



## **Quick Tips for Web Portal Troubleshooting**

Are you having difficulty with our web portal? Your issue may only require a quick fix. Check the list below for some quick troubleshooting tips. If you are still having difficulties, please contact the **marketing department** at **360.449.4984**.

### ***Having trouble logging in?***

- Check your credentials. Username and password are case-sensitive.

### ***Not able to view images?***

- Our image viewing software is not Mac-compatible, only PC-compatible.
- Make sure you are using Internet Explorer for your web browser (be careful you are not using Microsoft Edge if you have Windows 10, the logo looks very similar).
- Logging in with the “Group” option will allow you to see images from other providers within your group/company. Logging in with the “Single” option will only allow you to see your own patients’ images. *If you are a non-provider, you will always need to choose the “Group” option.*

### ***Not able to locate a patient?***

- Logging in with the “Group” option will allow you to see images from other providers within your organization. Logging in with the “Single” option will only allow you to see your own patients’ images. *If you are a non-provider, you will always need to choose the “Group” option.*
- If you are trying to view images for a patient that you did not refer to us, then you must request “all access” to view images from other referring providers outside of your organization. Please contact the marketing department at 360.449.4984.
- Make sure to check the “Check for all dates” option at the bottom of the search criteria.