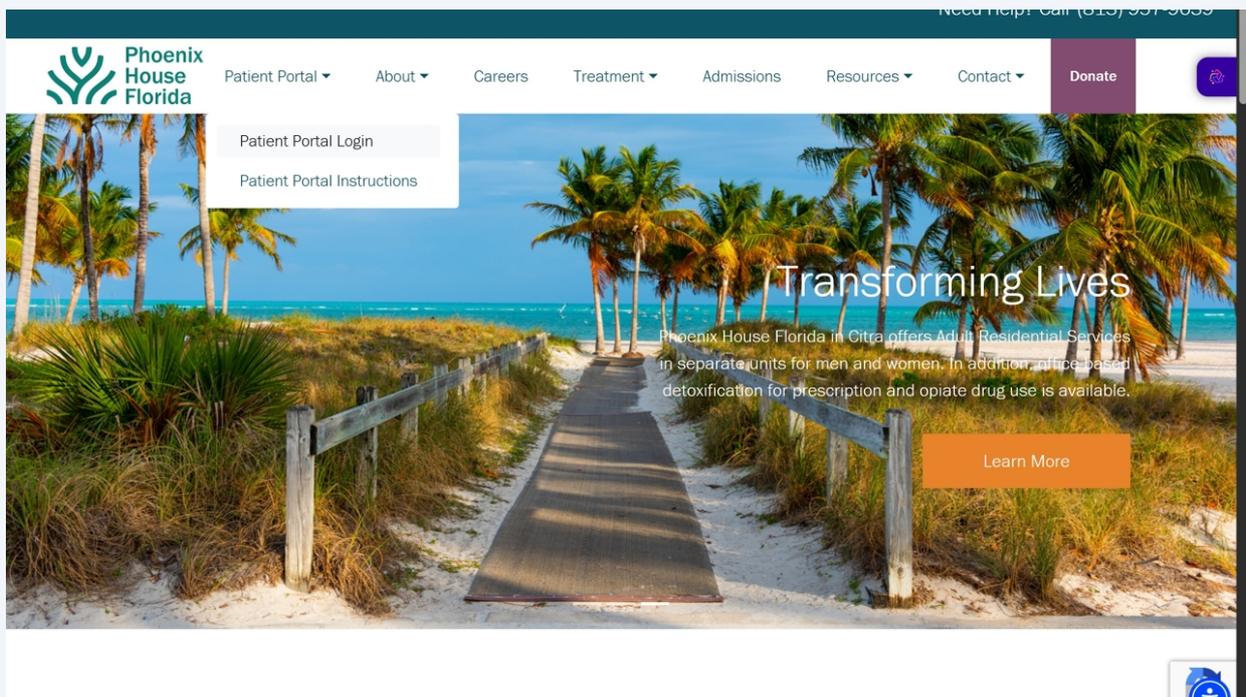
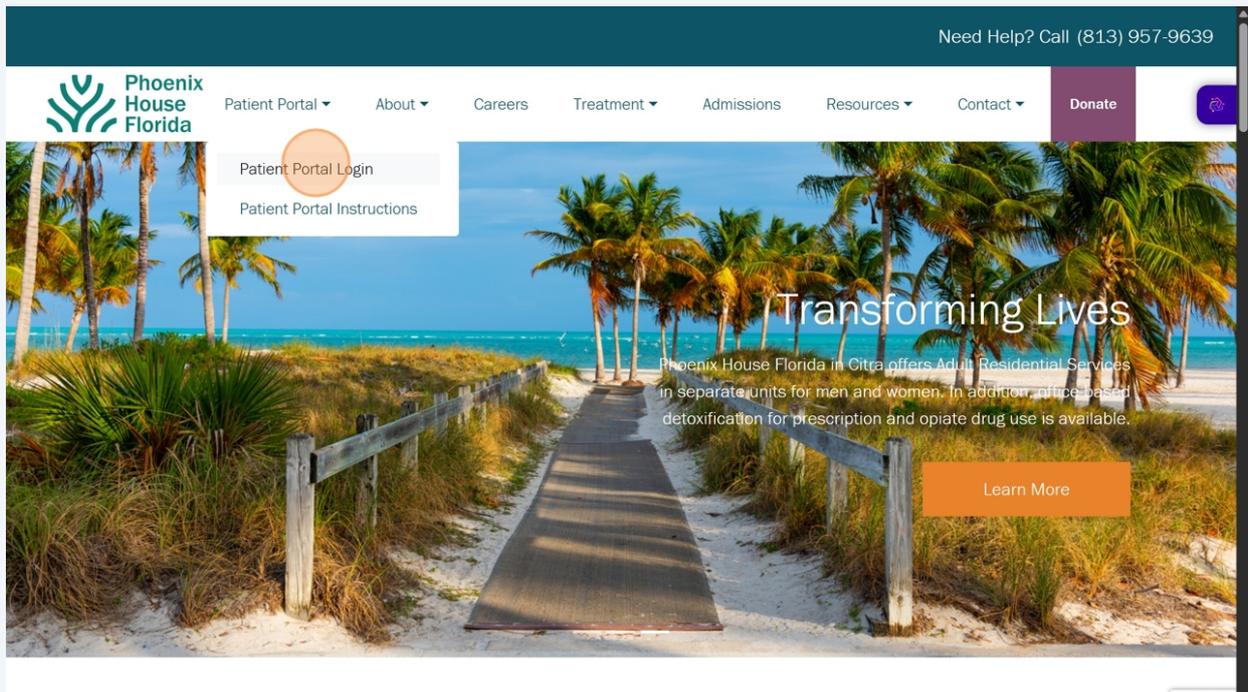


Logging In and Navigating the Patient Portal

1 Navigate to <https://phoenixfl.org/>



2 Click "Patient Portal Login"



3 Enter your e-mail address in the "Username" field and your temporary password, then click "Sign in"

A screenshot of a sign-in form. The form has a dark background with white text. At the top, it says "Sign in to access this site" and "Authorization required by https://apps.welligent.com". Below this are two input fields: "Username" and "Password". At the bottom, there are two buttons: "Sign in" (blue) and "Cancel" (grey).

4

When you log in for the first time, you will be prompted update your password. The place to do so is highlighted in yellow. Enter your preferred password here and again in the "Confirm Password" field to verify it.

Phoenix House Florida

Account Settings

Account First Name: Rich

Account Last Name: Test

Linked Clients: Test, Rich (Select a Name to Switch Your Portal View)

Email Address (Will Be the Account Name): test@test.testing12345678

Account Password: (Not to exceed 20 characters)

Confirm Password: (Not to exceed 20 characters)

Challenge Question:

Challenge Response:

Challenge Question(2):

Challenge Response(2):

Turn Off Email Alerts:

Last Login Date: 12-Dec-2025 10:58am

Password Changed On: Never Changed

Date Account Created: 16-Oct-2025 02:39pm

Translate Portal:

5

Click "Save"

Phoenix House Florida

Settings

Save

Name: Rich

Last Name: Test

Client: Test, Rich (Select a Name to Switch Your Portal View)

Email Address (Will Be the Account Name): test@test.testing12345678

Password: (Not to exceed 20 characters)

Confirm Password: (Not to exceed 20 characters)

Challenge Question:

Challenge Response:

Challenge Question(2):

Challenge Response(2):

Alerts:

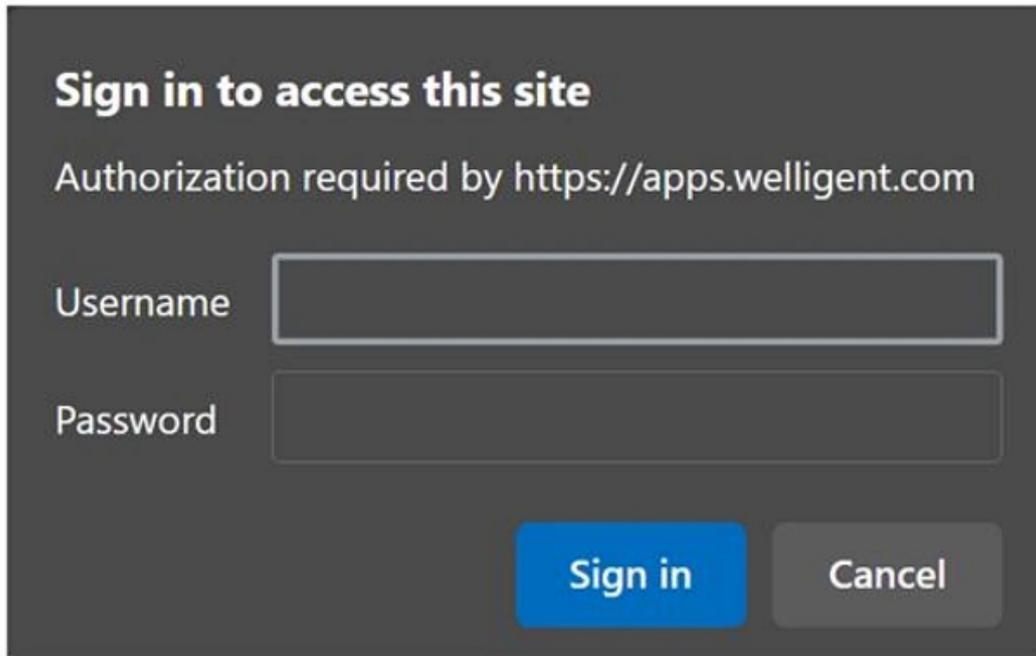
Last Login Date: 12-Dec-2025 10:58am

Password Changed On: Never Changed

Date Created: 16-Oct-2025 02:39pm

6

The login pop-up screen will appear again. Enter your e-mail address as your username and your newly created password to verify both and to log back into the portal after your password update.



Sign in to access this site

Authorization required by <https://apps.welligent.com>

Username

Password

7

Once you have entered your e-mail address and updated password, you will be automatically taken to the dashboard screen. This screen will show your upcoming appointments.

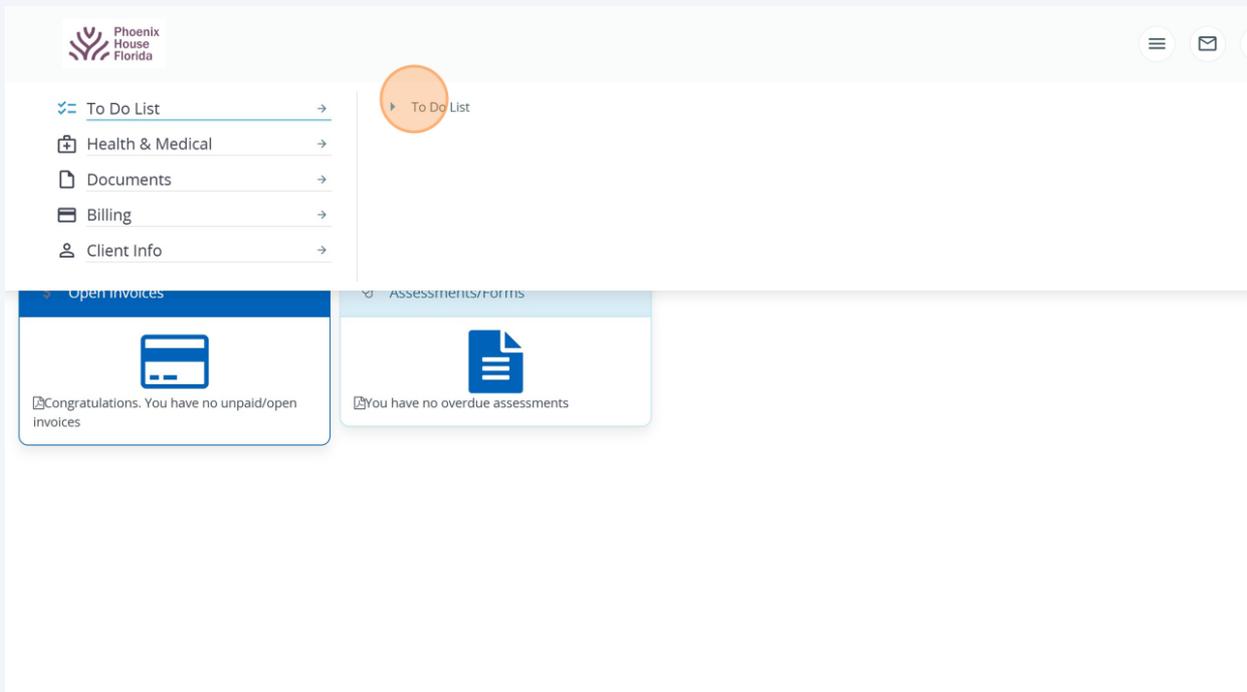
The screenshot shows the 'Your Dashboard' page for Phoenix House Florida. At the top right is the Phoenix House Florida logo. Below it is a section for 'Upcoming Appointments' with a table header containing 'Date/Time', 'Provider', 'Description', 'Map', and 'Video Conference'. An orange 'SEE ALL' button is located below the table. The dashboard features two summary cards: 'Open Invoices' with a blue header and a card icon, displaying the message 'Congratulations. You have no unpaid/open invoices'; and 'Assessments/Forms' with a light blue header and a document icon, displaying 'You have no overdue assessments'. A 'Your Dashboard' breadcrumb is visible at the top left.

8

To view documents that require your attention, first click on the menu icon in the upper right corner of the screen.

This screenshot is identical to the one above, showing the Phoenix House Florida dashboard. The key difference is the addition of a menu icon (three horizontal lines) and an email icon in the upper right corner of the dashboard area, which are highlighted by a light orange circle. The rest of the page content, including the 'Upcoming Appointments' table, 'SEE ALL' button, and summary cards, remains the same.

9 Click on the "To Do List" icon on the left side of the screen. Then click "To Do List"



10 To review and/or sign a documents like Intake Documentation, Consents, Releases of Information, Treatment Plans, and more click the squiggly icon to the left of the document you want to review.

The screenshot shows the Phoenix House Florida dashboard with a table titled 'Forms To Complete'. The table has columns for 'Click to Edit', 'Action', 'Document Name', 'Program', and 'Date'. The first row is highlighted with a blue bar, and a squiggly icon is circled in orange next to the 'Click to Edit' column.

Click to Edit	Action	Document Name	Program	Date
	Sign	Consent & Authorization to Obtain and/or Release PHI - Criminal Justice Agencies (PRG)(Form)	FL - Residential Center	21-Jan-
	Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	10-Feb-
	Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	14-Feb-
	Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	14-Feb-
	Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	26-Feb-
	Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	09-Apr-
	Sign	Consent for Release of Conf Info- Pymt & Auth(Form)	FL - Residential Center	12-Dec-
	Sign	Treatment Plan(Treatment Plan)	FL - Outpatient Center (SA)	19-Sep-

11

When the document appears, you can review it as needed and when you are ready, click "Sign Document" in the upper right corner of the screen.

Phoenix House Florida

CONSENT & AUTHORIZATION TO OBTAIN AND/OR RELEASE PROTECTED HEALTH INFORMATION - INDIVIDUALS

Client Details:	
Client Name:	Test, Rich
Client DOB:	01-Apr-1991
Client ID:	10027982

General Information	
Name:	Rich Test
Date:	
PID:	10027982

Consent & Authorization To Obtain And/Or Release Protected Health Information

I, Test Name

authorize Phoenix Programs of Florida to obtain from and release to the following party my protected health information (PHI) identified below for the purpose of communicating with such party regarding my assessment by, admission and treatment at, and discharge from Phoenix Programs of Florida.

Sign Document

12

A new screen will pop-up. This screen will allow you to sign the document. Make sure that your name is entered in the "Full Name of Signee" field.

Add Digital Signatures

Signature Type

E-Signature Topaz For Chrome/Edge Mouse Signature

Signature Title: Client

Full Name of Signee: RICH TEST *

Notes:

You agree that for the purposes of authorizing and authenticating electronic health records, your electronic signature has the full force and effect of a signature affixed by hand to a paper document.

Save Signature

Signatures Collected		
Title	Date	Signed By
Provider,	February 10, 2025 04:43PM	Ehr Admin (E)

13

Enter your signature in the "Signature" box on the right side of this screen. If you are using a touch screen device, you can use your finger to write your signature. If you are accessing the portal for a computer which has a mouse you can click and hold down the click button and then write your signature with your mouse in this area.

The screenshot shows a web application interface for capturing a signature. On the left, there is a form with the following fields:

- Signature Type:** Radio buttons for "Topaz For Chrome/Edge" and "Mouse Signature" (selected).
- Client:** A dropdown menu.
- Text Input:** A text box containing "RICH TEST" with a red asterisk to its right.
- Text Area:** An empty text area below the text box.
- Disclaimer:** "As of authorizing and authenticating electronic health records, your will force and effect of a signature affixed by hand to a paper document."

On the right, there is a large "Signature" box. A red circle is placed at the top left corner of this box, indicating where to click. Below the signature box are "Save Signature" and "Clear" buttons.

At the bottom, there is a table titled "Signatures Collected" with the following data:

Title	Date	Signed By	Delete?
	February 10, 2025 04:43PM	Ehr Admin (E)	

14

When you are finished, click "Save Signature"

This screenshot is identical to the previous one, but the "Signature" box now contains the word "test" written in blue ink. A red circle is now placed over the "Save Signature" button, indicating that it should be clicked.

15

You can see previously completed documents in the "Documents" area of the portal. You can also view any Files/Attachments share with you by your provider in this area as well. Begin by clicking the Menu icon in the upper right of the screen.

The screenshot shows the Phoenix House Florida portal interface. At the top left is the logo. At the top right are icons for a menu, email, and user profile. Below the header, there is a 'Complete' section with a 'Refresh' button. The main content is a table with the following columns: Action, Document Name, Program, and Date.

Action	Document Name	Program	Date
Sign	Consent & Authorization to Obtain and/or Release PHI - Criminal Justice Agencies (PRG)(Form)	FL - Residential Center	21-Jan-2025
Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	10-Feb-2025
Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	14-Feb-2025
Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	14-Feb-2025
Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	26-Feb-2025
Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	09-Apr-2025
Sign	Consent for Release of Conf Info- Pymt & Auth(Form)	FL - Residential Center	12-Dec-2024
Sign	Treatment Plan(Treatment Plan)	FL - Outpatient Center (SA)	19-Sep-2025

16

Click "Documents"

The screenshot shows the Phoenix House Florida portal navigation menu. The 'Documents' option is highlighted with an orange circle. To the right of the menu, there is a list of sub-items: Completed Documents, Files/Attachments, Upcoming Appointments, and Completed Appointments. Below the menu is a table showing a list of documents.

Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	09-Apr-
Sign	Consent for Release of Conf Info- Pymt & Auth(Form)	FL - Residential Center	12-Dec-
Sign	Treatment Plan(Treatment Plan)	FL - Outpatient Center (SA)	19-Sep-

17 Click "Completed Documents"

The screenshot shows the Phoenix House Florida user interface. The top left features the logo and name. The top right has a hamburger menu and an email icon. A left sidebar contains navigation items: To Do List, Health & Medical, Documents (highlighted with a blue bar), Billing, and Client Info. A right sidebar shows a tree view with 'Completed Documents' highlighted by an orange circle. Below the navigation is a table of documents.

Icon	Action	Document Name	Program	Date
✓	Sign	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals(Form)	FL - Residential Center	09-Apr-
✓	Sign	Consent for Release of Conf Info- Pymt & Auth(Form)	FL - Residential Center	12-Dec
✓	Sign	Treatment Plan(Treatment Plan)	FL - Outpatient Center (SA)	19-Sep-

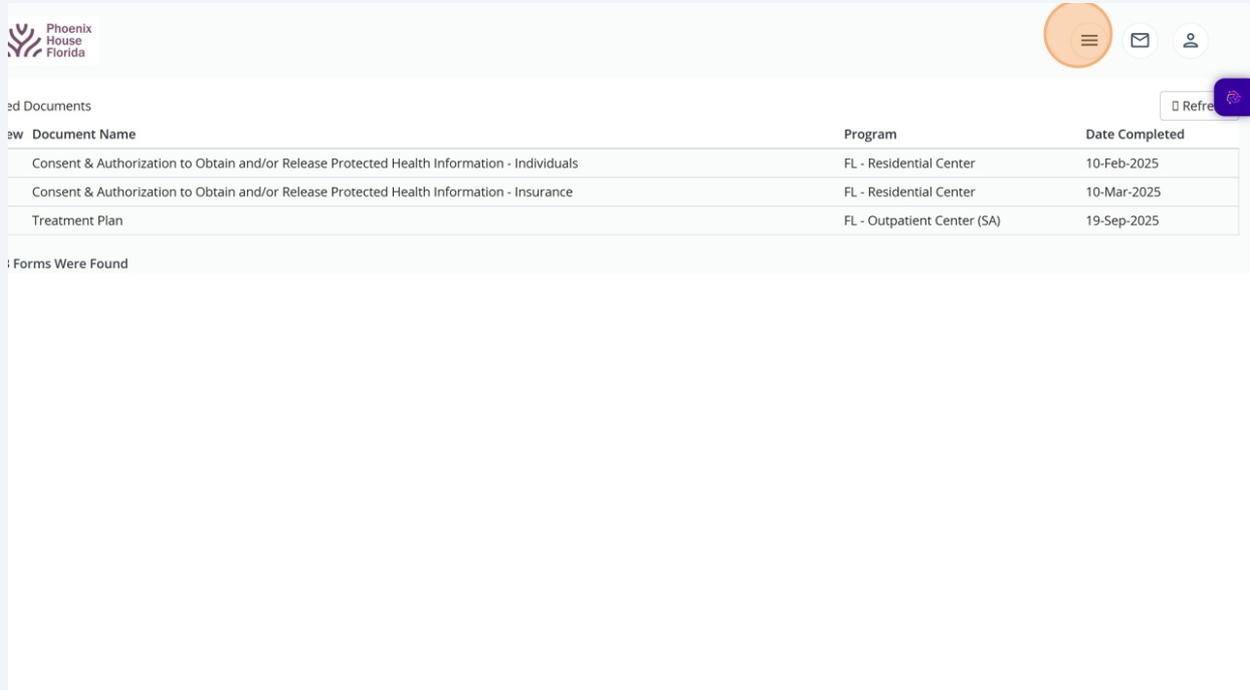
18 Click the "Click to view" document icon to the left of document you'd like to view.

The screenshot shows the Phoenix House Florida user interface with the 'Completed Documents' section expanded. The 'Click to View' icon (a document with a magnifying glass) is highlighted with an orange circle. Below the navigation is a table of documents.

Click to View	Document Name	Program	Date Complete
	Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals	FL - Residential Center	10-Feb-2025
	Consent & Authorization to Obtain and/or Release Protected Health Information - Insurance	FL - Residential Center	10-Mar-2025
	Treatment Plan	FL - Outpatient Center (SA)	19-Sep-2025

A Total of 3 Forms Were Found

19 To view Billing information, click the menu icon in the upper right of the screen.

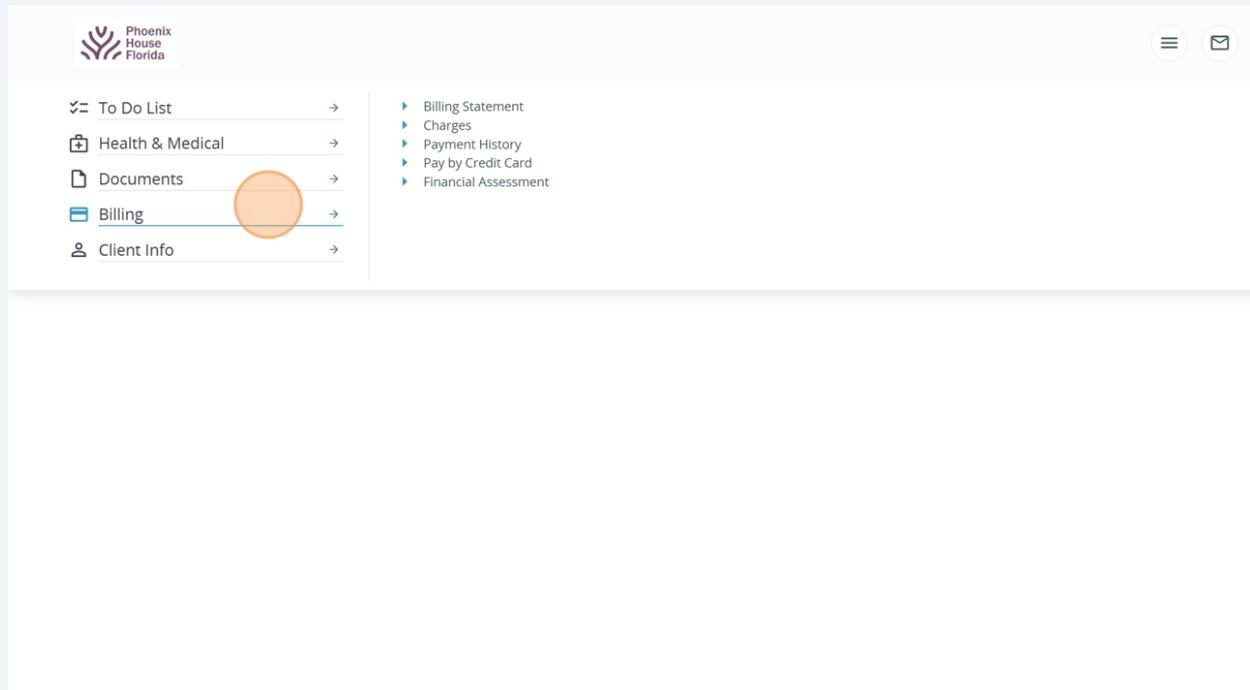


The screenshot shows the Phoenix House Florida portal interface. At the top left is the logo for Phoenix House Florida. At the top right are icons for a menu (highlighted with an orange circle), email, and user profile. Below the header is a section titled "ed Documents" with a "Refresh" button. A table lists documents with columns for "Document Name", "Program", and "Date Completed".

Document Name	Program	Date Completed
Consent & Authorization to Obtain and/or Release Protected Health Information - Individuals	FL - Residential Center	10-Feb-2025
Consent & Authorization to Obtain and/or Release Protected Health Information - Insurance	FL - Residential Center	10-Mar-2025
Treatment Plan	FL - Outpatient Center (SA)	19-Sep-2025

Below the table, it says "Forms Were Found".

20 Click "Billing" to see billing related information and to make payments.



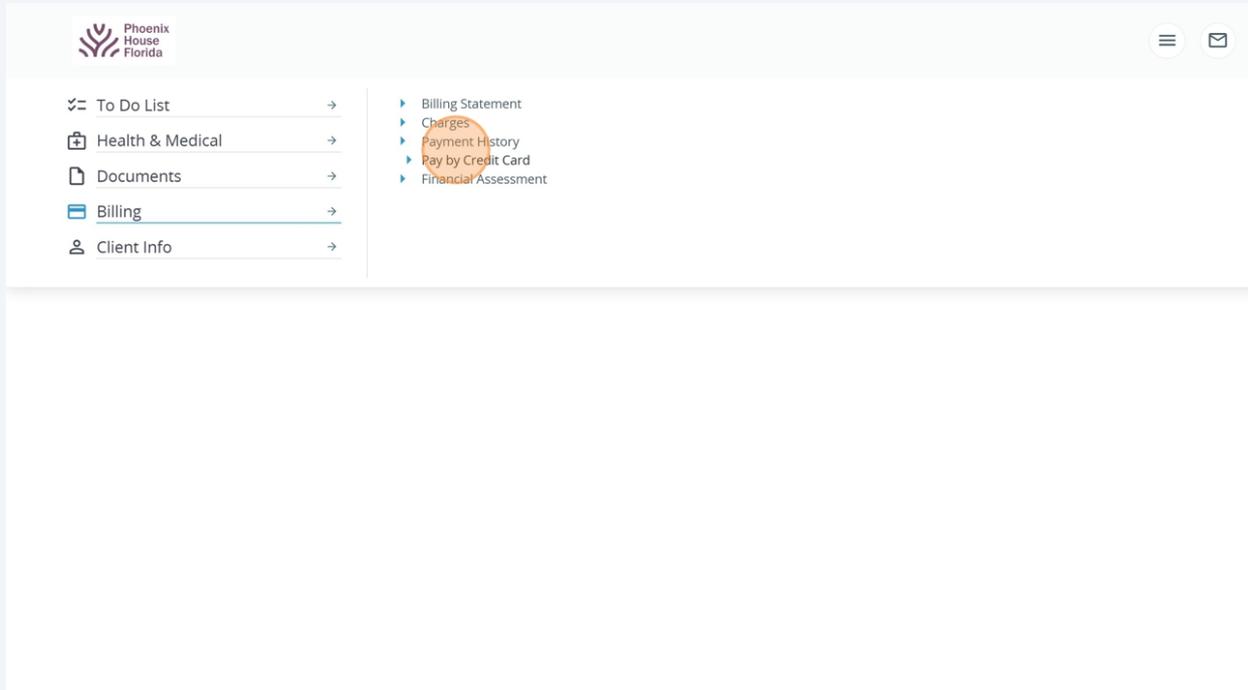
The screenshot shows the Phoenix House Florida portal interface. At the top left is the logo for Phoenix House Florida. At the top right are icons for a menu and email. Below the header is a navigation menu with the following items:

- To Do List →
- Health & Medical →
- Documents →
- Billing** → (highlighted with an orange circle)
- Client Info →

On the right side of the menu, there is a sub-menu for Billing with the following items:

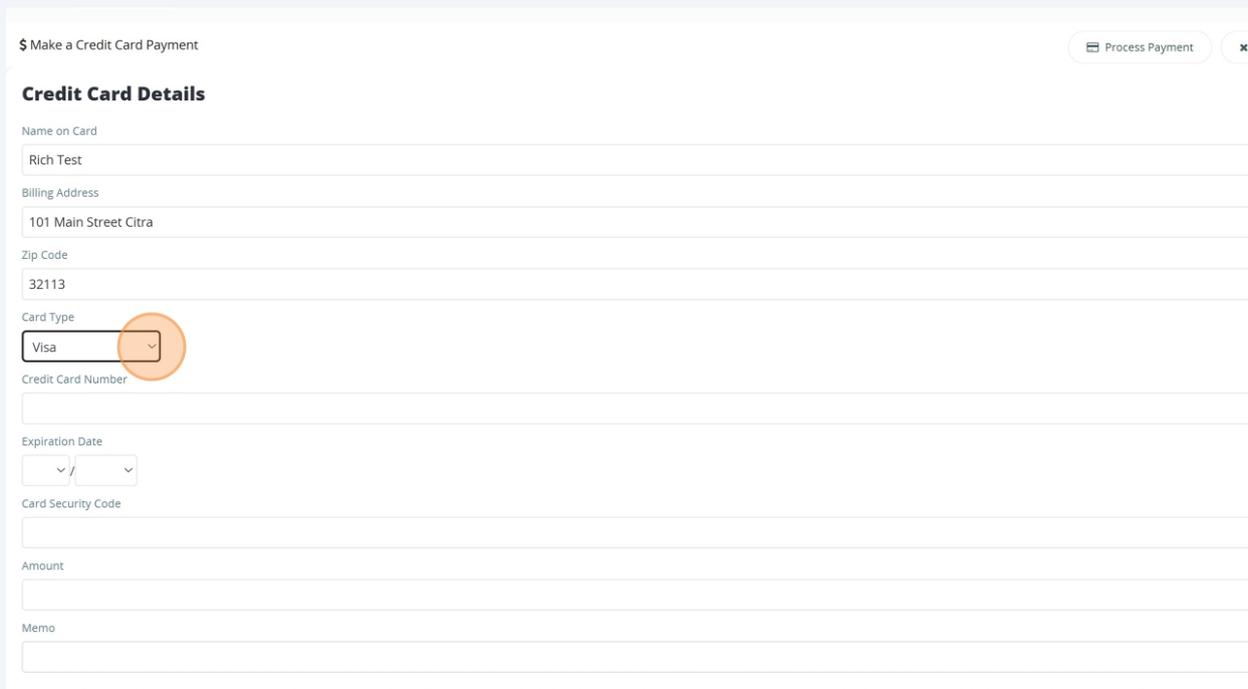
- Billing Statement
- Charges
- Payment History
- Pay by Credit Card
- Financial Assessment

21 To make a payment, click "Pay by Credit Card"



The screenshot shows the Phoenix House Florida website navigation menu. The menu is organized into two columns. The left column contains: To Do List, Health & Medical, Documents, Billing, and Client Info. The right column contains: Billing Statement, Charges, Payment History, Pay by Credit Card, and Financial Assessment. The 'Pay by Credit Card' option is highlighted with an orange circle. In the top right corner, there are icons for a menu and an envelope. The Phoenix House Florida logo is in the top left corner.

22 Enter your debit/credit card information



The screenshot shows the 'Make a Credit Card Payment' form. The form is titled 'Credit Card Details' and includes the following fields: Name on Card (Rich Test), Billing Address (101 Main Street Citra), Zip Code (32113), Card Type (a dropdown menu with 'Visa' selected and highlighted by an orange circle), Credit Card Number, Expiration Date (with month and year dropdowns), Card Security Code, Amount, and Memo. A 'Process Payment' button is located in the top right corner. The form is set against a light gray background with a white border.

23 Enter the amount you wish to pay

Credit Card Details

Name on Card

Rich Test

Billing Address

101 Main Street Citra

Zip Code

32113

Card Type

Visa

Credit Card Number

Expiration Date

Card Security Code

Amount

Memo

I authorize Phoenix Programs of Florida, Inc. to charge the credit card indicated in this web form, for the noted amount on today's date. I understand that returns, refunds and cancellations are subject to a cancellation charge consist Phoenix Programs of Florida, Inc.'s terms & conditions. I certify that I am an authorized user of this credit card and that I will not dispute the payment with my credit card company, so long as the transaction corresponds to the terms ind this web form.

24 Click "Process Payment"



redit Card Payment

Process Payment

Close

Card Details

rd

SS

Street Citra

Number

ate

y Code

25

To switch between any other portal accounts linked to your account begin by clicking the person icon in the upper right of the screen.



redit Card Payment

Card Details

rd _____

SS _____

Street Citra _____

Number _____

ate _____

y Code _____



- Account Settings
- Rich Test
- Sign Out

26

Click "Account Settings"



redit Card Payment

Card Details

rd _____

SS _____

Street Citra _____

Number _____

ate _____

y Code _____



- Account Settings
- Rich Test
- Sign Out

27

If you have multiple Patient Portal accounts linked to your e-mail address, use the "Linked Accounts" dropdown to navigate between accounts.

Phoenix House Florida

Account Settings

Account First Name: Rich

Account Last Name: Test

Linked Clients: Test, Rich (Select a Name to Switch Your Portal View)

Email Address (Will Be the Account Name): test@test.testing12345678

Account Password: (Not to exceed 20 characters)

Confirm Password: (Not to exceed 20 characters)

Challenge Question: (Dropdown)

Challenge Response: (Text Field)

Challenge Question(2): (Dropdown)

Challenge Response(2): (Text Field)

Turn Off Email Alerts:

Last Login Date: 12-Dec-2025 11:13am

Password Changed On: 12-Dec-2025 10:58am

Date Account Created: 16-Oct-2025 02:39pm

Translate Portal: Select Language

Account Settings

Rich Test

Sign Out

28

When you are finished, click "Sign Out" at the top of the screen. This will log you out of the portal and makes sure that no one else you are sharing a device with can access your confidential information.

Phoenix House Florida

redit Card Payment

Card Details

rd

SS

Street Citra

Number

ate

y Code

Account Settings

Rich Test

Sign Out

29 Click "Sign Out"



redit Card Payment

Card Details

rd

SS

Street Citra

▼

Number

ate

▼

y Code



Account Settings

- Rich Test
- Sign Out

