes ago**
Please join now. **Join appointment**

Help

ASTOR PORTAL PAGINA DE INICIO DE SESION DEL CLIENTE

Astor Portal: Página de inicio de sesión del cliente

1. Cuenta: Dirección de correo electrónico del cliente proporcionada a Astor Services
2. Contraseña: Contraseña creada por el cliente
3. Si el cliente olvida su contraseña
 1. Computadora: Haga clic en "Ayuda, no puedo iniciar sesión"
 2. Teléfono móvil: Haga clic en "¿Olvidó su contraseña?"
 3. Cree una nueva contraseña e ingrese la fecha de nacimiento del cliente
 4. El cliente recibirá un correo electrónico para cambiar su contraseña

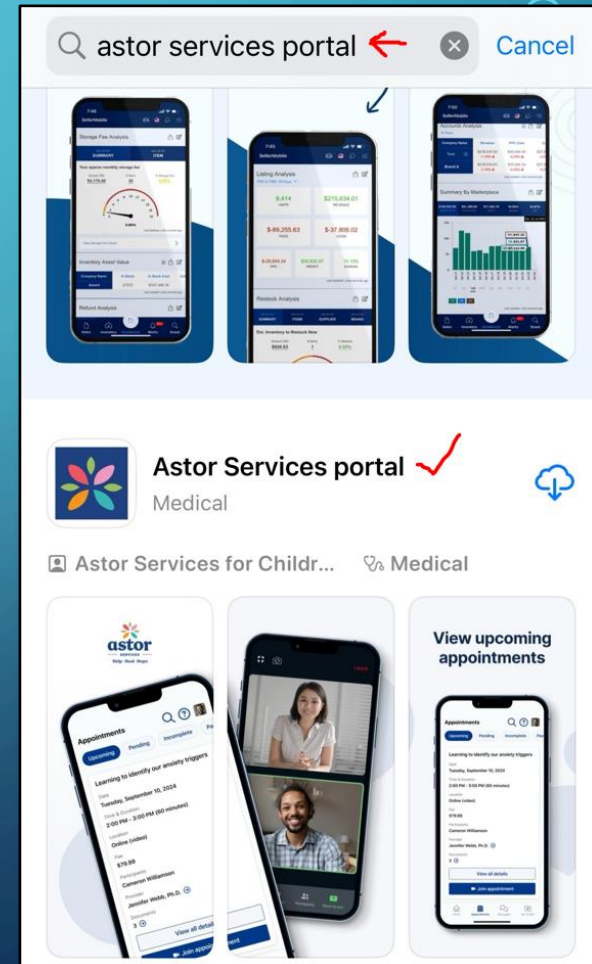


The screenshot shows the Astor Services sign-in interface. At the top is the Astor Services logo with the tagline 'Help · Heal · Hope'. Below the logo is the heading 'Sign in'. There are two input fields: 'Account' with the placeholder text 'Client's Email Address given to Astor Services' and 'Password' with the placeholder text 'Password'. A blue 'Sign in' button is positioned below the fields. At the bottom, there is a link that reads 'Help, I can't sign in'.

ASTOR PORTAL REGISTRO DE CLIENTES

Registro de clientes de Astor Portal: Aplicación Astor Portal

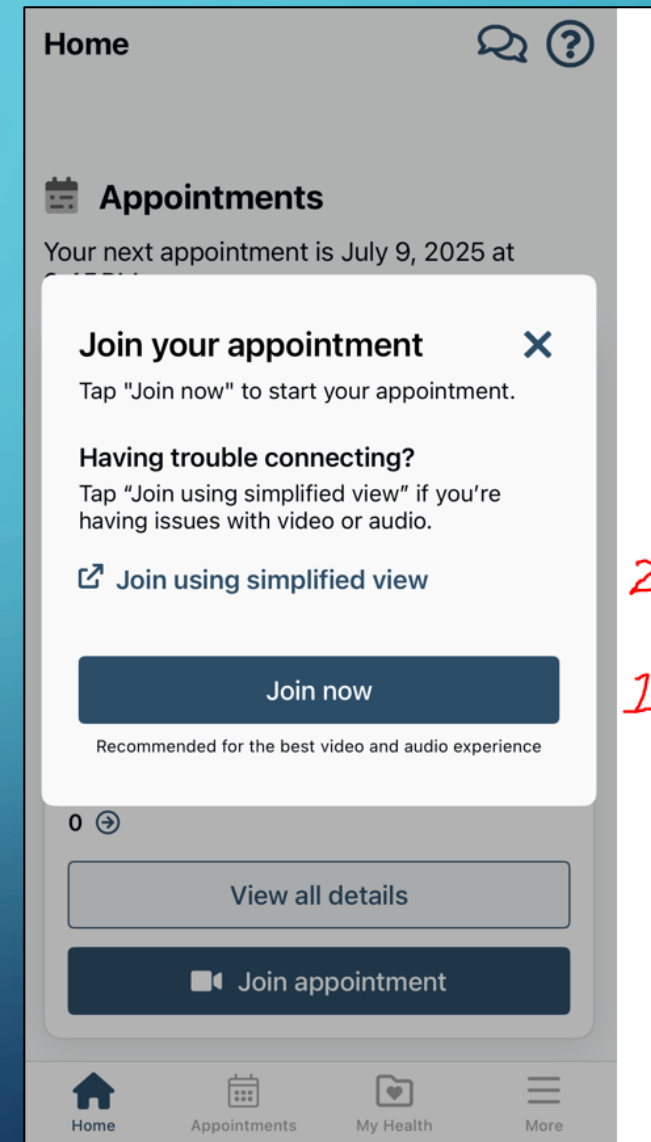
1. El cliente puede registrarse en la aplicación Astor Services Portal para su teléfono celular
 1. El cliente siempre debe verificar en su teléfono celular que tiene la última versión del Portal APP yendo a APP store y la búsqueda de actualizaciones
 1. Vaya a la Apple Store y buscar: “Astor Services portal” **v4.06.0**
 2. Ve a Google Store y busca: “Astor Services portal” **v4.05.0**
 2. Entrar en la cuenta: Correo electrónico del cliente dado a Astor Services
 3. Introduzca la contraseña creada por el cliente
 4. El cliente no tiene contraseña o la olvida, Clic: “Help, I can’t sign in” or “Reset Password”
 5. Seleccione cómo el cliente desea recibir recordatorios “SMS/Text” and/or “Voice” message
 6. El cliente ahora creó su archivo Astor Services Portal cuenta
2. El cliente ahora puede administrar citas y hacer Telehealth (video) sesiones desde su celular



ASTOR PORTAL CLIENT JOIN APPOINTMENT

Astor Services Portal APP: Join Appointment

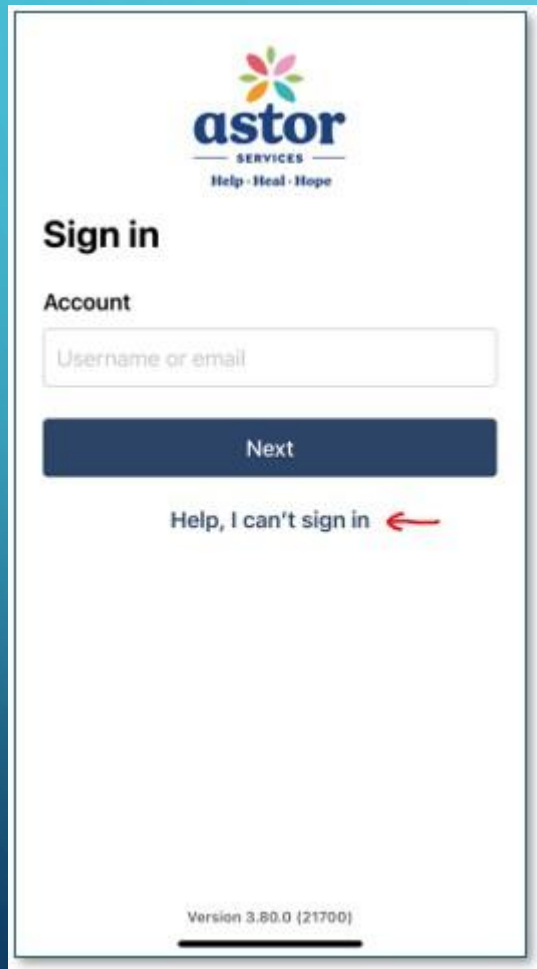
1. Clics de clients “Join Appointment” en su APP
2. Tendrán dos opciones para Join Appointment Ahora
 1. Haga clic en la opción #1 “**Join now**” para usar el commando APP
 2. Haga clic en la opción #2 “**Join using simplified view**” usando su navegador móvil
3. Si usan el commando “**Join now**” y son buenos con el APP, BIEN!
4. Si usan el commando “**Join now**” y tener el problema del video.
 1. Pídales que salgan de la reunión y vuelvan a unirse haciendo clic en “**Join using simplified view**” para volver a unirse a la reunión.
 2. Cuando ingresen, dígaes que hagan clic en los botones de audio y video que se muestran a continuación para encenderlos.



ASTOR PORTAL PÁGINA DE INICIO DE SESIÓN DEL CLIENTE

Astor Portal: Restablecer contraseña

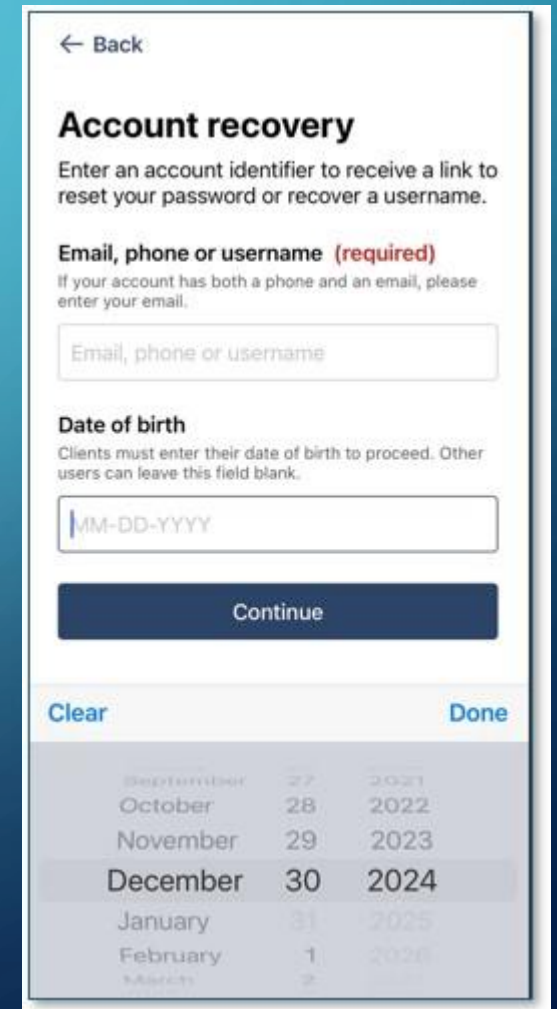
Step #1: Haga clic en “Help, I can’t sign in”



Step #2:

1. Escriba la dirección de correo electrónico exacta del cliente que tenemos en CareLogic
2. Cliente DOB debe coincidir con lo que tenemos en CareLogic
3. DOB tiene que estar en el formato correcto: (MM-DD-YYYY)
4. Utilice la opción de selección de fecha del teléfono móvil.

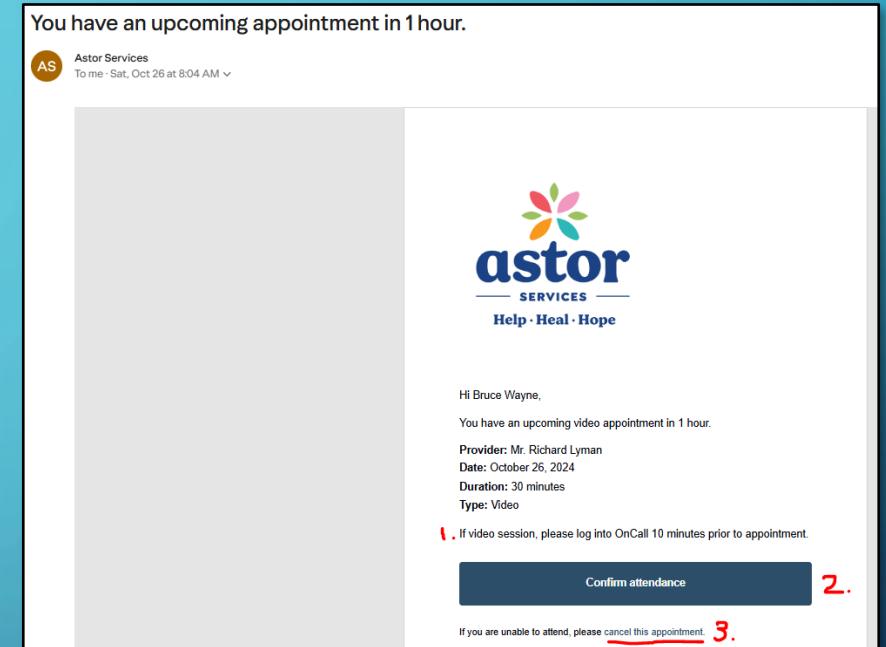
Step #3: Si todo se hace correctamente, el correo electrónico puede tardar unos minutos en recibirlo.



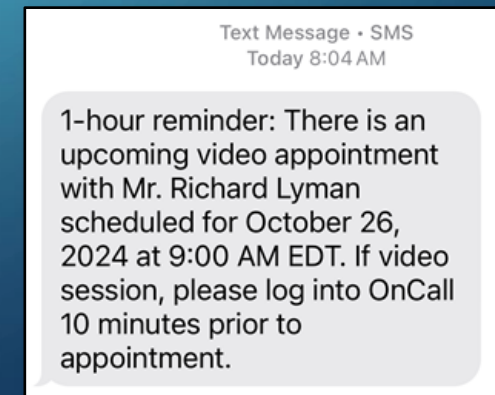
RECORDATORIO PARA CLIENTES DE ASTOR PORTAL

Astor Portal Recordatorio al cliente: Recordatorio de 1 hora

1. El cliente recibe un correo electrónico
2. Seleccione, “Confirm attendance” (Confirmar Asistencia).
3. Seleccione, “Cancel the appointment” (Cancelar la cita).



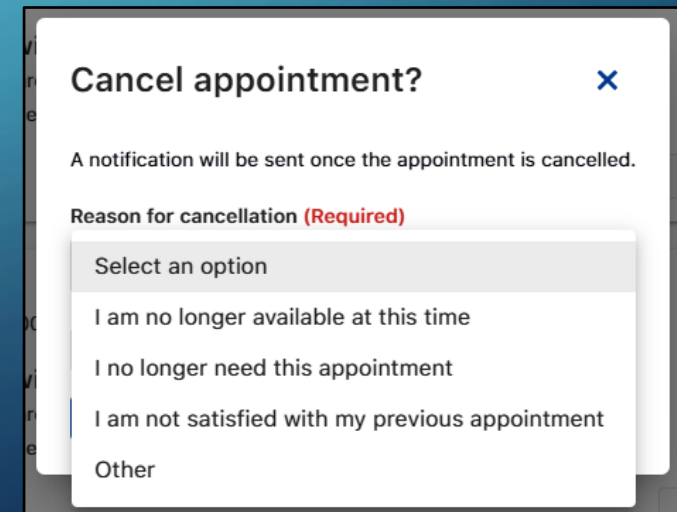
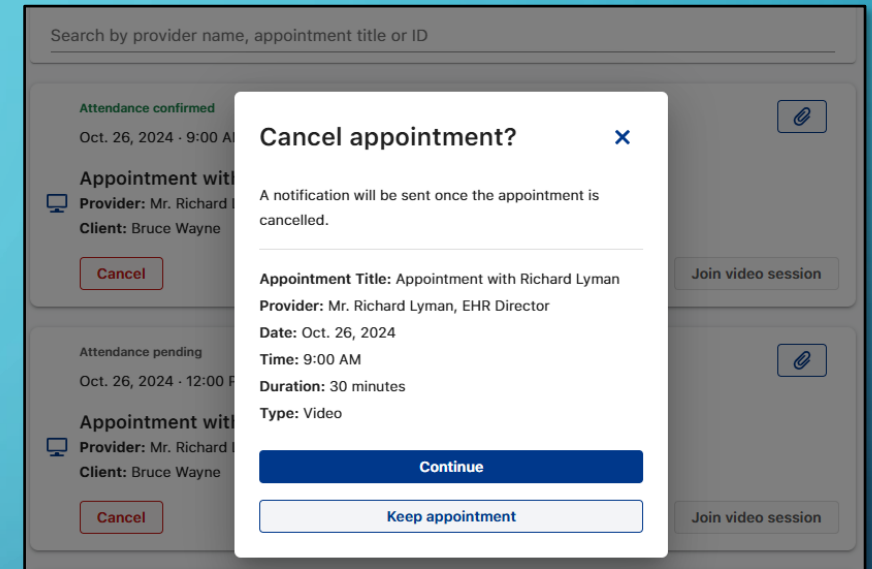
1. Si el cliente elige SMS (mensaje de texto), recibirá un mensaje similar, pero no podrá confirmar ni cancelar la cita.
2. Si el cliente elige mensaje de VOZ, recibirá un mensaje telefónico de Canadá, pero no podrá confirmar ni cancelar la cita.



RECORDATORIO PARA CLIENTES DE ASTOR PORTAL

Astor Portal Recordatorio al cliente: Recordatorio de 1 hora

1. Seleccione, “Cancel the appointment.”
 1. In Client Astor Portal, seleccione “Continue” para cancelar la cita
 2. Seleccione, “Keep appointment” para que no haya cambios
2. Seleccione, “Continue”.
 1. El cliente elige la razón por la que cancela la cita.
 2. Seleccione, “Cancel appointment”
 3. El cliente verá su cita trasladada a “Past appointment” carpeta



RECORDATORIO PARA CLIENTES DE ASTOR PORTAL

Astor Portal Recordatorio para el cliente: Recordatorio de 72 y 24 horas

1. El cliente recibe un correo electrónico
2. Seleccione, “Confirm attendance” (Confirmar Asistencia).
3. Seleccione, “Cancel the appointment” (Cancelar la cita).
4. Enlace al sitio web:
<https://www.astorservices.org/astorservicesportal>

