KINDERING

Kindering Family Portal

SET UP YOUR ACCOUNT

Use the Kindering Family Portal to view appointments, complete forms, sign documents, and access telehealth visits.

You can access the Family Portal via:

Google Play Store | Apple App Store | Google Chrome Browser | Microsoft Edge Browser

STEP 1

Open your invitation

Look for an email or text from Kindering and select “Create my account.” If you do not see the email, check your junk or spam folder.

STEP 2

Create your login

Choose a username with 5–20 characters. Create a password with at least 8 characters and enter it again to confirm.

STEP 3

Enter the child’s date of birth

Enter the CHILD’S date of birth exactly as MM-DD-YYYY, including leading zeros (example: 01-05-2024). It must match the information Kindering has on file.

STEP 4

Submit and accept the privacy policy

Select “Submit.”

If a privacy policy appears, review it and select “I Agree” to continue.

STEP 5

Complete the first-time setup

Follow the prompts for notification preferences and the system check. If you use telehealth, confirm Zoom is installed. Select “All done” when setup is complete.

Helpful tips

- Register as soon as you receive the invitation, before the child’s next appointment.
- Save your username and password for future visits.
- Future logins may show forms or documents Kindering needs you to complete.

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USE YOUR ACCOUNT

After your account is set up, use Family Portal to manage appointments, complete requested forms and signatures, view shared notes or files, and communicate with Kindering team.

Quick navigation

Home - See your upcoming appointments and items waiting for you.

Appointments - View upcoming and past appointments, join telehealth, or cancel an appointment.

Messages - Read and reply to conversations started by Kindering staff.

Documents - Complete forms, sign documents, and view session notes or evaluation reports.

Records - View shared paperwork, sessions notes and evaluations, when applicable.

Resources - Open links and materials shared by Kindering.

Key Action Items

- The Home page may show forms, signatures, or other items Kindering has requested.
- Some items may be optional and can be skipped; required items must be completed before you continue.
- If you skip an optional item, you can return to it later from the “Documents” tab.

Tip

A red numbered circle on a tab means something is waiting for your attention.

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APPOINTMENTS & TELEHEALTH

Appointment reminders

- Kindering sends appointment notifications and reminders to your selected contact method.
- Upcoming appointments are also listed under “Appointments > Upcoming.”
- If Kindering changes an appointment, the updated information will appear in the portal and you will receive a notification.

Join a telehealth visit

1	**Sign in early.** Open the Family Portal before the visit so you have time to complete any required forms.
2	**Open the appointment.** The Zoom session link becomes active 10 minutes before the scheduled start time.
3	**Launch Zoom.** Follow the prompts to open or install "Zoom" if needed.
4	**Choose audio/video settings.** Turn your microphone and camera on, then select "Join."
5	**Wait for the provider.** You will enter the waiting room until the provider admits you.

If the video link is not clickable:

Confirm that you are within the join window. The link is active 10 minutes before the appointment and remains available until 10 minutes after the scheduled end time.

Cancel an appointment in the portal

1	**Open "Appointments".** Choose the "Upcoming" tab and find the appointment you need to cancel.
2	**Select "Cancel".** Choose a reason for the cancellation. If you select "Other", enter a brief reason.
3	**Confirm the cancellation.** Select "Cancel appointment". The appointment will move to the "Past" tab and Kindering will be notified.

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QUICK GUIDE | FORMS, DOCUMENTS & MESSAGES

Complete or sign a form

1	**Open the requested item.** You may see it at login, on the "Home" page, or in the "Documents" tab.
2	**Review and complete it.** Required questions are marked with an asterisk (*).
3	**Add your signature if requested.** Enter your first and last name and draw or type your signature.
4	**Submit.** Completed items are sent back to Kindering and remain available in the portal.

Use the Documents tab

- Clinical Forms: review and sign visit documentation requested by Kindering.
- Portal Forms: complete forms and signatures requested by Kindering.
- Files: view files shared with you and files you attached through the portal.

Messages

- Kindering staff must start a message conversation. Families cannot start a new conversation from the portal.
- Once a conversation has been started, use “Messages > Active” to read and reply. You can attach a file using the paperclip icon.
- Only Kindering Staff can end a conversation. Ended conversations move to the “Archived” tab and can no longer be replied to.

Account, language, and help

- Use the “Language” menu to select your preferred portal language. Some shared information may not be translated.
- Use the “Account” menu for account information, webcam/microphone testing, portal support, and Sign Out.
- The iHelp assistant can answer questions about using the Family Portal but not questions about the child’s care or Kindering services.