

Family Portal – Additional Features

Introduction

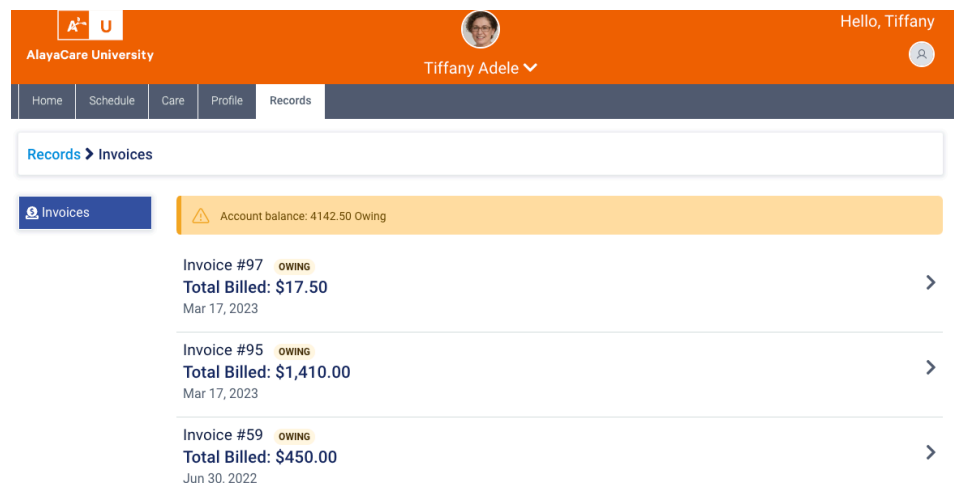
Use the following document to understand the additional features that can enhance the Family Portal experience. *Please adjust the points as needed based on your agency's specific Family Portal configuration and access you provide to users. Be aware of spacing changes, due to any edits you make.*

Payment Gateway

Payment Gateway is a feature which allows users to make payments directly from your Family Portal account.

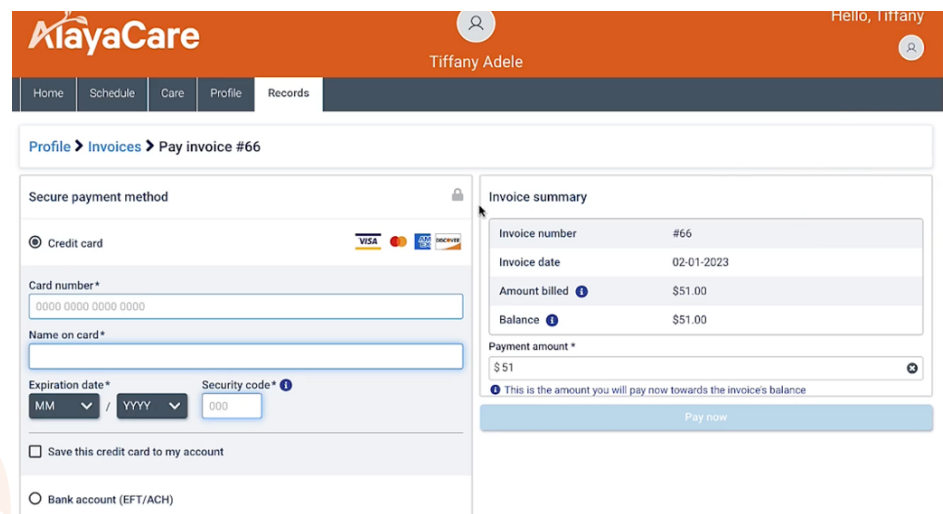
Navigate to the **Records** tab and select **Invoices**.

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.



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.



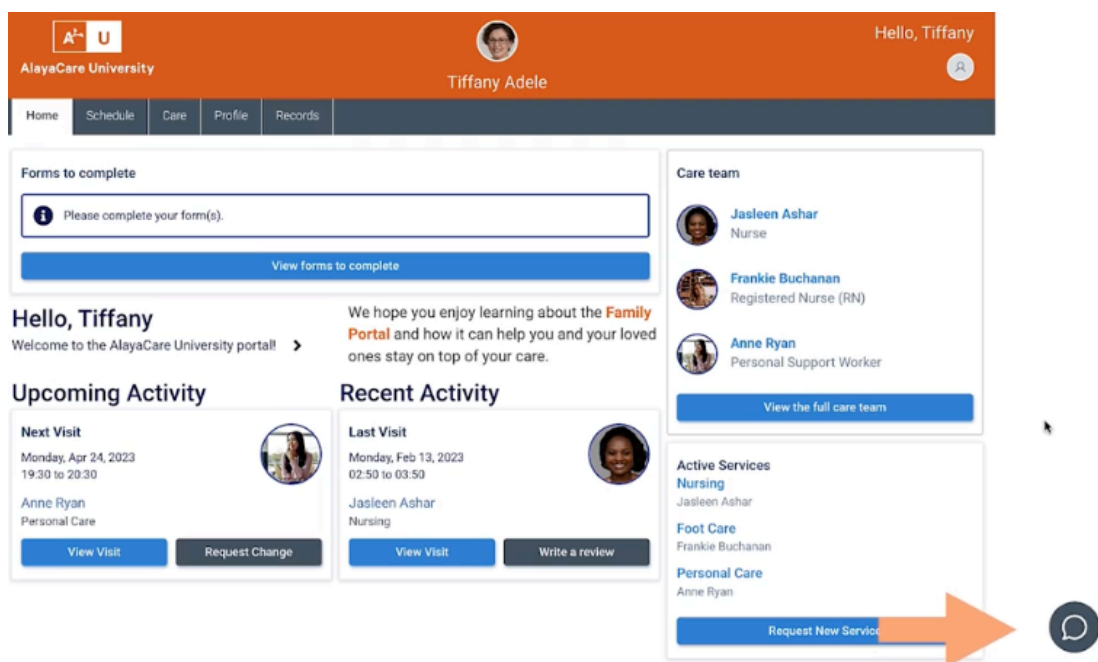
Once all information has been entered, click “Pay Now” to process the payment.

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

Secure Messaging

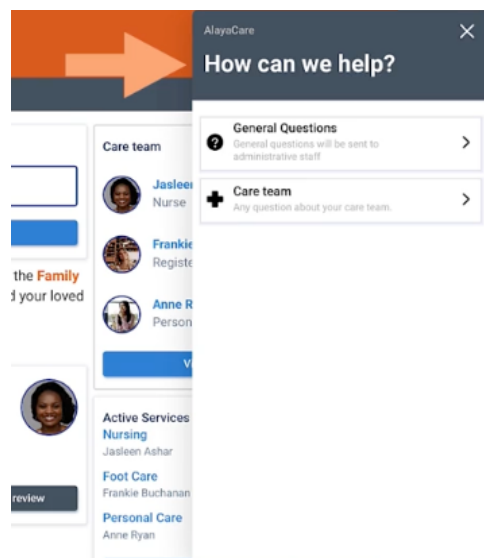
Secure messaging is an exciting feature that allows users to **communicate in real time** and have two-way conversations with individuals from your agency using the Family Portal. Through **direct or group messaging**, instant and secure conversations can take place using this integrated **HIPAA compliant**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

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

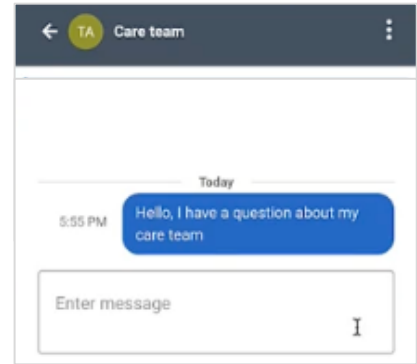


You can click on the icon to bring up the Secure Messaging feature.

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

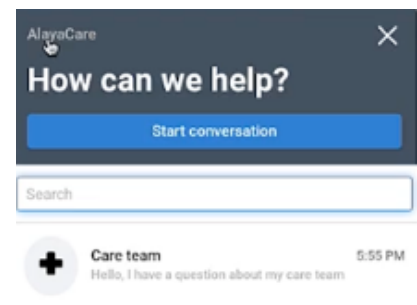


You can send a message.



If 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.



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



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

