



## MYPORTAL.MD TROUBLESHOOTING

- *When using the patient portal, please remind patients to NOT use Internet Explorer or any mobile devices, such as a cell phone or tablet – Internet Explorer is not HIPAA compliant and the patient may not be able to view all features of the portal with a mobile device. A desktop or laptop would work best. **If the patient would like to use the patient portal on a mobile device – please be sure to let the patient know to download the “My Portal MD” app.***
- *Password Issues* – Please be sure the patient is aware of the Password Requirements. When creating a password, the password must contain at least 8 characters, one letter, one number, one capitalization, and one special character – **the special character CANNOT be a punctuation or an asterisk (! . , \*) – please try to use characters, such @, #, \$ - a good example is Password\$1**
- *Demographics* – Please be sure that the patient is entering in his/her information EXACTLY as you have entered it into the patient chart and make sure there are no extra spaces after the patient’s first and last name. Other examples include hyphens, periods, apostrophes, nicknames, etc. Once making appropriate edits, please re-send the Registration link and let patient know to use new e-mail to register for the portal.
- *Already Registered* – Please be sure the patient has not already used his/her e-mail address for the portal already. If you click on the Manage Access button next to the e-mail address in the patient chart, you will be able to see a username if the patient has already registered for the portal previously. Let the patient know his/her username and have the patient go into the Registration e-mail to click on the [“Please click here if you already have a username and password”](#) link and then click on the [“Forgotten Account?”](#) link to be able to retrieve the password.
- *Not Registered* – If you do not see a username as the steps above indicate, please click on the [Re-Send](#) link in the Manage Access window to send the Registration link to the patient and have him/her click on the [“Please click here to register”](#) link to start registering.
- *Registration E-mail Not Received* – Please ask the patient to check his/her Spam folder. Some e-mail addresses may block the Registration e-mail or mark it as Spam. Some e-mail addresses may also have restrictions to not allow the patient to access the portal.
- *Unable to View Documents* – Please ask the patient if he/she has a pdf opener on their computer, such as Adobe Reader, PDF Reader, etc.