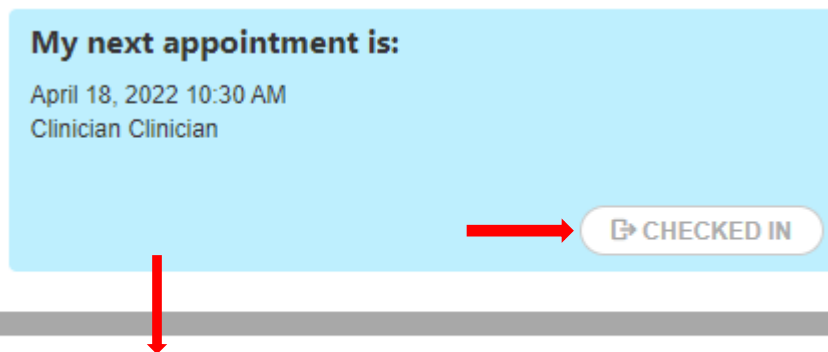


Appointment Portal Check-In

1. Log into your Client Portal account via smart phone or another internet-connected device. Guest wifi will be available in the lobby for your convenience.
2. In the 30 minutes prior to the **Start** of your appointment, a button will appear in the “My next appointment is:” box in the upper banner.



3. Click on the “CHECK IN” button to notify your provider you are in the waiting room (for in-person appointments) or online and ready (for Telehealth/Phone visits).
4. The “CHECK IN” button will change to “CHECKED IN” and become grayed out and you will not be able to click on it again.



You're Checked In

5. The “CHECK IN” button will **NOT** be available after the appointment start time. If checking in late, please check in at the front desk.
6. The “CHECK IN” button will only be available in the **30 minutes before** your appointment start time. You cannot check-in for your appointment earlier than 30 minutes before it starts.
7. **Do not** use the CHECK IN button for any Group Appointments as it will automatically mark all scheduled group members as **Arrived** instead of just those who clicked CHECK IN. It is preferred you only use CHECK IN for one-on-one appointments.

Questions? Visit www.valleycities.org/client-portal for more info or speak with a member of your care team.