

Mend Patient Portal User Training Guide

Welcome to the Mend Patient Portal user guide for Florida Therapy Services clients. This guide will show you basic instructions on how to use the Mend Patient Portal.

Preparing for an Appointment

Once your appointment is scheduled, you will receive email and text message reminders 24 hours prior to your appointment, and 30 minutes prior to your appointment. Make sure to do the following ahead of appointments:

1. Click the “Connection Test” link in your email or text to make sure your device and connection

2. Search for the Mend Telemedicine App in your devices App or Play Store



To start a virtual appointment, follow the steps below:

1. Begin steps to connect to your telemedicine appointment at least 5 minutes before your appointment.
2. Open the **telemedicine appointment** notification in your email or text message (see examples below):

Email

Text Message

Florida Therapy Ser. 2 Your telemedicine appointment is about to begin...

- a. If connecting from email notification
 - i. Read instructions first
 - ii. Click on **Start Your Visit**
 - iii. Note the session code in your email
- b. If connecting from text message
 - i. Click on the video link and note the session code in your message

Maria, Video link: <https://mendvip.com/v0J82> Video session code: 881317 Your telemedicine appointment is about to begin. To begin your Secure Video Chat with Florida Therapy Services please click the link provided.

3. After clicking the appointment link, you will arrive at the Mend Patient Portal page.
 - a. Enter your date of birth (this is required for verification purposes).
 - b. Electronically sign legal agreements and consent for telemedicine, if prompted.
 - c. Once you see the “Waiting” screen, your provider will be notified and will join you shortly.

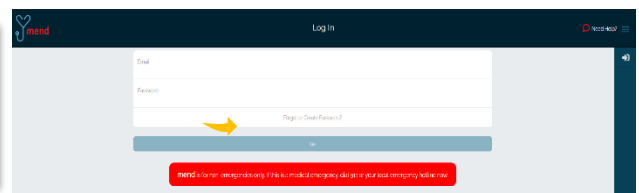
Signing into you Mend Patient Portal

This section shows how to login to Mend Patient Portal so you can complete or sign documents. Once you are logged in, you will see the documents ready for you to complete and sign. You will simply click on a document to begin, then follow instructions throughout the document.

Please follow instructions below on how to login to Mend Patient Portal:

Go to portal.mendfamily.com to login

- Enter Username and Password, then click Go
- If you are **using Mend for the first time:**
- Click on “Forgot or Create Password?”



You will see the **Forgot Password** window:

- Enter the email address you provided to FTS
- Click on **Send Password Reset**
- Next, you will see a notice you know to check your email for a password reset link.

