



ASTOR SERVICES PATIENT PORTAL

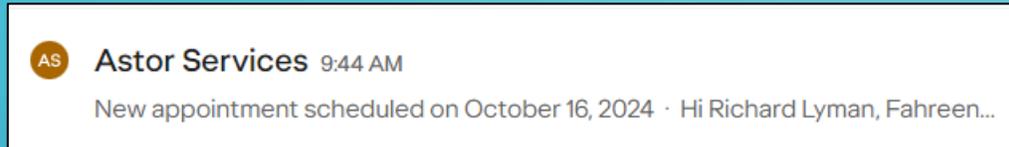
Patient Portal / Appointment Reminder / Telehealth Zoom

CONSEJOS RÁPIDOS Y SENCILLOS

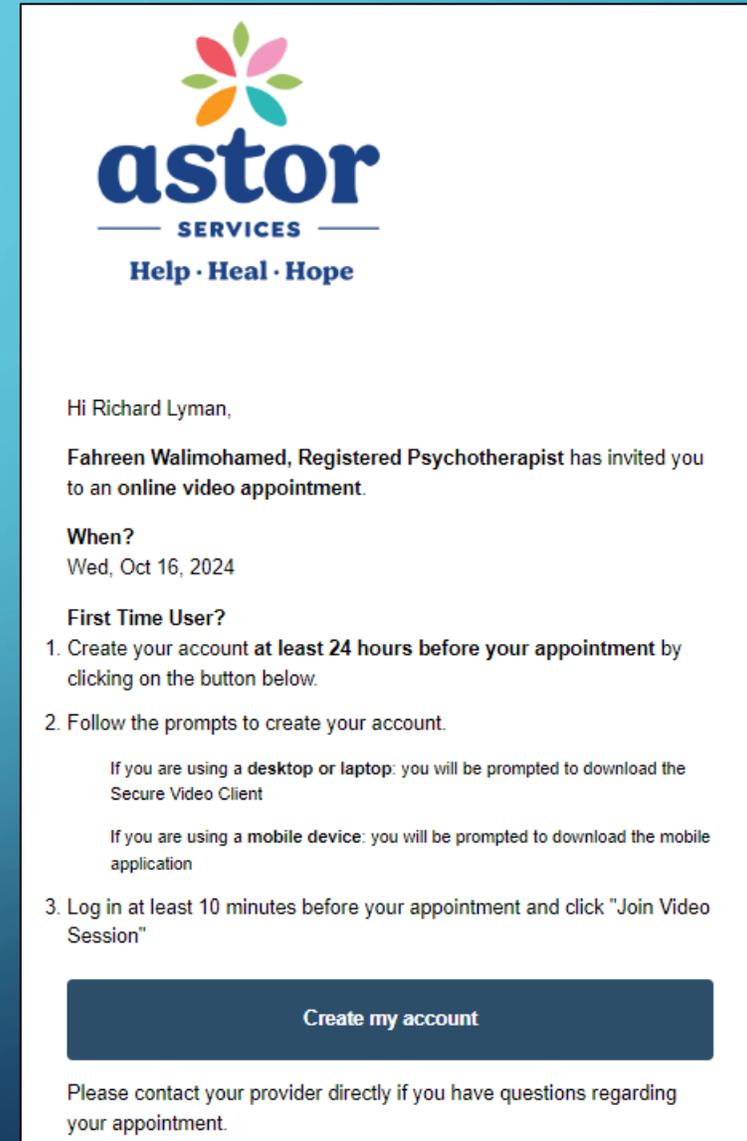
ASTOR PORTAL REGISTRO DE CLIENTES

Correo electrónico del cliente

1. Abrir correo electrónico



2. Escoger "Create my account"

A screenshot of an email from Astor Services. The header features the Astor Services logo with the tagline 'Help · Heal · Hope'. The email body addresses Richard Lyman and informs him that Fahreen Walimohamed, a Registered Psychotherapist, has invited him to an online video appointment. It provides details on when the appointment is scheduled (Wednesday, October 16, 2024) and offers instructions for first-time users to create an account at least 24 hours before the appointment. It also provides instructions for users on desktop/laptop (download Secure Video Client) and mobile devices (download the mobile application). A prominent dark blue button labeled 'Create my account' is visible. At the bottom, there is a note to contact the provider directly for any questions regarding the appointment.


astor
SERVICES
Help · Heal · Hope

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"

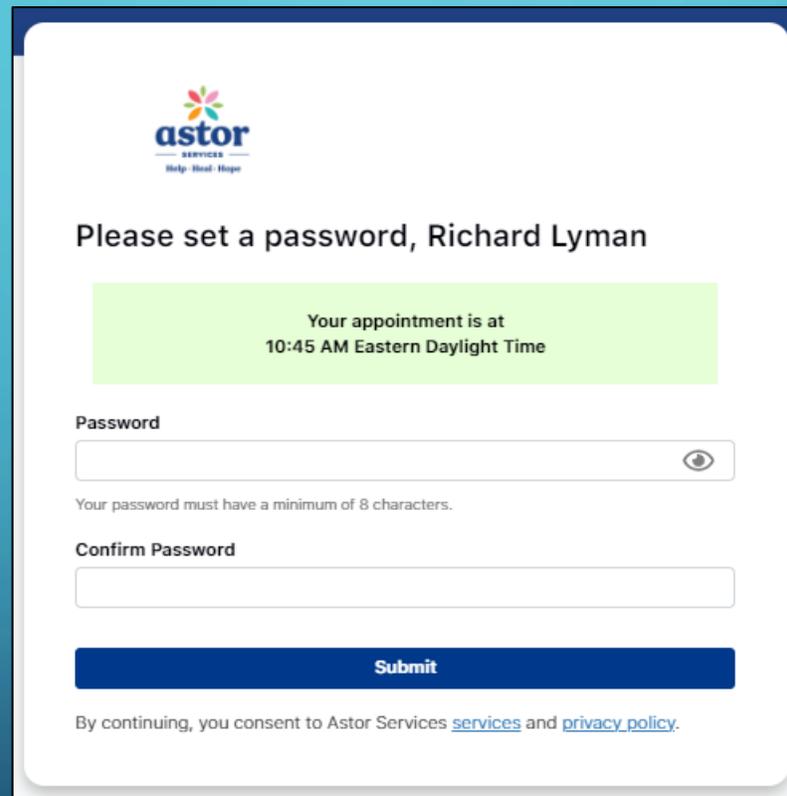
[Create my account](#)

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

ASTOR PORTAL 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 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 contains 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 of the form is a blue 'Submit' button. Below the button, a disclaimer states '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

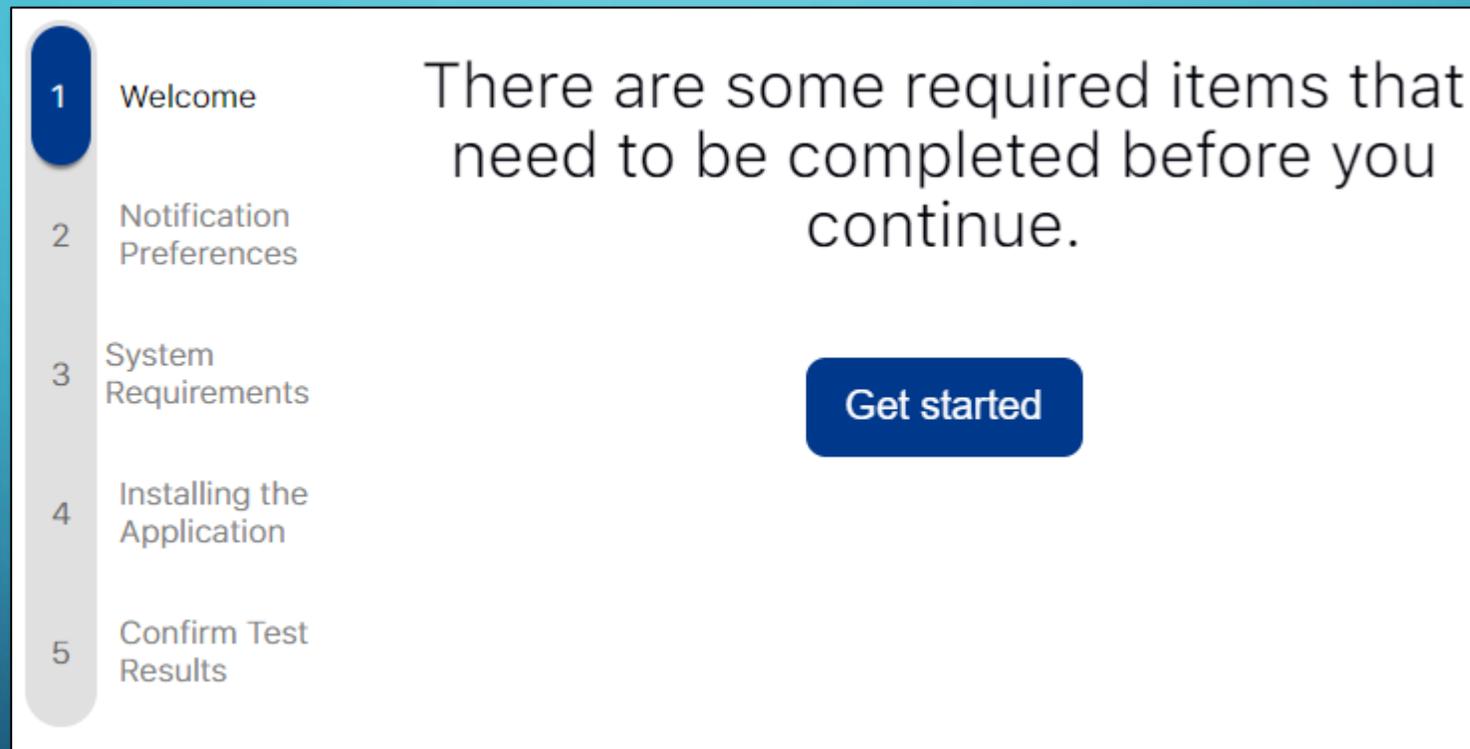
Submit

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 progress bar with five steps: 1. Welcome, 2. Notification Preferences, 3. System Requirements, 4. Installing the Application, and 5. Confirm Test Results. Step 1 is currently active and highlighted in dark blue. To the right of the progress bar, a message states: "There are some required items that need to be completed before you continue." Below this message is a prominent dark blue button labeled "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 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"

✓ 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

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

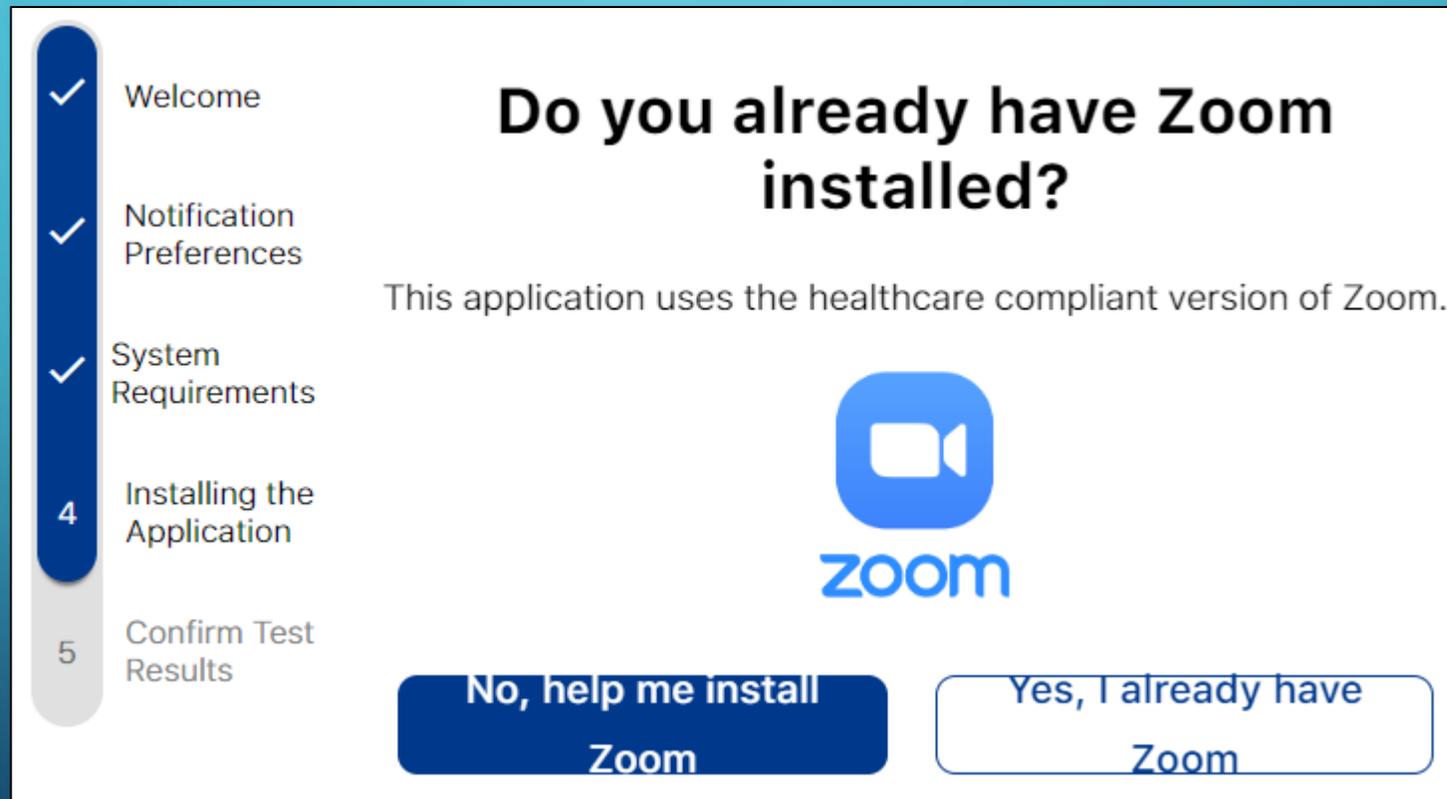
3. Astor Portal plataformas y sistemas operativos compatibles

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 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 screenshot shows a Zoom installation wizard with a progress bar on the left and a main content area. The progress bar has 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 the current step, marked with the number 4. The main content area features the question 'Do you already have Zoom installed?' in large bold text. Below the question is the text 'This application uses the healthcare compliant version of Zoom.' and the Zoom logo. At the bottom, there 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.



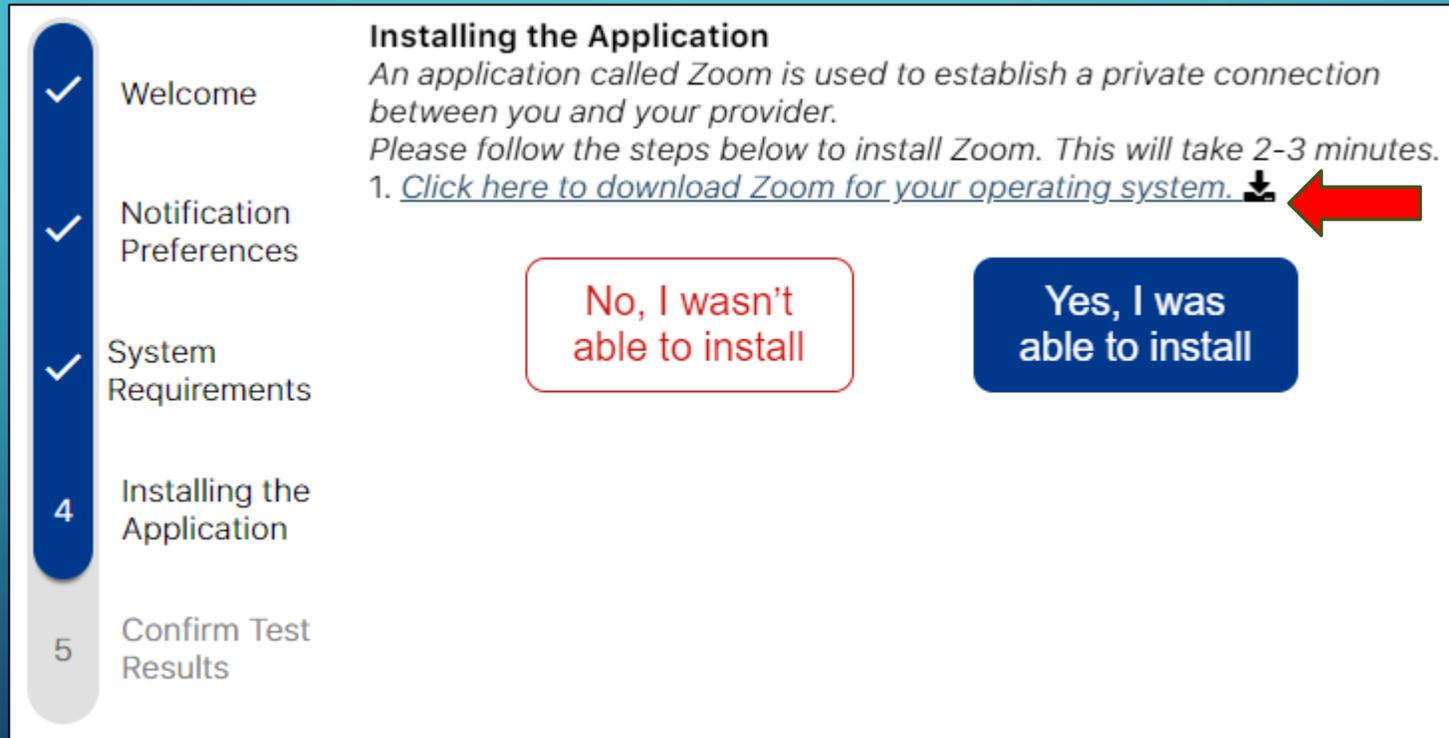
No, help me install Zoom

Yes, I already have Zoom

ASTOR PORTAL 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



The screenshot shows the Zoom installation wizard interface. On the left, a vertical progress bar indicates the current step: 'Installing the Application' (step 4). 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 the underlined text and the download icon. 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.  

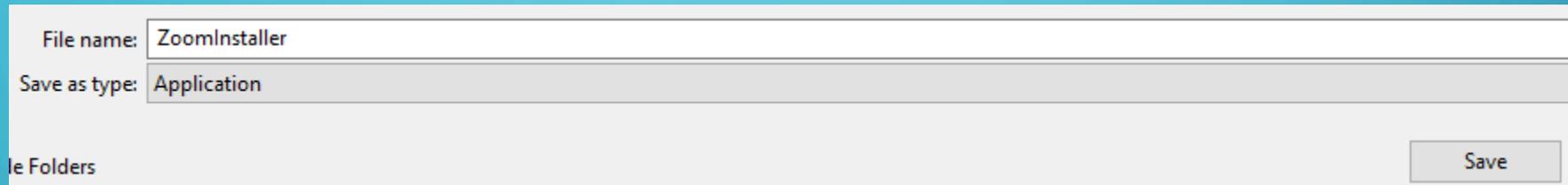
No, I wasn't able to install **Yes, I was able to install**

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

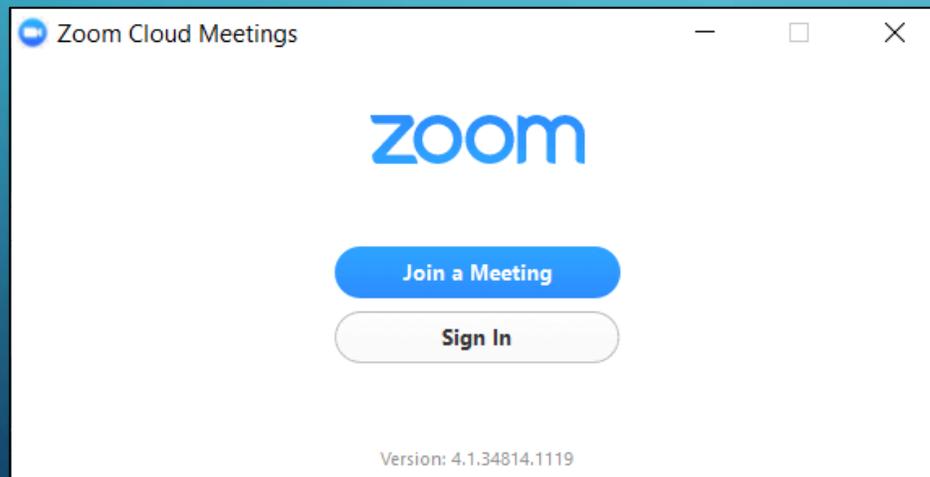
ASTOR PORTAL REGISTRO DE CLIENTES

Astor Portal Registro de cliente: Instalación de Zoom

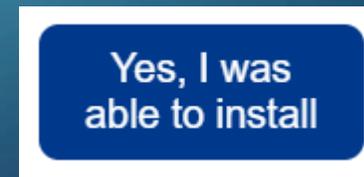
1. Seleccione Salvar: ZoomInstaller



2. Abrir ZoomInstaller y la instalación completa.



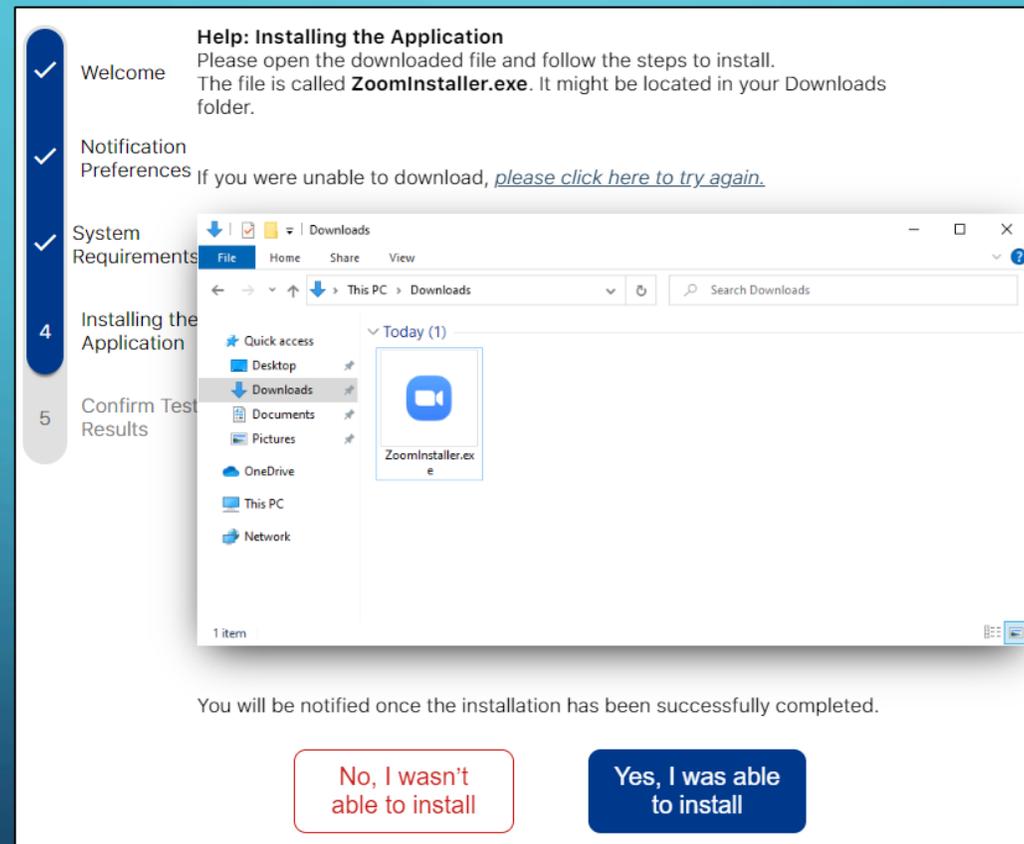
3. Seleccione, Yes, I was able to install



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

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 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. 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 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 shown, 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). A status bar at the bottom of the card indicates 'Appointment started 22 minutes ago' and includes a 'Join appointment' button. A vertical 'Help' button is visible on the right side of the page.

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

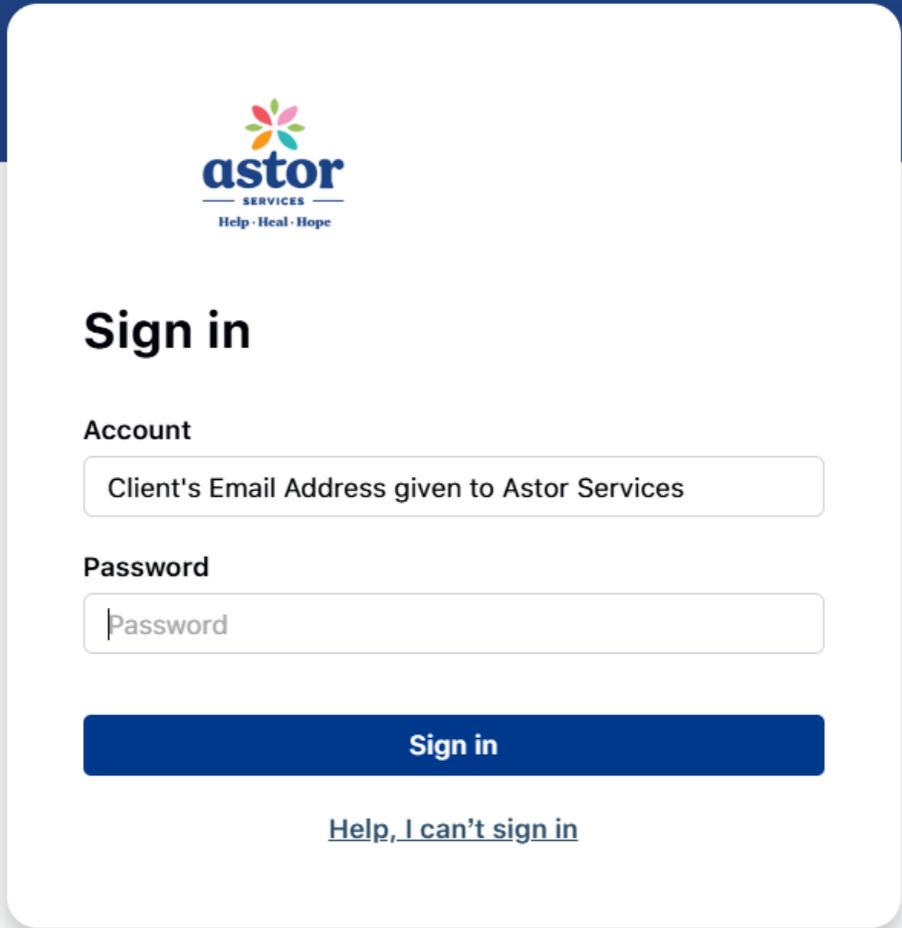
Appointment started **22 minutes ago**
Please join now. **Join appointment**

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




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Sign in

Account

Password

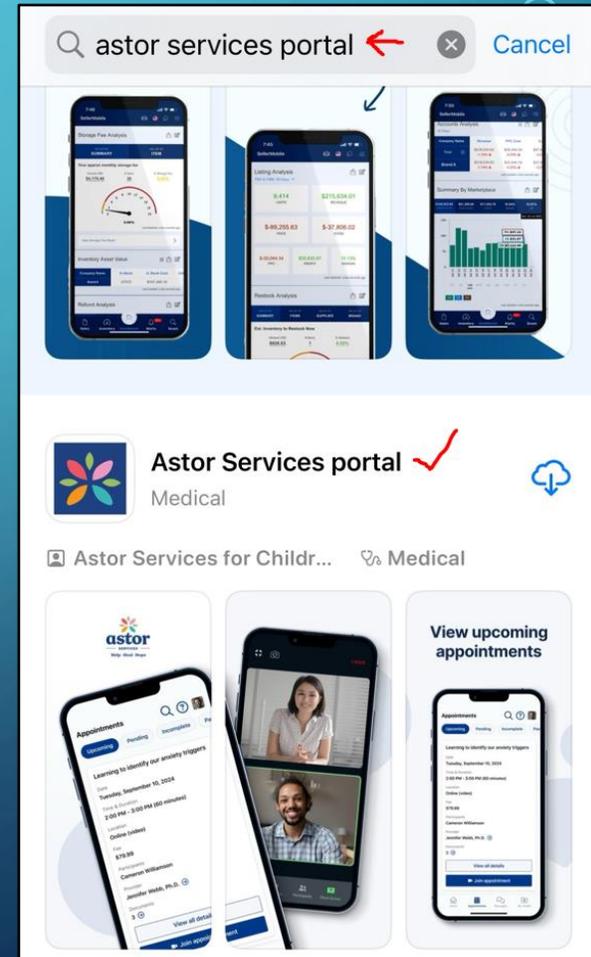
[Sign in](#)

[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
2. Ve a la tienda de Apple y busca: "Astor Services portal"
 1. Ve a Google Store y busca: "OnCall" (La aplicación Astor llegará pronto)
 2. Ingresar cuenta: Correo electrónico del cliente proporcionado a Astor Services
 3. Introduzca la contraseña creada por el cliente
 4. El cliente no tiene contraseña o la olvida, haga clic en Restablecer contraseña
 5. Seleccione cómo el cliente desea recibir recordatorios "SMS/Texto" y/o mensaje de "Voz"
 6. El cliente ahora creó su cuenta de Astor Services Portal
3. El cliente ahora puede administrar citas y hacer sesiones de telesalud (video) desde su teléfono celular

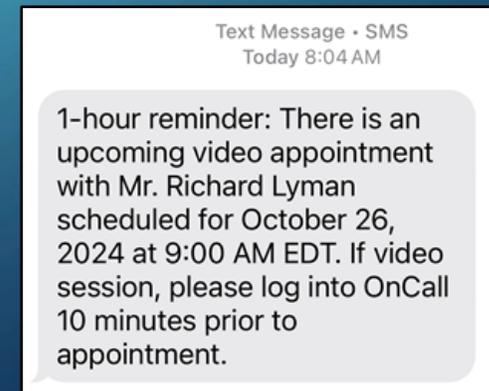
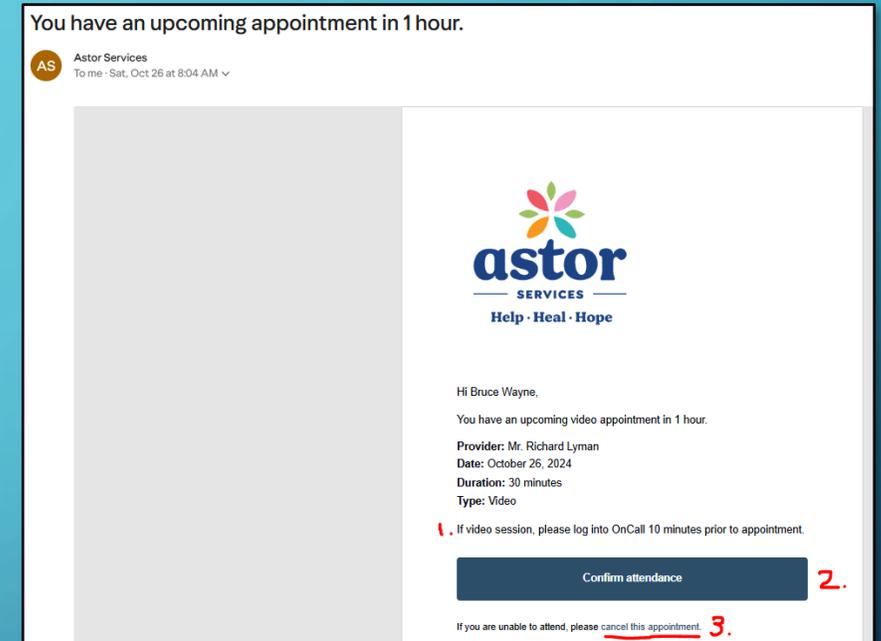


RECORDATORIO PARA CLIENTES DE ASTOR PORTAL

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).

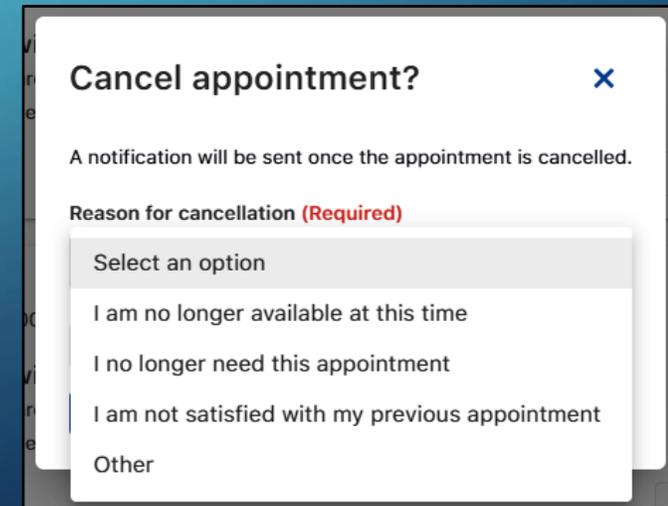
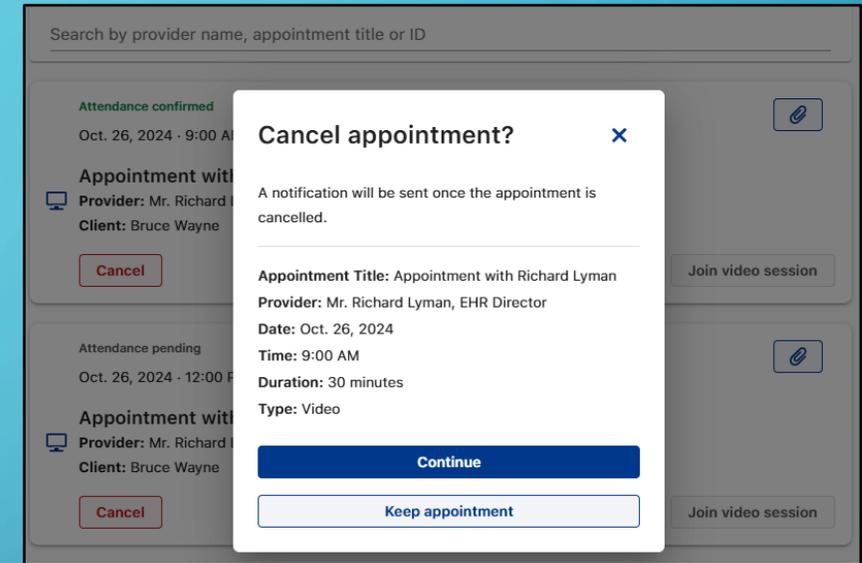
1. Si el cliente elige SMS (mensaje de texto), recibirá un mensaje similar, pero no podrá confirmar ni cancelar la cita.
2. Si el cliente elige mensaje de VOZ, recibirá un mensaje telefónico de Canadá, pero no podrá confirmar ni cancelar la cita.



RECORDATORIO PARA CLIENTES DE ASTOR PORTAL

Astor Portal Recordatorio al cliente: Recordatorio de 1 hora

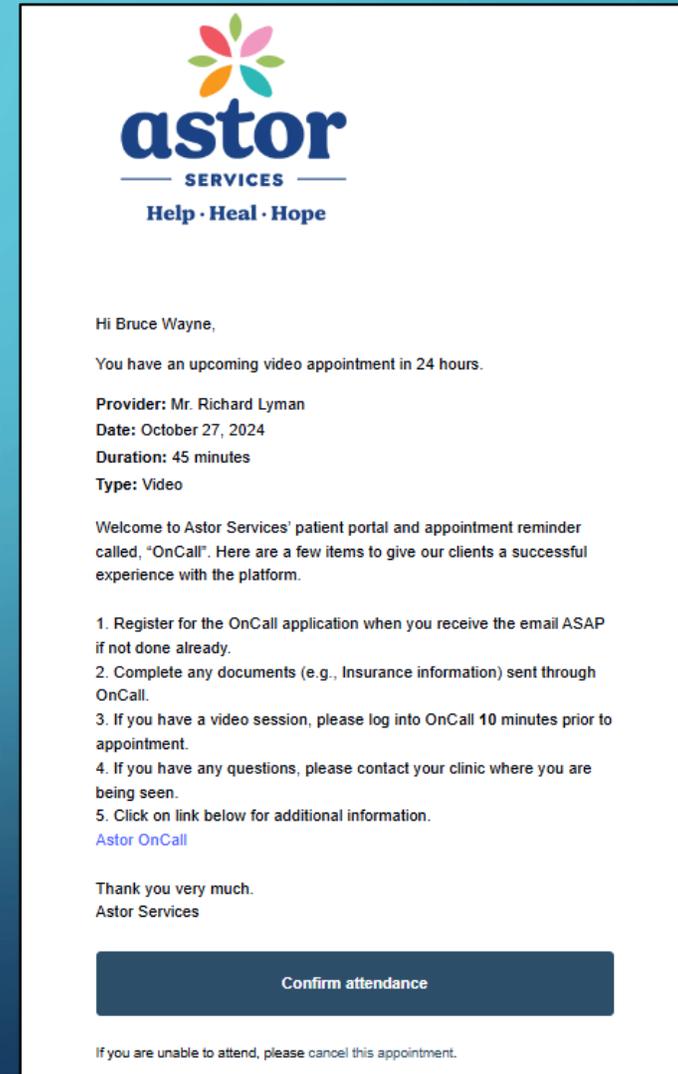
1. Seleccione, “Cancel the appointment.”
 1. In Client Astor Portal, seleccione “Continue” para cancelar la cita
 2. Seleccione, “Keep appointment” para que no haya cambios
2. Seleccione, “Continue”.
 1. El cliente elige la razón por la que cancela la cita.
 2. Seleccione, “Cancel appointment”
 3. El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



The screenshot shows an email 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. Underneath the logo is the tagline "Help · Heal · Hope".

The email body contains the following text:

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

At the bottom of the email is a dark blue button with the text "Confirm attendance".

Below the button, it says: "If you are unable to attend, please cancel this appointment."