



# ASTOR SERVICES PATIENT PORTAL

---

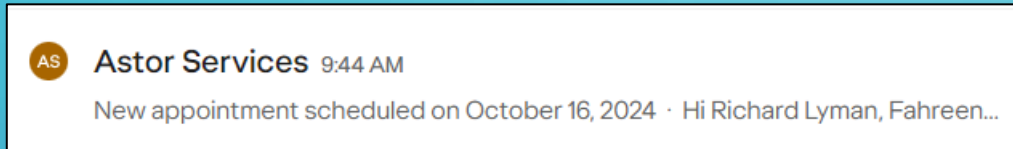
*Patient Portal / Appointment Reminder / Telehealth Zoom*

QUICK SIMPLE TIPS

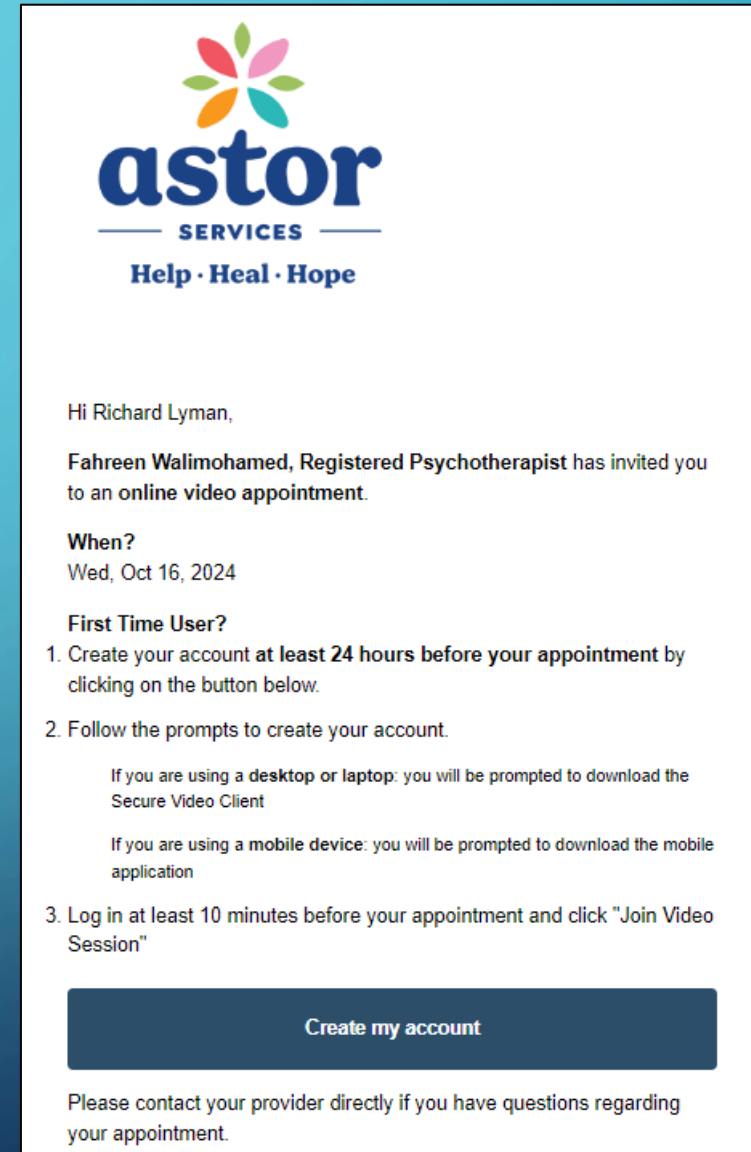
# ASTOR PORTAL CLIENT REGISTRATION

## Client Email

### 1. Open email



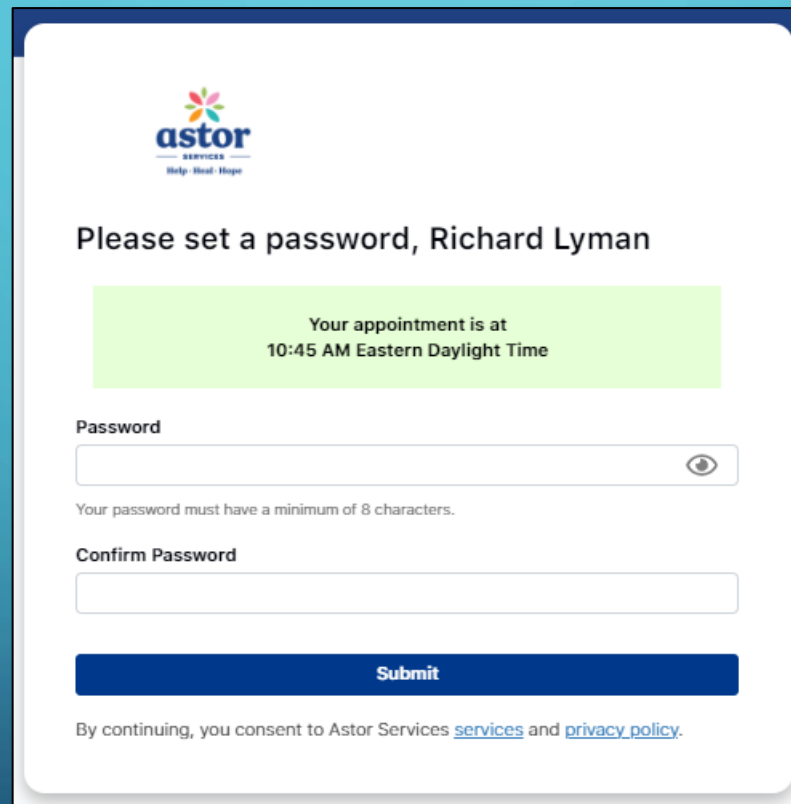
### 2. Click on “Create my account”

A screenshot of an email from Astor Services. The header features the Astor Services logo, which consists of a colorful flower icon above the word 'astor' in a bold, blue, sans-serif font, with 'SERVICES' in a smaller 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 left 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 in the center states "Your appointment is at 10:45 AM Eastern Daylight Time". The form includes a "Password" field with a toggle icon, a "Confirm Password" field, and a blue "Submit" button. A note below the password field states "Your password must have a minimum of 8 characters." At the bottom, a consent statement 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 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 sub-section for 'Appointment reminders' with instructions to select notification methods. Three options are listed: 'Email' (locked), 'SMS' (checked), and 'Voice' (checked). Below this is a section for adding phone numbers, with a text input field containing '(845) 475-5442' and a '+ Add phone number' button. A 'Continue' button is located at the bottom right of the page.

✓ 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

The screenshot shows a registration progress bar with five steps: Welcome, Notification Preferences, System Requirements (current), Installing the Application, and Confirm Test Results. The main content area has the heading "Set up your secure audio and video connection for your next video session." followed by a sub-heading "Ensure there are no disruptions to your upcoming video session by getting your computer set up right now." and a paragraph "This process is usually just four steps and will only take 5-10 minutes of your time." A blue "Next step" button is at the bottom right.

The screenshot shows the same registration progress bar. The main content area has the heading "System requirements" followed by a paragraph "The first check is ensuring your computer has a modern operating system and a stable internet connection." Below this, it lists "Operating system: 10" and "Internet speed: 70.31 mbps". A green checkmark and the text "Your computer meets system requirements." are displayed. A blue "Next step" button is at the bottom right.

3. Astor Portal supported platforms and operating systems

Aa Platform	☰ Minimum device	☰ Minimum version	☰ System	☼ Status
Mobile	iPhone 6S, iPad Air 2+	iOS 13 iOS 14 or higher recommended	Apple iOS iPad OS	● Compatible
Mobile	Samsung, LG, Google, Oppo, Motorola, TCL, ZTE	Android 7	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

✓ 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.



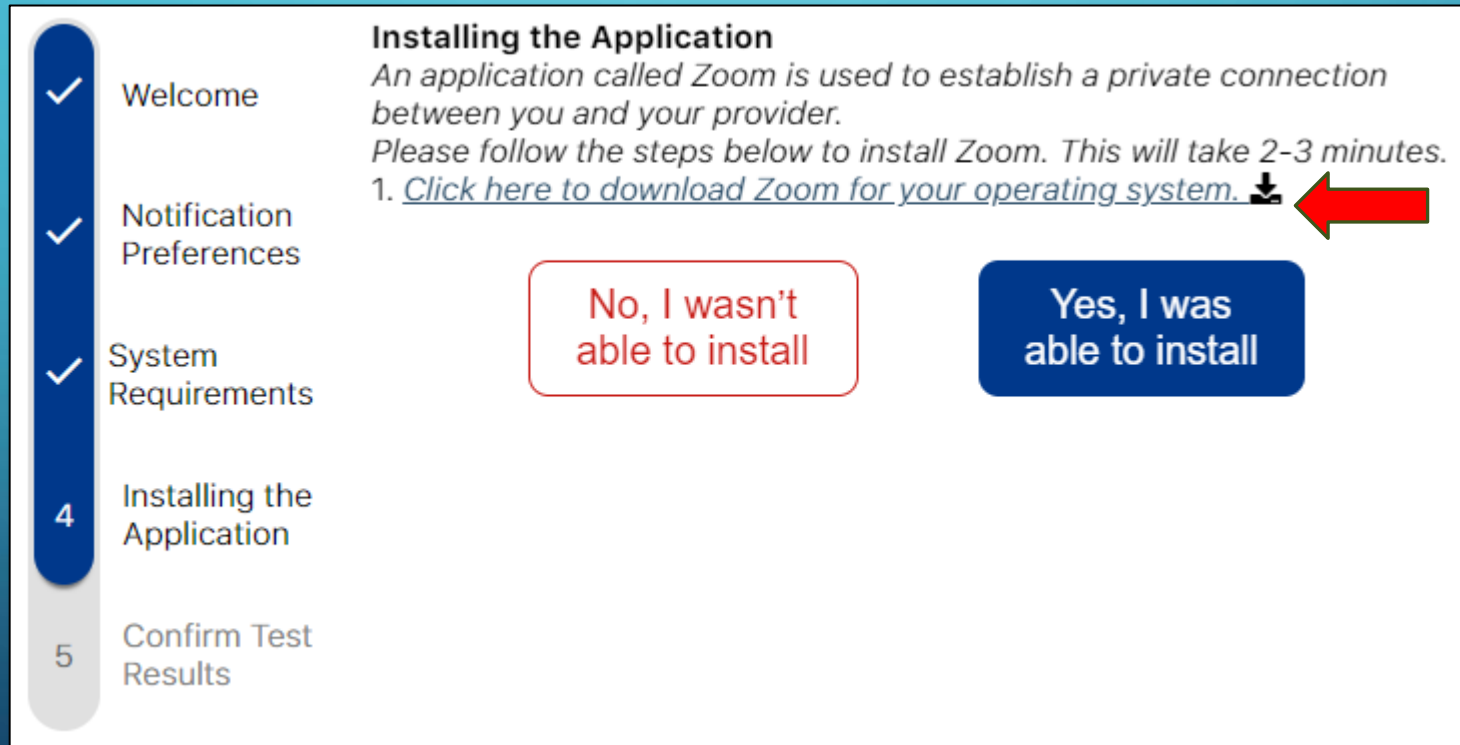
**No, help me install Zoom**

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



**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.](#)  

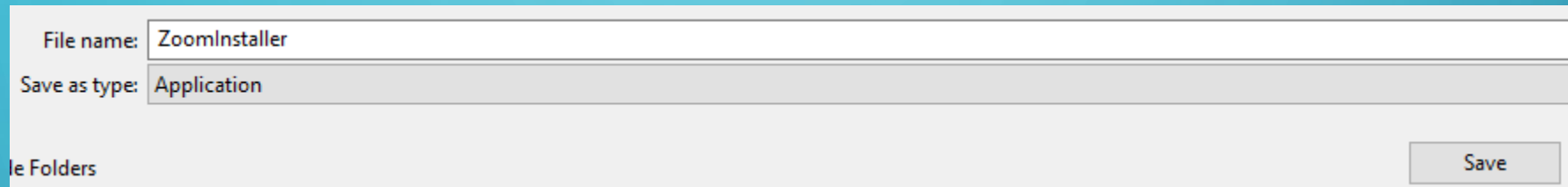
**No, I wasn't able to install**      **Yes, I was able to install**



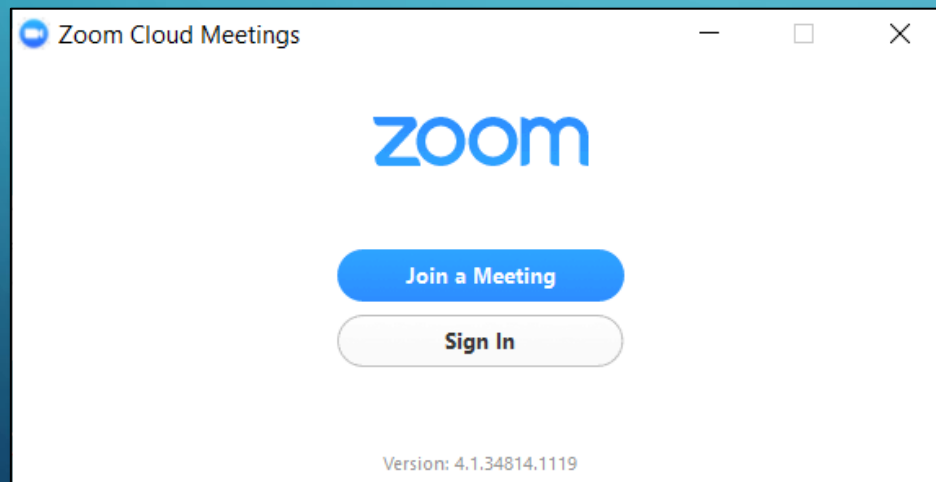
# ASTOR PORTAL CLIENT REGISTRATION

## Astor Portal Client Registration: Installing Zoom

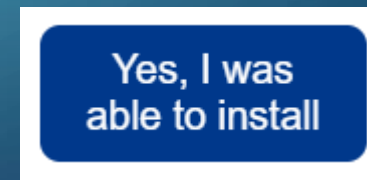
### 1. Save ZoomInstaller



### 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  
✓ System Requirements  
4 Installing the Application  
5 Confirm Test Results

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

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. Hope.' 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 starts with a personalized greeting: 'Good morning, Richard' followed by a welcome message. Below this is an 'Appointments' section with a calendar icon and a 'View all appointments' link. It states 'Your next appointment is today at 9:15 AM.' and lists the details for a '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), and Attendance (Pending). At the bottom of the appointment card, it says '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. 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

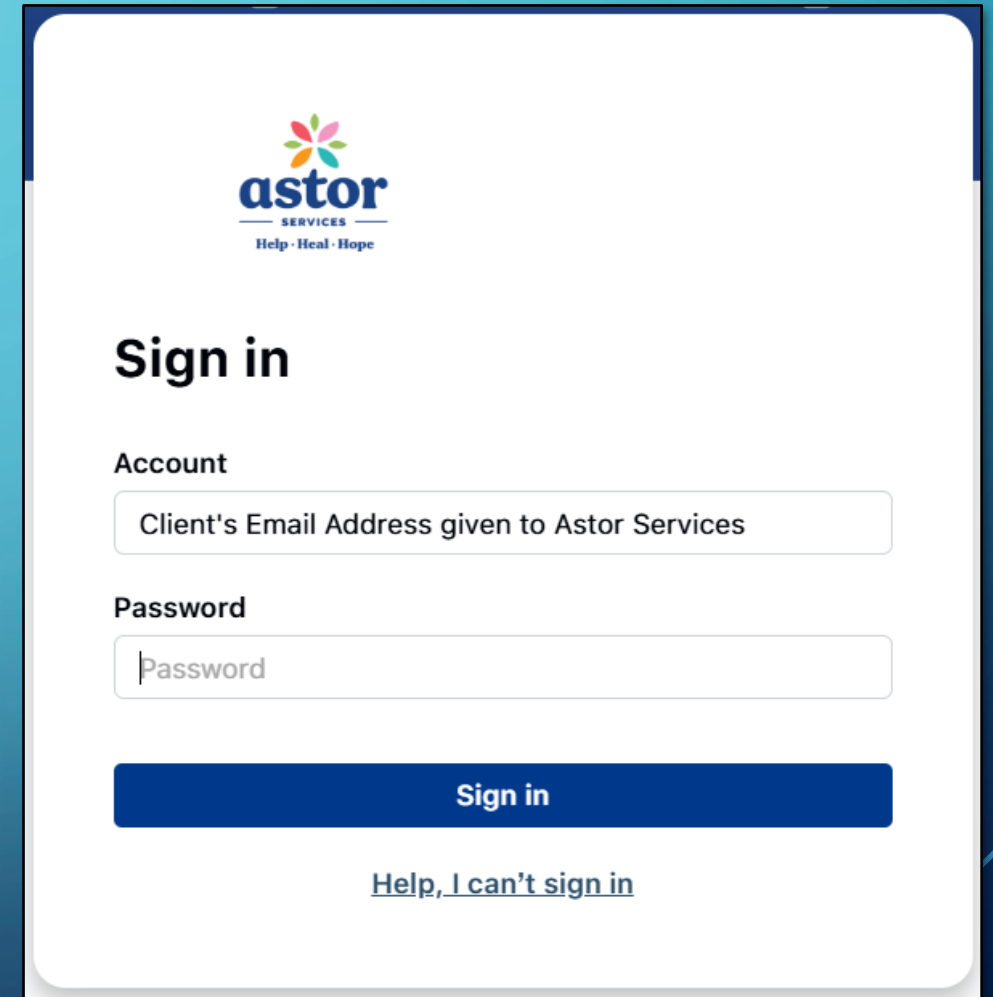
Appointment started **22 minutes ago**  
Please join now. **Join appointment**

**Help**

# ASTOR PORTAL 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

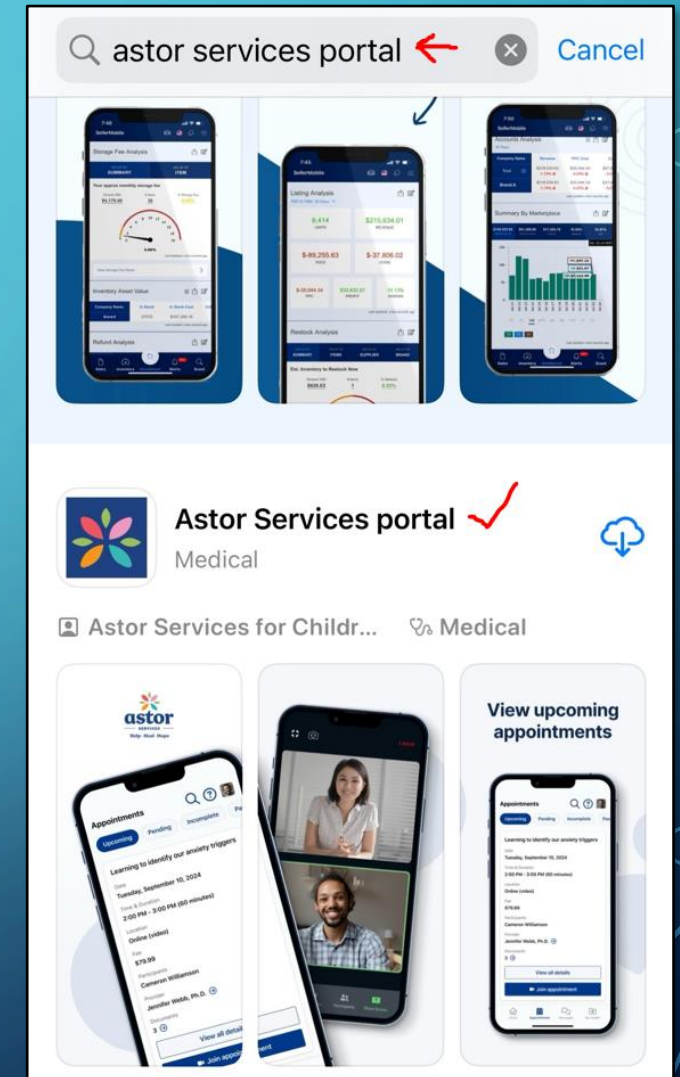


The screenshot shows the Astor Portal Client Sign In Page. At the top center is the Astor Services logo, which consists of a colorful flower icon above the word "astor" in a bold, lowercase font, with "SERVICES" in a smaller font below it, and the tagline "Help · Heal · Hope" at the bottom. Below the 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

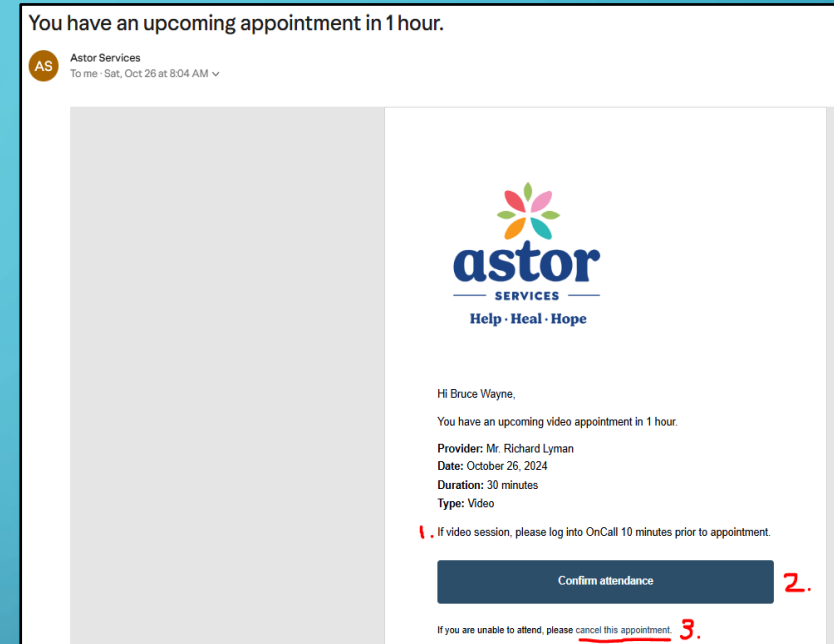
1. Client can register for Astor Services Portal app for their cellphone
  1. Go to the Apple store and search: “Astor Services portal”
  2. Go to Google store and search: “OnCall” (Astor app coming soon)
  3. Enter account: Client’s email given to Astor Services
  4. Enter Password client created
  5. Client has no or forgets password, Click Reset Password
  6. Select how client want to receive reminders “SMS/Text” and/or “Voice” message
  7. Client now created their Astor Services Portal account
2. Client can now manage appointments and do Telehealth (video) sessions from their cellphone



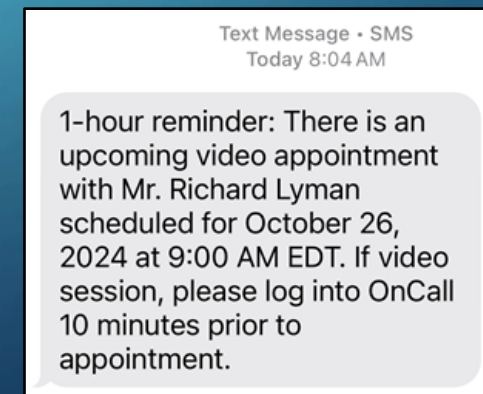
# ASTOR PORTAL CLIENT REMINDER

## 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.”



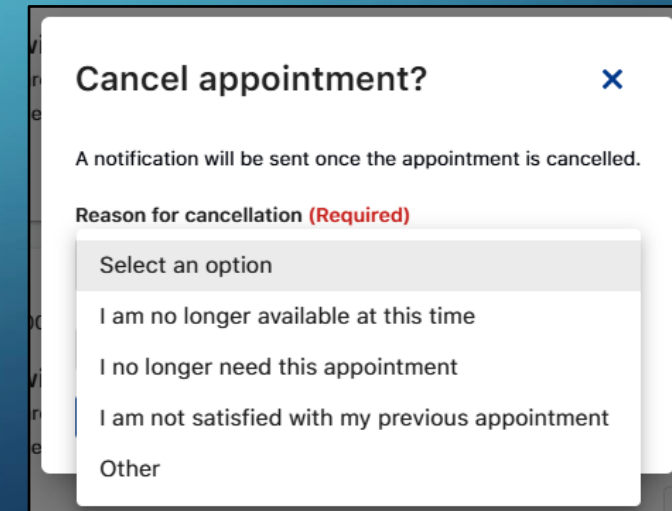
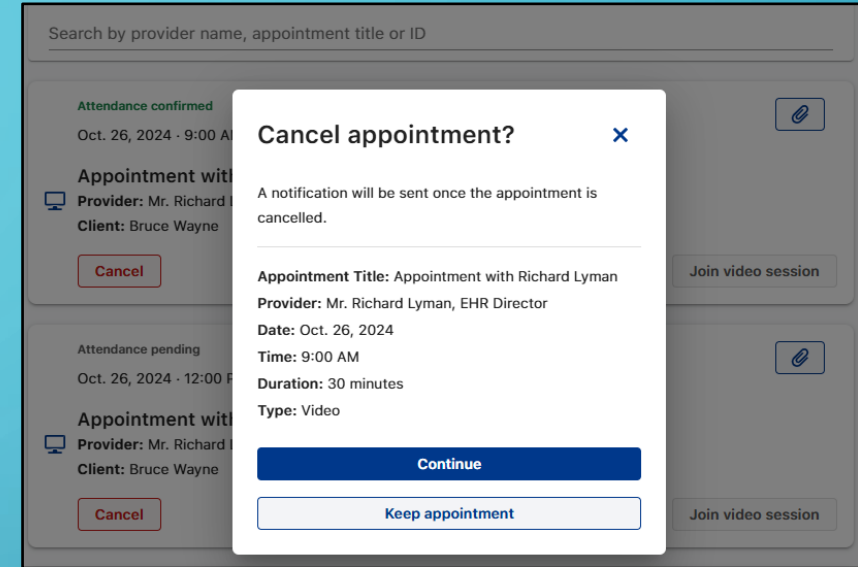
1. If client chooses **SMS**, they will receive similar text message, but can't Confirm or Cancel appt.
2. If client chooses **VOICE**, they will receive a Phone message from Canada, but can't Confirm or Cancel appt.



# 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>

