**Family Portal – Additional Features**

# Introduction

Use the following document to understand the **additional features** that can **enhance the Family Portal experience**. *Please* ***adjust the points as needed*** *based on your agency’s specific Family Portal configuration and access you provide to users.* *Be aware of* ***spacing changes****, due to any edits you make.*

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# Payment Gateway

A screenshot of a computer

Description automatically generatedPayment Gateway is a feature which allows users to **make payments directly from your Family Portal account.**

Navigate to the **Records** tab and select **Invoices**.

Here you will see a **record of all your invoices**. You will be able to see the **amount billed** for each invoice as well as the total account balance.

A screenshot of a computer

Description automatically generated**To make a payment**, **click on the desired invoice**. Select the **“Pay Now”** button.

You will be prompted to **fill out your payment method details** as well as the **amount** you would like to pay towards the invoice.

Once all information has been entered, **click “Pay Now” to process the payment**.

An **email receipt will automatically be sent** to the email associated with your Family Portal account.

# Secure Messaging

Secure messaging is an exciting feature that allows users to **communicate in real time** and have two-way conversations with individuals from your agency using the Family Portal. Through **direct or group messaging**, instant and secure conversations can take place using this integrated **HIPAA compliant feature**.

A screenshot of a computer

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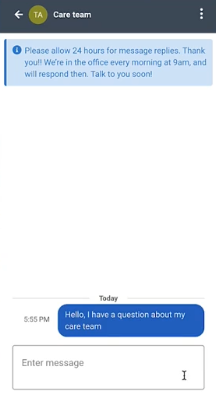
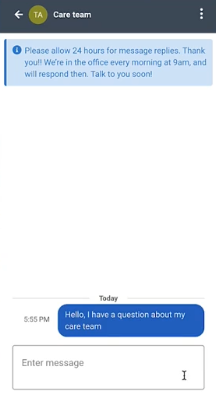
Once logged in to the Family Portal you will see the **secure messaging icon in the bottom right corner.**

You can **click on the icon** to bring up the Secure Messaging feature.

A screenshot of a phone

Description automatically generated

The various **topics** configured by your agency will be available for selection. **Click on a topic to start the conversation.**



You can **send a message**.

A screenshot of a phone

Description automatically generatedIf a **conversation has previously been started**, a **list of conversations will be visible** on the main screen. The **topic** each conversation is **linked** to is indicated in the **title**.

You can click on **“start conversation”** to **start a new conversation** with the agency as needed.

An orange arrow pointing to a blue square

Description automatically generated

Once a response to your message is received you will see a **notification**.

A screenshot of a chat

Description automatically generated

You can **view the response** to the message and **keep communicating as needed.**