



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 **IT department** at **360-254-4914 option 3**.

Having trouble logging in?

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

Not able to view images?

- If you are a provider and want to see your own patients please go to reports and make sure the **My** is highlighted green and not the **Group**. Then press the Today, This Week, Last Week or Advanced Search. If you want to see a patient that is not yours please click the **Group** and make sure it is highlighted green.
- If you are a MA, RN or staff member the **Group** must be selected and highlighted green and not the **My** or no patients will appear.
- With the new update, the scrolling feature on images was lost. This feature is no longer supported on the current platform. If you would like to be able to scroll with the images, please request a CD by calling our medical records department (360) 254-4914 option 3, or fax your request to: (360)882-1007.

Not able to locate a patient?

- You can search many different areas. You can search for patients under a provider by searching the provider's last name under referral name.
- You can search for a patients name by entering them in the last name or first name.
- To search for patients who came in on certain days use the appointment date or start and end date.