

ADMD Patient Portal - Tech Support

1. Make sure the correct email address is on file.
2. Ensure they have been invited to the Portal, go to their chart in ADMD PM Side, and Click on the blue icon (with a person in it.) next to the Responsible Party. This will open up the Portal Invite Box; if they have yet to be invited, click invite, and this will send a link to their email so they can set up their portal. If they have been invited and cannot set it up, you can invite them again, and it will send them a new link.
For EHR Side, open up their Patient Forms, which will show you the last time they filled out each form; if they have ever completed one, they have used the Patient Portal.
3. Ensure they are on the correct site; Mindsight's Logo must be on the Login screen. They can use the link sent to their email, or you can message them this link:
<https://patientportal.advancedmd.com/account/logon?lk=148094>. Have them bookmark it. They can not Google Search because it will not take them to the correct login screen, and they will not be able to log in.
4. Use a Computer for the initial setup, not a cell phone; Forms work better on a **computer than** a mobile.
5. Reset Password using the "Forgot Password Link" will send an email with a Link to Reset the Password.
6. The Responsible Party must use their Demographic information for the initial Portal Setup.
- 7.
8. If they do not see their child's Forms, contact Client Care in an Internal Message in ADMD to add them to the Responsible Party's Portal.

If they are still not able to log in, here are some troubleshooting tips to send them:

1. Use Google Chrome Browser
2. Clear Browsing History
3. Restart Computer
4. Use the direct link: <https://patientportal.advancedmd.com/account/logon?lk=148094>

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Patient Portal



Sign in to your account

jackie.jennings@mindsightbehavioral.com

Sign In

[Forgot Password](#)

Or connect with



Facebook



Google

Don't have an account?

Register



Profile



Appointments



Messages



Bills



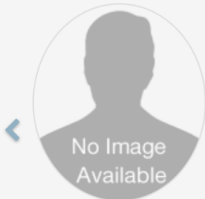
Prescriptions



Forms

[Home](#) [Request a Family Member](#) [Profile Settings](#) [Messaging Preferences](#) [Activity History](#) [Terms of Service](#) [Log Out](#)

Access Your Account Information



POO, WINNIE
8/15/2016

600 MONTICELLO ST
SOMERSET, KY 42501

Balance
\$0.00

Next Appointment
No upcoming appointments

Last Appointment
07/26/2021 09:00 AM

Reminders

Due

No Health Watcher Items Found



Ask a Question

Send a message to the office staff for medical or billing questions.



Request Appointments

Make an appointment with one of our providers



Request Refills

Request a medication refill and view current medications and dosages.



Pay My Bill

Pay your account balance online using your credit or debit card.



Patient Forms

Access your forms and update

ADMD Patient Portal - Tech Support



Profile



Appointments



Messages



Bills



Prescriptions



Forms

Log Out

Patient Forms

Patient Name	Appointment Date	Form Name	
POO,WINNIE	Mon 07/26/2021 09:00 AM	Intake Packet	Start
POO,WINNIE	Mon 07/26/2021 09:00 AM	Release of Information Authorization	Start
POO,WINNIE	Mon 07/26/2021 09:00 AM	Client Demographics	Start
POO,WINNIE	Mon 07/26/2021 09:00 AM	Client Needs Checklist	Start
AUSTEN,JANE	No Appointment	SCARED Child	Saved
AUSTEN,JANE	No Appointment	The Beck Depression Inventory	Saved

**When they are a responsible party looking for forms on the client's account, they may need to select the client's name on the forms page