



# Manual

## Complete your registration!

### Max Ernst GGZ

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## Introduction

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### **Welcome to Max Ernst GGZ!**

Thank you for your registration and for your confidence in our care. We have received your referral.

This manual will help you complete your registration step by step. You have received an email with the subject line *Welcome to Max Ernst GGZ* from [aanmelding@max-ernst.nl](mailto:aanmelding@max-ernst.nl). The email contains a brief explanation of the steps. This manual explains these same steps in more detail.

The registration process consists of 3 steps:

1. Activate your portal
2. Accept the permissions
3. Complete the questionnaire

After this, we can process your registration quickly and carefully.

Do you have any questions or need assistance? Please feel free to contact us at [info@max-ernst.nl](mailto:info@max-ernst.nl) or 088-270 1220. We are happy to help!

# 1. Activate your portal

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The first step is to activate your personal client portal:

## 1.1 Open the email with the activation link

Open the email with the subject "Max Ernst GGZ | Activate Portal from the sender "no-reply@ggzportal.nl." You should have received this email around the same time as the welcome email.

**Important:** Can't find the email? Sometimes it ends up in your spam or junk mail folder. Check these folders carefully.

## 1.2 Click the activation link

Open the email and click the activation link in Step 1. A new window will open. If the link doesn't work, copy the link from the email and paste it into the address bar of your internet browser.

## 1.3 Enter your date of birth

You will arrive at the "Activate Account" page. Enter your date of birth. This allows us to check whether it matches the date of birth we have on file. Click "Activate." You'll see a green bar with the message:

*"Your account has been activated. Your login details have just been emailed to you. Enter them below to log in."*

**Important:** Don't close this screen yet! You'll need it again soon.

## 1.4 Open the email with temporary login details

Open your mailbox. You will receive a new email with the subject "Max Ernst GGZ | Portal activated" from the sender no-reply@ggzportal.nl.

This email contains your username (email address) and a temporary password.

Haven't received this email after 5 minutes?

- Check your spam or junk mail folder.
- Repeat the activation process (click the activation link again and enter your date of birth).
- Still no email? Contact us at [info@max-ernst.nl](mailto:info@max-ernst.nl) or call 088 – 270 1220.

## 1.5 Log in to your portal

Return to the portal login screen. Enter your username and temporary password. Click "Log in."

## 1.6 Set a new password

You will now see the "Change password" screen. Choose a new password. This password must be at least 12 characters long and contain at least one special character (such as ~!@#\$%^&\*\_).

Enter your new password twice (identical). Click 'Change'.

Do you see a gray button with the text 'Cannot save yet' and no blue 'Change' button? Check that your chosen password meets the requirements and that both fields are filled in exactly the same. From now on, you will log in with your username (email address) and the password you chose. Keep this information safe and secure!

## 1.7 Security via login token

Every time you log in to the portal, you will be asked for a login token. This is an extra security step (two-factor authentication).

You will receive an email with the subject line "Your login token for the GGZ portal" and from [no-reply@ggzportal.nl](mailto:no-reply@ggzportal.nl). It contains a token of 6 random letters. Enter this code on the login screen. Click 'Send'.

You are logged in to your personal Portal!

This portal is used during the registration process and treatment.  
In the portal, you can:

1. find the treatment terms and conditions
2. view your upcoming appointments
3. view your file
4. send secure messages to your practitioner

## 2. Set your permissions

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The next step is accepting or declining your permissions. This allows you to indicate how we may handle certain data. You decide for yourself what you do or do not consent.

### 2.1 Go to 'Dossier'

If necessary, log in to the portal via <https://maxernst.ggzportal.nl/Login>.


Click on 'Dossier' in the menu. You will now see five tiles appear.

### 2.2 Click on 'Consent'

Choose the tile labeled 'Consent'. You will now see an overview of all consents.

### 2.3 Indicate your choice per topic

For each topic, proceed as follows:

- Click on the edit icon:  You will be taken to the "Edit Consent" page.
- Read the entire description carefully.
- Below the description, there is a gray slider with the text 'Consent'.
- To agree: click on the slider. It will then change from gray to blue. - Then click "Edit" at the bottom of the page to save your choice.
- The icon in the left column will now change to a **green check mark**.
- Repeat this for all topics.

Note: You decide for yourself what you consent to. **A requirement for treatment at Max-Ernst GGZ is that you agree to the Treatment Conditions (top topic)**. For the other topics, we ask you to make a well-considered choice.

Once you have done this for all topics, your consents are set!

## Complete the questionnaire

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The final step is completing the questionnaire.

We use a questionnaire called the Telescreen 5.1. This questionnaire asks you about your complaints and request for help. We need your answers to assess whether our care meets your needs.

### 3.1 Open the email

Open the email with the subject line "Max Ernst Mental Health Care Questionnaire / Plan Morgen GGZ" from sender noreply@embloom.nl. You should have received this email around the same time as the welcome email.

**Important:** Can't find the email?

- Check your spam or junk mail folder.
- You can also open the questionnaire via the client portal. Log in to your portal and go to the e-Health tab. Click the Romlink button. Click Start and proceed to step 3.3.

### 3.2 Start the questionnaire

Click the link in the email. You will be redirected to Embloom, our secure questionnaire platform. If the link doesn't work, copy the link from the email and paste it into your browser's address bar.

Click the 'Start' button to begin the questionnaire.

### 3.3 Complete the questionnaire

Answer all questions. Completing the questionnaire will take approximately 15 to 30 minutes. You can take breaks during the process. Your answers will be saved automatically. You can restart the questionnaire later using the link in the email (step 3.1).

Complete all questions until the progress bar at the bottom reaches 100%. Then click 'Send'.

**Thank you! You have completed your registration with Max Ernst GGZ.**

## Continuation of your registration

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We will now assess whether your request for assistance is a good fit for our services. You will receive a message as soon as this is clear.

Is your request for assistance a good fit? Then we will place you on the waiting list for an intake interview. As soon as there is space, we will contact you by phone. Unfortunately, there is a waiting list at many locations. We ask for your understanding.

Is our care not suitable? Then we will inform you and your referrer so you can continue your search for suitable support together.

### Questions or need help?

Do you have questions or need help with the steps? Feel free to call us at 088-270 1220 or email [info@max-ernst.nl](mailto:info@max-ernst.nl). We are happy to help!

Sincerely,

Max Ernst GGZ