

Family Portal Guide

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CREATING YOUR ACCOUNT

1. Go to our website, www.adaptabilities.ca and click “Log In” at the top right of the homepage, click “Create Account” if you haven’t created an account yet.
2. Enter your name and email. The email you enter must be the one belonging to the designated guardian of the participant. This email must have been previously provided to AdaptAbilities.
3. A verification email will be sent to your inbox. Open the email and activate your account.
4. Now you can log in with your credentials.



Sign in to account

Enter your email & password to login

Email Address

Email is required.


Password

Password is required.

Remember password [Forgot password?](#)

[Sign in](#)

Don't have account? [Create Account](#)



Create your account

Please enter the email address you provided to Adaptabilities upon registration.

Your Name

Email Address

Password

Agree with [Privacy Policy](#)

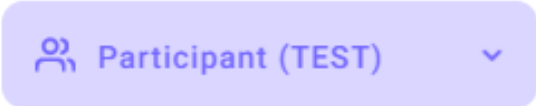
[Create Account](#)

Already have an account? [Sign in](#)

CONSENT FORMS, MEDICATION RELEASE, AND ANNUAL UPDATE

Selecting the participant's name on the left-hand navigation panel will create a drop down menu.

Consent Forms and Medication Release are required to be updated annually at a minimum. These forms both expire on August 31 every year. New forms are available to be digitally signed on May 1st of every year. Updates to current forms can be done at any time.



- Consent Forms
- Annual Update
- Medication Release

Consent Forms

The Assumption of Risk and Release of Information consent forms can be found here. You will see the current expiry date of these forms.

- Consent Forms
- Annual Update
- Medication Release

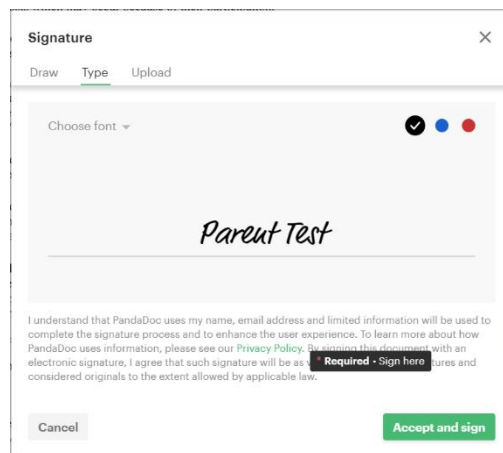
Consent Form	Participant	Expiry Date	Status	Action
Consent form			Expiring in 0 days	Update

1. Click the blue “Update” button to begin.
2. Read through the consent forms and fill in applicable information.

Note: All checkboxes need to be checked to proceed.

Signing Consent Forms

1. Click the blue “Update” button to begin.
2. Two documents will appear for you to digitally sign. Both documents must be signed.
3. Click **Start** at the top of the Assumption of Risk form or go directly to the red Signature box.
4. Click the red Signature box.
5. Draw or type your signature.
6. Click “Accept and Sign”.
7. Scroll to the Release of Information consent form and click **Start** or go directly to the red Signature box.
8. Draw or type your signature.
9. Click “Accept and Sign”.
10. At the top of either form, click **Finish**.

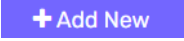



Medication Release

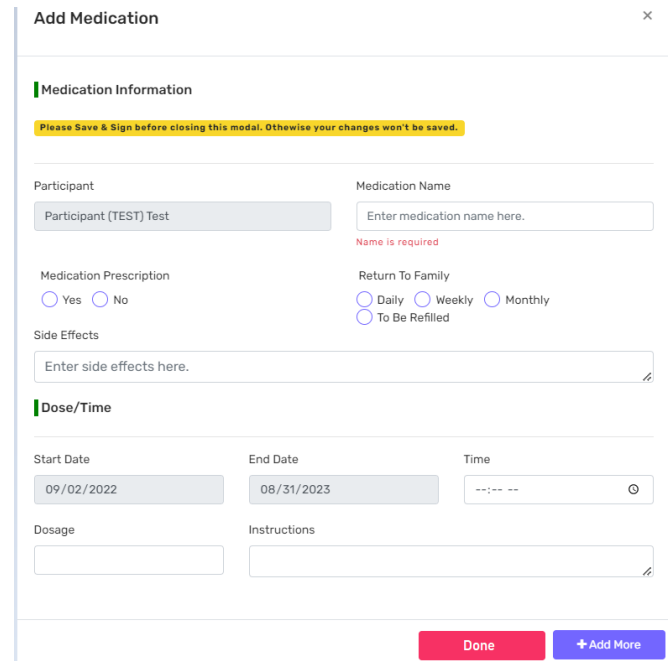
This section outlines the medication AdaptAbilities is permitted to administer to the participant.

If the participant does not require medication to be administered by AdaptAbilities, click the check box stating, “No medication required”, type in your name, and click “Sign and Save”.

If the participant does require medication, follow these steps:

1. Click 
2. Enter in the required information.
**If medication is to be given as needed, do not enter a time and put “PRN” under instructions with criteria for administration.*
3. Click either “Done” or “Add More” to add additional medication.
4. Do steps 1 to 3 for as many medications as required.
5. Type your name at the bottom and click 

Note: If medications change, you will be required to update the Medication Release to detail the changes prior to AdaptAbilities administering the medication.



Annual Update

The Annual Update section of the Family Portal can be updated at **any time**. Keeping this information as up to date and current as possible directly impacts how AdaptAbilities supports the participant. Our team members view participant profile information daily and use this information to meet the needs of participants.

The Annual Update is divided into subsections for easier navigation.

Click the banner to expand the section. You can make changes to any information that needs to be updated.

Note: Please make sure your answers are from a first-person perspective.

Edit Participant

Last Updated: Jan 1, 1970

Participant & Guardian Info
Contact Information, Emergency Contacts
▼

About Me
Interests, Strengths, Sensory Needs, Communication, Adaptive Equipment, Personal/Self Care
▼

How to Support me
AdaptAbilities believes all behaviour is simply a form of communicating one's needs. Behaviours do not occur without a reason. The first step in supporting a person with behaviours is getting to know them.
▼

Personal Development
Identify goals and what meaningful days look like for programming.
▼

Medical
Physicians, Medical Info, Seizure Info, Diabetes Info, Health Issues, Dietary needs, and Allergies
▼

Program Requirements
Funding Information, Upload your funding contract
▼

Update Profile

At the bottom, check the acknowledgment statement. It is optional to sign up for our e-newsletter. You will need to type your name in the Signature field and click "Update Profile". This will notify our team that the participant's profile has been updated.

INVOICES

This tab shows all current and historical invoices for services. This section is only applicable if services are rendered using an FSCD contract, Family Managed Services, or Parent Responsibility. Digitally signing and approving invoices will send it directly to a funder for payment.

Approving and Returning Invoices

1. You will receive an email notification when there is a new invoice that requires your attention.
2. When viewing the Invoice List, you can see the status of each invoice.

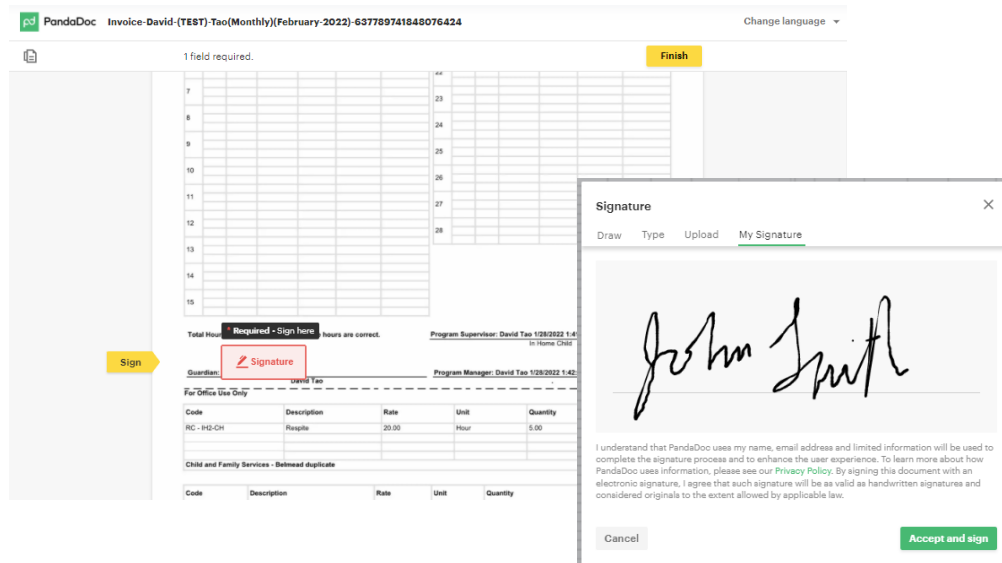
Status	Invoice Date	Action
Pending	Mar 1, 2023 - Mar 31, 2023	View/Approve
Rejected	Sep 1, 2022 - Sep 30, 2022	View/Approve
Approved	Aug 1, 2022 - Aug 31, 2022	View/Approve

a. "Pending" means it requires your attention.

b. "Approved" means you have digitally signed and submitted the invoice for payment.

c. "Returned" means that there was an issue with the invoice, and you have to return it to AdaptAbilities to resolve.

- When there is an invoice labelled "Pending", click "View/Approve" to review it.
- If everything looks correct, you can click the red "Signature" box. Another window will appear where you provide your signature. Click "Accept and Sign" once completed. This will send the signed invoice to your funder.



The screenshot shows a PandaDoc invoice for David Tao (Monthly) for February 2022. A signature window is open, allowing the user to sign the invoice. The window includes options to Draw, Type, Upload, or use My Signature. A handwritten signature is visible in the window. Below the signature window, there is a table for 'For Office Use Only' with columns for Code, Description, Rate, Unit, and Quantity. The table contains one row: RC - HD-CH, Respite, 20.00, Hour, 5.00. There is also a 'Child and Family Services - Behead duplicate' section with a similar table structure.

- If you notice something wrong on the invoice, you can click the red "Return Invoice" button. A window will pop up where you can enter information regarding what is wrong with the invoice. A Program Supervisor will receive an email with the details you provided. They will fix the invoice and resend it to you to submit.

Are you sure?

I did not receive services on the 23rd.

[Yes, Return](#)

[Cancel](#)