



Using Richstone Family Center Connect

Connect is the online system you will use to fill out paperwork and to exchange documents with your therapist. You can access Connect from a phone, computer, or tablet.

Registering for Connect

You will receive an email from Richstone Family Center with a link to register for Connect.

When you click the link in the email, you will be asked to create a password.

- Connect passwords must contain at least one number

A screenshot of a web form titled "Set Your Password". It contains two input fields: "NEW PASSWORD" and "CONFIRM NEW PASSWORD". Below the fields is a green button labeled "SET PASSWORD".

After creating a password, you will be taken to the Connect login page.

- Log in by entering your email address and the password you just created.
- Bookmark this page so they can easily find it again. The address is <http://richstonefamily.socialsolutionsportal.com>

A screenshot of the Richstone Family Center login page. It features the Richstone Family Center logo at the top. Below the logo is a green box with the text "Your session has ended. Please log back into Connect." Below this is a "Sign In" section with input fields for "EMAIL" and "PASSWORD", and a green "SIGN IN" button. At the bottom, there is a link that says "Forgot My Password".

Completing Intake Forms

After logging in, you will be taken to the Connect Dashboard. You will see a number of forms available. The following forms must be completed for your intake appointment:

1. **Client Consent Form**
2. **Financial Information and Payment Contract**

Phone

Computer

1. **Client Consent Form**
- a) Click FILL OUT in the box labeled Consent for Services.
 - b) Check the box acknowledging that you have read and understand the form.
 - c) Select the type of counseling the client will be receiving (individual, couple, or family).

Individual Therapy

If you are the client and are over age 18, or if the client is under age 12:

- i. Enter the client's age in the required box.
- ii. Type your full name in the required box.
- iii. Click SIGN
- iv. Draw your signature using the mouse or your finger.
- v. Click SAVE underneath your signature
- vi. Click SAVE in the bottom-right corner of the page.

If the client is a child age 12–17:

- i. Enter the client's age in the required box.
- ii. Type your full name in the box under Signature of Client's Parent or Legal Guardian.
- iii. Click SIGN
- iv. Draw your signature using the mouse or your finger.
- v. Click SAVE underneath your signature.
- vi. Have the client fill in their name and signature by repeating steps iii–v in the section labeled Signature of Client.
- vii. Click SAVE in the bottom-right corner of the page.

Couple Therapy

- i. Type your full name in the required box.
- ii. Click SIGN
- iii. Draw your signature using the mouse or your finger.
- iv. Click SAVE underneath your signature
- v. If possible, have your partner fill in their name and signature by repeating steps i–iv in the section labeled Signature of Client’s Partner.
- vi. Click SAVE in the bottom-right corner of the page.

Family Therapy

- i. Select the number of family members participating in therapy.
- ii. Enter the age of each participant.
- iii. If possible have each participant age 12 or older complete the following steps:
 - iv. Type their full name in the appropriate box.
 - v. Draw their signature using the mouse or your finger.
 - vi. Click SAVE underneath their signature
- vii. Click SAVE in the bottom-right corner of the page.

 2. Financial Information and Payment Contract

- a) Enter the names of the client and the person responsible for payment (usually the client if the client is an adult or the client’s parent/guardian if the client is a minor).
- b) Indicate whether you have any family members receiving services at Richstone.
- c) Answer the questions regarding categories of income you receive.

If you have income of any type:

- d) You are required to provide documentation of each type of income you receive. Click the SELECT FILE(S) button(s) to upload photographs, scans, or digital copies of documentation.
- e) Use the pulldown menu to select your total income.
- f) Read the payment contract thoroughly, sign the form, and click SAVE.

If you have no income:

- d) Check the box next to the statement declaring that you have no income.
- e) Read the payment contract thoroughly, sign the form, and click SAVE.

 3. (OPTIONAL) Consent for Release of Information or Records

This form is only required if you would you like to give your therapist permission to discuss information about the client's treatment with anyone other than the client and the client's parent(s)/legal guardian(s). If you require this form, complete it according to its instructions.

Other Forms Your Therapist Might Ask You to Fill Out

Notice of Fee Waiver

This form will appear in your Dashboard only if you potentially qualify for a fee waiver.

- a) On a computer, click DASHBOARD in the upper-left corner of the page.
On a phone, click the menu icon in the upper-left corner, then click DASHBOARD.
- b) Click FILL OUT in the box labeled Notice of Fee Waiver. (You might need to click SHOW MORE to see the box.)
- c) Sign and save the form.

Confirmation of Document Review

Occasionally your therapist will review a document with you and ask you to sign a form confirming that you've done so. In that case:

- d) On a computer, click DASHBOARD in the upper-left corner of the page.
On a phone, click the menu icon in the upper-left corner, then click DASHBOARD.
- e) Click FILL OUT in the box labeled Confirmation of Document Review. (You might need to click SHOW MORE to see the box.)
- f) Select the name of the document you reviewed, which your therapist will tell you, and the date you reviewed it.
- g) Sign and save the form.

Uploading Documents to Your Therapist

- a) On a computer, click DASHBOARD in the upper-left corner of the page.
On a phone, click the menu icon in the upper-left corner, then click DASHBOARD.
- b) Click FILL OUT in the box labeled UPLOAD DOCUMENTS TO YOUR THERAPIST
- c) Click SELECT FILE(S) to choose the document to upload
- d) Enter a description of the document you are uploading
- e) If you'd like to upload additional documents, check the appropriate box and repeat the steps above.
- f) Click SAVE in the bottom-right corner.

Receiving Documents from Your Therapist

- a) On a computer, click FORM SUBMISSIONS in the upper-left corner of the page.
On a phone, click the menu icon in the upper-left corner, then click FORM SUBMISSIONS.
- b) If your therapist has uploaded documents to you, you will see an entry labeled A Document From Your Therapist in the document list. Click > in that entry.
- c) Click the document name to download the document.

Viewing Forms You've Filled Out

- a) On a computer, click FORM SUBMISSIONS in the upper-left corner of the page.
On a phone, click the menu icon in the upper-left corner, then click FORM SUBMISSIONS.
- b) All documents you've filled out will be listed, sorted by date.
- c) Click > to the right of a document's name to view the document


Viewing Your Therapist's Contact Information

- a) On a computer, click FORM SUBMISSIONS in the upper-left corner of the page.
On a phone, click the menu icon in the upper-left corner, then click FORM SUBMISSIONS.
- b) In the document list, click MY THERAPIST.
- c) You will see your therapist's name and phone number and the name of your therapist's supervisor.

If You Forget Your Password

Visit <http://richstonefamily.socialsolutionsportal.com> and click the Forgot My Password link.

To Change Your Registered Email Address or Password

- a) On a computer, click on your name in the upper-right corner of the page.
On a phone, click on this button: 
- b) In the menu that appears, click Account Information.
- c) Click UPDATE underneath the information you'd like to change.