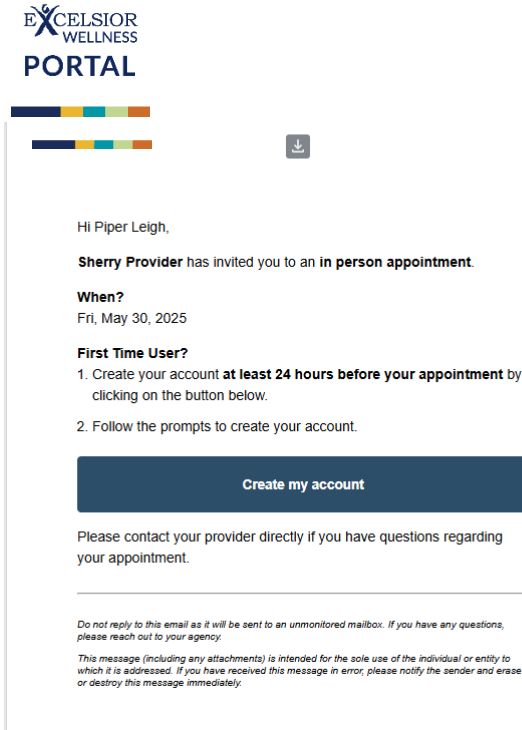


Excelsior Wellness Portal

For clients receiving behavioral health services effective July 7, 2026

You will receive an email (*appointment reminder or form request*) to the email you have provided to us and is in our CareLogic system.

In the email, click "Create My Account."



EXCELSIOR WELLNESS PORTAL

Hi Piper Leigh,

Sherry Provider has invited you to an **in person appointment**.

When?
Fri, May 30, 2025

First Time User?

1. Create your account **at least 24 hours before your appointment** by clicking on the button below.
2. Follow the prompts to create your account.

Create my account

Please contact your provider directly if you have questions regarding your appointment.

Do not reply to this email as it will be sent to an unmonitored mailbox. If you have any questions, please reach out to your agency.

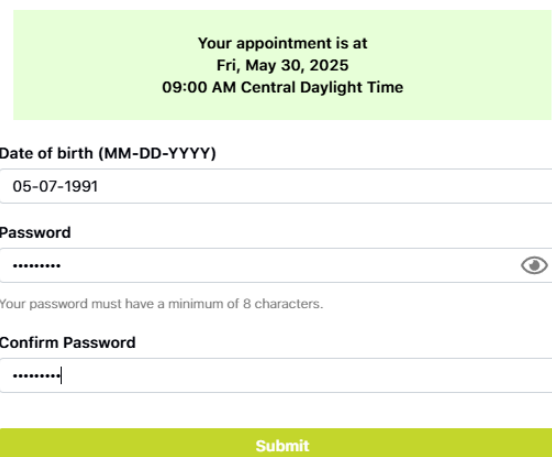
This message (including any attachments) is intended for the sole use of the individual or entity to which it is addressed. If you have received this message in error, please notify the sender and erase or destroy this message immediately.

Enter DOB and password, and click "SUBMIT."

NOTE: Date of birth MUST match what we have on record

Click "Submit."

Please set a password



Your appointment is at
Fri, May 30, 2025
09:00 AM Central Daylight Time

Date of birth (MM-DD-YYYY)
05-07-1991

Password
.....

Your password must have a minimum of 8 characters.

Confirm Password
.....

Submit

By continuing, you consent to OnCall Test - Oaklawn Psychiatric Center [services](#) and [privacy policy](#).

Your account will open with settings to complete: Click "Get Started."

1 Welcome

2 Notification Preferences

3 Complete

There are some required items that need to be completed before you continue.

Get started

Notification Preferences - You will always get an email.

If you want a text and/or voice message in addition to the email, you can set this here. SMS = Text. Voice = Voice message. Check which one(s) you want and enter your phone number. Click "Continue" to save.

If you prefer not to set text or voice reminders, just click "Continue."

✓ 1 Welcome

2 Notification Preferences

3 Complete

Notification preferences

Appointment reminders
Select how you would like to be notified of your upcoming appointments. Any changes may take up to 1 hour to be applied.

How would you like to be notified of upcoming appointments?

☒ Email

☐ SMS

☐ Voice

Continue

✓ 1 Welcome

2 Notification Preferences

3 Complete

Notification preferences

Appointment reminders
Select how you would like to be notified of your upcoming appointments. Any changes may take up to 1 hour to be applied.

How would you like to be notified of upcoming appointments?

☒ Email

☒ SMS

☐ Voice

Add phone number(s) (required)
To enable SMS or voice reminders, please enter a phone number below. You may send these reminders to up to 10 phone numbers.

Phone number 1

2125551212

+ Add phone number

Continue

You may be asked to verify your audio and video connections (if their appointment is 'video').

✓

2

3

4

Welcome

System Requirements

Installing the Application

Confirm Test Results

Set up your secure audio and video connection for your next video session.

Ensure there are no disruptions to your upcoming video session by getting your computer set up right now. This process is usually just four steps and will only take 5-10 minutes of your time.

Next step

✓

2

3

4

Welcome

System Requirements

Installing the Application

Confirm Test Results

System requirements

The first check is ensuring your computer has a modern operating system and a stable internet connection.

Operating system: 10
Internet speed: 33.43 mbps

Your computer meets system requirements. ✓

Next step

The Portal can assist with adding Zoom for telehealth calls. If you do not have Zoom installed, you can select "No, help me install Zoom." If you do not want to install Zoom (you will not be able to conduct telehealth calls in the Portal without it) or you already have it installed, they can click "Yes, I already have Zoom."

✓

✓

3

4

Welcome

System Requirements

Installing the Application

Confirm Test Results

Do you already have Zoom installed?

This application uses the healthcare compliant version of Zoom.



No, help me install Zoom Yes, I already have Zoom

There is additional assistance if Zoom does not install. Click the link below "[Click here to download Zoom for your operating system.](#)"

✓

✓

3

4

Welcome

System Requirements

Installing the Application

Confirm Test Results

Installing the Application

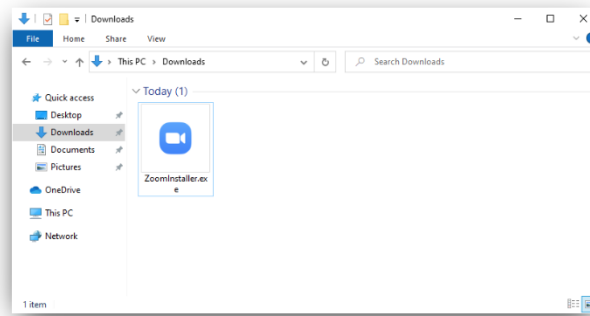
An application called Zoom is used to establish a private connection between you and your provider. Please follow the steps below to install Zoom. This will take 2-3 minutes.
1. [Click here to download Zoom for your operating system.](#)

No, I wasn't able to install Yes, I was able to install

- ✓ Welcome
- ✓ System Requirements
- 3 Installing the Application
- 4 Confirm Test Results

Help: Installing the Application
Please open the downloaded file and follow the steps to install.
The file is called ZoomInstaller.exe. It might be located in your Downloads folder.

If you were unable to download, [please click here to try again.](#)



You will be notified once the installation has been successfully completed.

No, I wasn't able to install

Yes, I was able to install

Once Zoom is installed, setup is complete.

- ✓ Welcome
- ✓ System Requirements
- ✓ Installing the Application
- 4 Confirm Test Results

Setup Complete

Your computer should be ready for your next video session.

Please log in at least five minutes prior to your appointment and click "Join video session" when you're ready.

All done

This is the home or landing page:

[Home](#)
[Appointments](#)
[Messages](#)
[Documents](#)

English
Piper Leigh

Good morning, Piper

Welcome to your portal. Below you will find important items or outstanding actions.

Appointments

Your next appointment is May 30 at 9:00 AM.

[View all appointments →](#)

Appointment with Qualifacts Support

Date: Friday, May 30, 2025

Time: 9:00 AM - 10:00 AM (60 Minutes)

Provider: Sherry Provider

Frequency: One Time Appointment

Location: Online (video)

Participants: Piper Leigh

Portal forms

You are all caught up on portal forms.

[View all portal forms →](#)

Clinical forms

You are all caught up on clinical forms.

[View all clinical forms →](#)

Treatment plans

You are all caught up on treatment plans.

[View all treatment plans →](#)

Help