



## Patient Portal Troubleshooting Tips

### Tips if you have trouble registering:

1. If you receive an **error message** (such as: *account can't be found*), please try the following steps:
  - Make sure the information you entered matches the Portal Account Holder's (Parent) First/Last Name, Date of Birth, and Zip Code. If the information is incorrect, please send us a message through [Contact Us](#) and we can help you update the information and send a new invitation.
  - Try using the Internet Explorer browser when registering. Other browsers have been known to cause issues.
2. If you haven't received an email:
  - If you haven't received an invitation via email and it has been at least 24 hours, please send us a message through [Contact Us](#).

### Tips if you have trouble logging in:

1. Forgot your username or password?
  - Visit [www.myhealthrecord.com](http://www.myhealthrecord.com). On the main page you will find a *Forgot Username* and a *Forgot Password* link. If you have trouble with the links, please send us a message through [Contact Us](#) for further assistance.

### Tips if you have missing or incorrect information in the portal:

1. If your child's **health record** is not updating:
  - Click *Retrieve your latest Health Record* (blue button top right-hand corner) to update your child's records.
2. If you're looking for information about **past visits**:
  - We are currently not able to share past visit information on our Patient Portal due to privacy concerns.
3. If your child's **immunizations** aren't available:
  - Unfortunately, there is not a good way to display immunizations on the portal at this time. Please send us a portal message and we can send you a copy of your child's immunization record.
4. If there is an error present in your child's health record (for example: incorrect weight recorded):
  - Your child's recorded weight displays in our portal on a 10-point scale however, we measure your child's weight in our office by pounds and ounces. Therefore, the recorded weight in the portal may appear different than what you see on your child's health report card.
  - If there is a noticeable discrepancy, please send us a message through the Patient Portal.