

## PracticeQ Patient Portal Guide for Families

Please note: If at any point you have difficulty with any of the steps below, you can message us through the portal or email us, and we will gladly assist you. For the quickest response, please use secure portal messaging whenever possible.

### About the Portal

- PracticeQ (also known as IntakeQ) is the secure patient portal we use for scheduling, forms, messaging, and document sharing

### How to Create Your Patient Account on PracticeQ

- We use PracticeQ as our secure electronic health record system.
- Once your patient portal account is created, you will be able to:
  - Book or reschedule appointments.
  - Complete intake forms and questionnaires.
  - View messages and upload documents.

### How to Get Started

- Check your email for an invitation
  - You'll receive an email invitation to join the PracticeQ Patient Portal. If you don't see it, check your spam or junk folder.
  - Click the secure link in the email. This link will open the portal account setup page.
  - Create your password. You will be prompted to choose a secure password for future logins.
  - Log in anytime.
  - Once your account is created, you can log in at any time to manage appointments, complete forms, make payments, and send secure messages.

### How to Log In or Reset Your Password

- Log in using the secure link provided or by visiting [intakeq.com](http://intakeq.com).
- Enter your email and password and click Log In.
- If you forgot your password:
  - Click Forgot Password?
  - Enter your email.
  - Follow the reset instructions.

### How to Use PracticeQ on a Mobile Device

- You can access the portal from any phone or tablet—no app is required.
- Open your web browser (Safari on iPhone, Chrome on Android, etc.).
- Go to [intakeq.com](http://intakeq.com).
- Log in with the same email and password you use on a computer.

## How to Upload Documents in PracticeQ

- You may be asked to upload records, evaluations, school documents, or ID copies.

### Method 1: Uploading Through the Forms Section

- Log in to your portal.
- Go to Forms.
- Select Upload Documents (or similar wording).
- Choose your file.
- Submit securely.

### Method 2: Uploading Through Secure Messaging

- Log in to your portal.
- Go to Messages.
- Open a message thread or start a new one.
- Use the attachment icon to upload your file.
  - Accepted file types: PDF, JPG, PNG, DOC.
  - Recommended size: Under 25 MB.
  - Once submitted, uploaded documents are stored securely in your portal.

## How to Complete Forms in PracticeQ

- Log in to your portal.
- Go to Forms.
- Open each assigned form.
- Complete all required fields.
- Review your responses.
- Click Submit.
- Forms are sent directly to us—no printing or scanning needed.

## How to Send or Review Messages in PracticeQ

- Log in to your portal.
- Go to Messages.
- Open a thread or start a new message.
- Type your message and click Submit.

## How to Manage Appointments in PracticeQ

### Scheduling

- Log in to your portal.
- Go to Appointments or Book.
- Select your provider, appointment type, and preferred date/time.
- Submit your request.
- You will receive confirmation once the appointment is approved.

### Viewing Appointments

- Log in.
- Go to Appointments to view upcoming or past visits.

### Modifying or Canceling

- Log in.
- Click on the appointment.
- Select Reschedule or Cancel.

## How to Join a Telehealth Appointment

- You will receive a secure video link by email or through portal message. You may also log in and go to Appointments to access the link.
- Click Join Video Call or Start Session about 5–10 minutes before your appointment.
- Ensure your microphone and camera are enabled.
- Headphones are recommended for optimal sound.