

Intelichart Patient Portal: Quick Guide

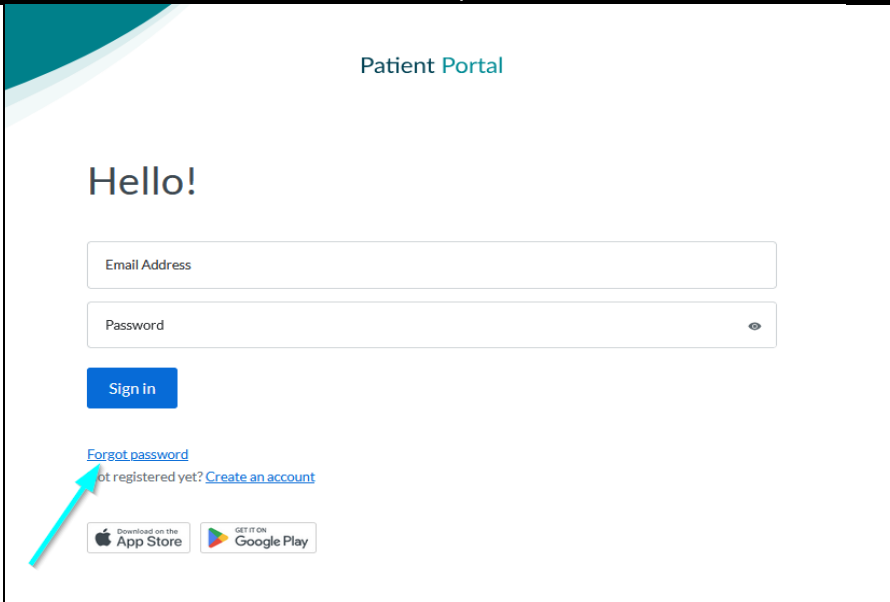
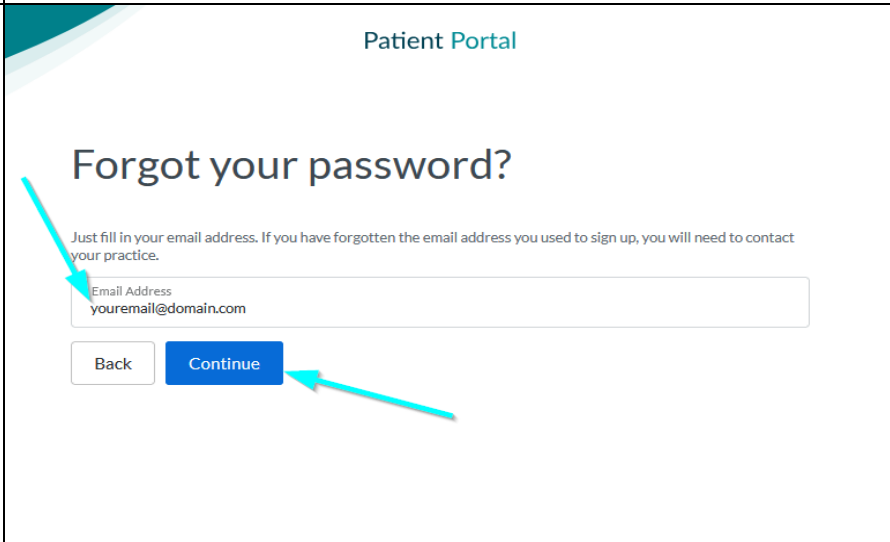
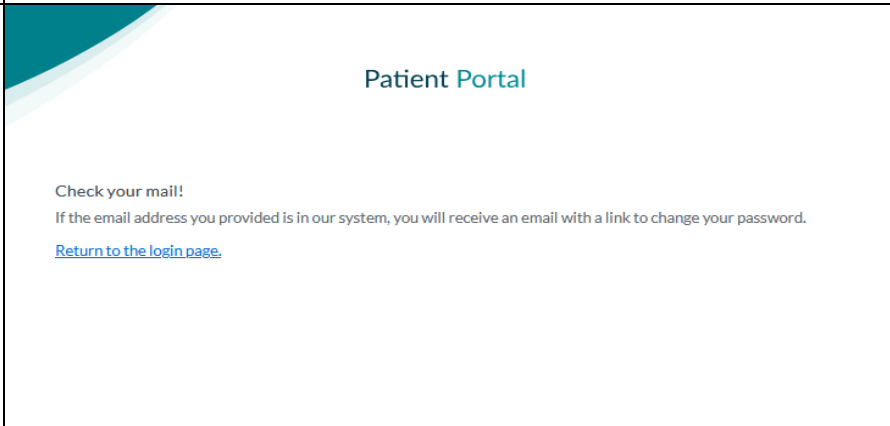
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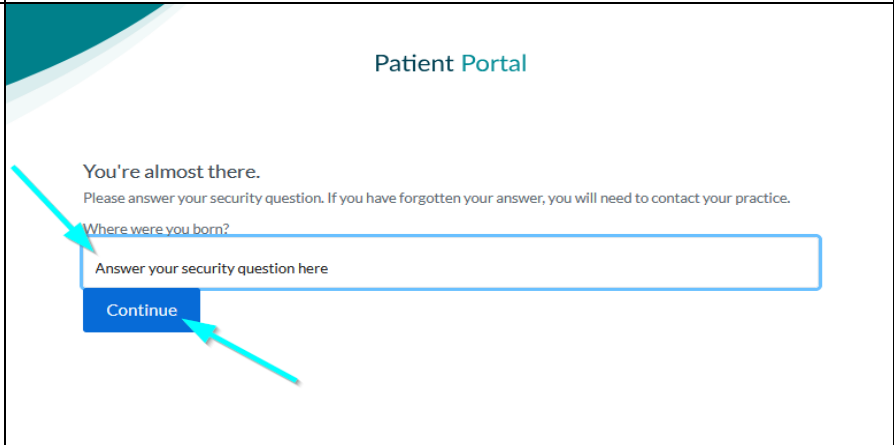
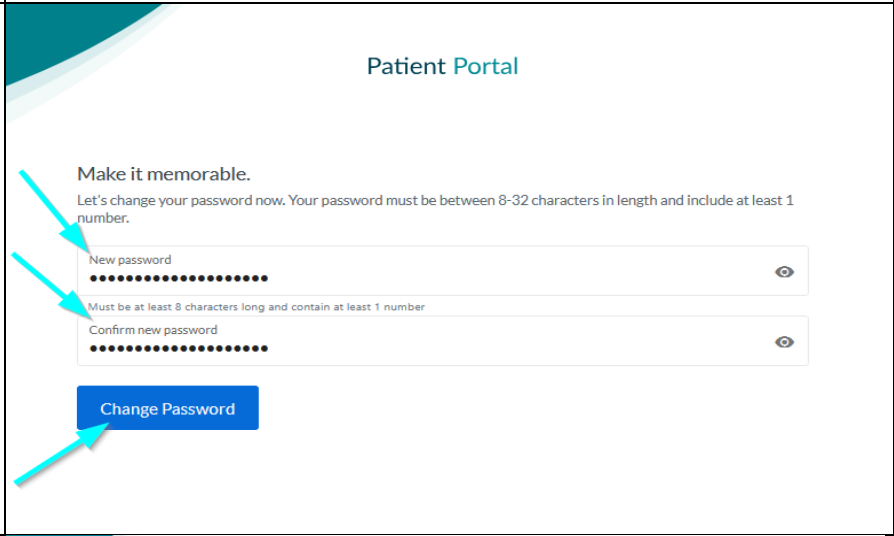
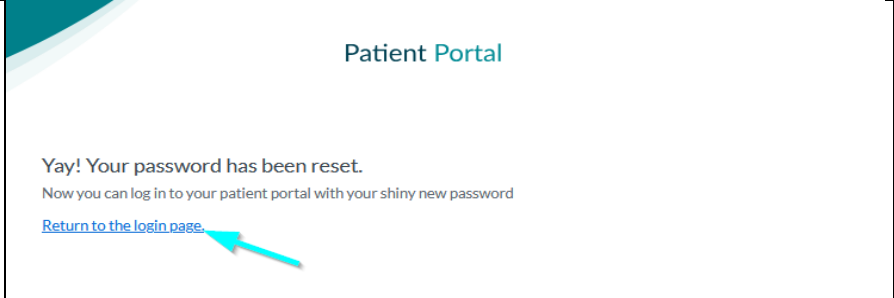
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InteliChart Patient Portal Password Reset

Task	Example
<p>Go to https://patientportal.in.telichart.com/Login/ and select "Forgot Password"</p>	
<p>Enter your email address your account is registered to. Select "Continue"</p>	
<p>Check your email.</p>	

<p>The email should be from no-reply@patientportal.net . Click the link once you receive the email. This will open a new window.</p>	<ul style="list-style-type: none"> • From (Header): no-reply@patientportal.net • To: [redacted] • Subject: Forgotten Password • Sent: [redacted] <hr/> <p>To reset your password click the link below or copy and paste the following URL into your browser:</p> <p>https://patientportal.intelichart.com/login/account/reset-password/[redacted]</p>
<p>Answer your security question. Please note, the security answers are case sensitive. Select "Continue"</p>	
<p>Create a new password. Select "Change Password" when complete</p>	
<p>Select "Return to the login page"</p>	

Hello!

Email Address
youremail@domain.com

Password
.....

Sign in

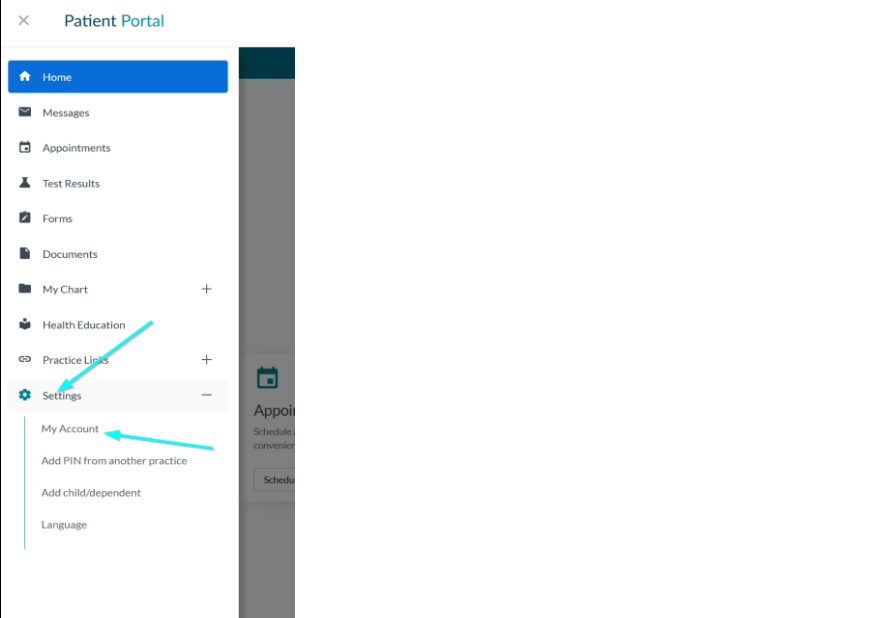
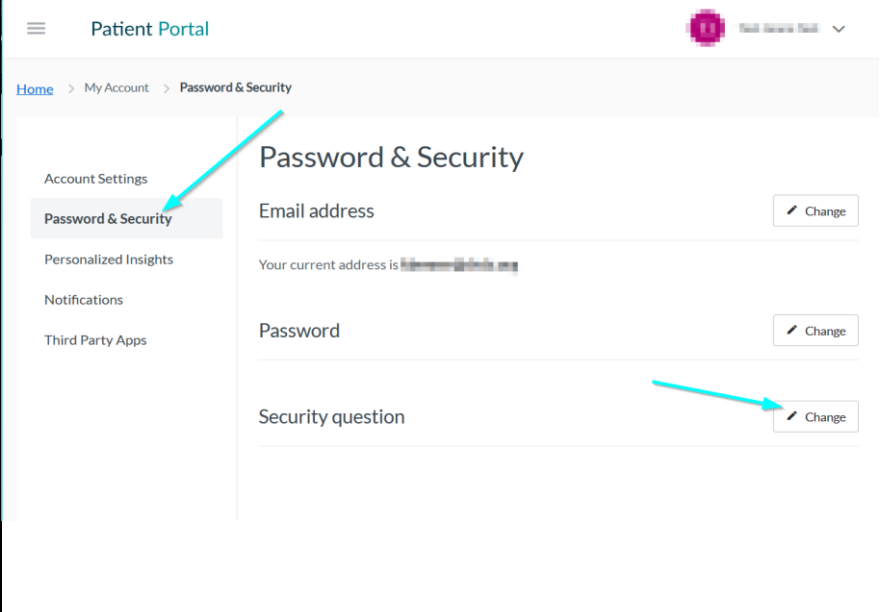
[Forgot password](#)

Not registered yet? [Create an account](#)

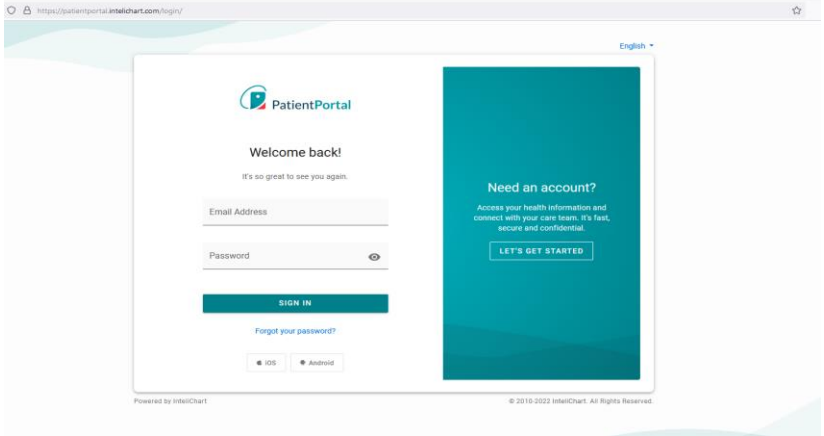
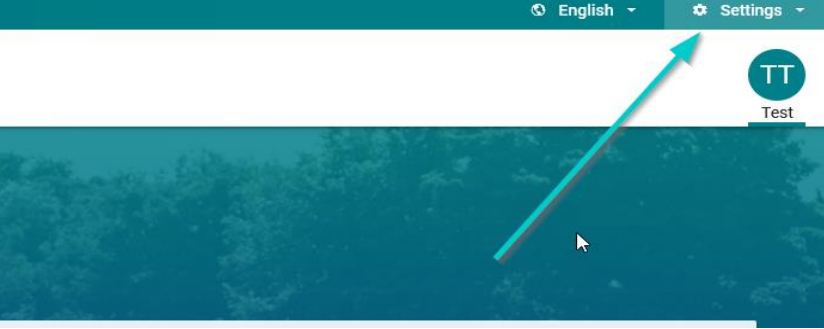
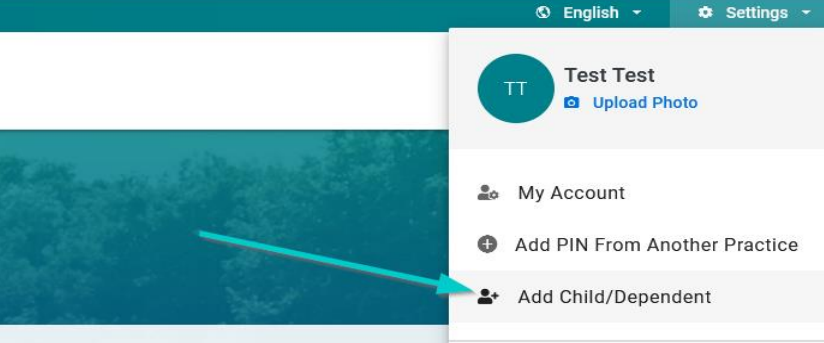


Sign in with your email
and the new password
you just created.

Intelichart Reset Security Questions

Task	Example
<p>Guide the patient through the Patient Portal to reset their security questions. They will need to select Settings on the left hand side and then select My Account.</p>	 <p>The screenshot shows the Patient Portal interface. On the left, there is a navigation menu with items: Home, Messages, Appointments, Test Results, Forms, Documents, My Chart, Health Education, Practice Links, Settings, My Account, Add PIN from another practice, Add child/dependent, and Language. The 'Settings' item is highlighted with a red arrow. Below it, 'My Account' is also highlighted with a red arrow.</p>
<p>Select Password & Security and select Change.</p>	 <p>The screenshot shows the 'Password & Security' page in the Patient Portal. The left sidebar menu has 'Password & Security' highlighted with a red arrow. The main content area shows fields for 'Email address', 'Your current address is', 'Password', and 'Security question'. Each field has a 'Change' button to its right. A red arrow points to the 'Change' button for the 'Security question' field.</p>

Intelichart Adding a Dependent

Task	Example
<p>Have the patient log into the PatientPortal with their registered parent account.</p>	
<p>Select settings in the upper right hand corner.</p>	
<p>Select Add Child/Dependent</p>	

At the same time, you will open the child's account and delete Register Patient.

The screenshot shows a patient profile for 'Test, Mary', who is 'Unregistered'. Her details include 'GNDR Female', 'DOB 1/1/2020 | 2 yrs old', and 'L4SSN'. Below the profile is a navigation bar with 'ADMINISTRATIVE', 'CLINICAL', 'NOTIFICATIONS', and 'COMMENTS'. The 'ACCOUNT SETTINGS' section is active, showing 'Status' as 'Unregistered', 'PIN/VQ' as 'Register Patient' (highlighted with a red arrow), 'Login email' as '(No Registered Email)', 'Password' as a redacted field, and 'Registered on' as 'Patient is pending email verification.'. There is also a 'Generate Passcode' link. Below this is an 'ASSOCIATIONS' section.

We recommend selecting Pin, Full Access and entering the guardian's email address then selecting Select Pin / Verification Question.

The screenshot shows the 'Patient Registration for Test, Mary' form. It has several sections: 'Enterprise PIN' is set to 'ON'; 'Register Patient with' has 'PIN' selected (highlighted with a red arrow); 'Accessibility' has 'Full Access' selected (highlighted with a red arrow); 'Email Address' is entered as 'GuardiansEmail@email.com' (highlighted with a red arrow); 'Text Message' options are present but not selected. At the bottom, there are three buttons: 'Cancel', 'Send PIN / Verification Question' (highlighted with a red arrow), and 'Complete / Log In'. The form also displays 'SNXRS-MMCOA' and a 'Print PIN' link.

The patient will receive an email with a link and a PIN.

The screenshot shows an email notification from 'no-reply@patientportal.net' with the subject 'Register with your Patient Portal account'. It includes a cautionary note: 'CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or on clicking links from unknown senders.' The email body says: 'Looks like you would like to add Mary Test to your account. To add them to your account, you'll need to sign in to your patient portal account https://patientportal.intelichart.com/login/Registration/15402317619122213020806409909237239140180000139/1120021290971901351902422430231361402451610320007?EFD=112002129097190135190242243023136140245161032000&ppid=042248036187201014140106214191174192054083176100&hs=True'. It provides instructions on how to register the child and what to do when prompted for a PIN.

The patient will add the Dependent's PIN you sent them and the Dependent's Birthday then select Add Account.

Add a Child/Dependent Account

You should have received a PIN from the practice via email, text message or in person.

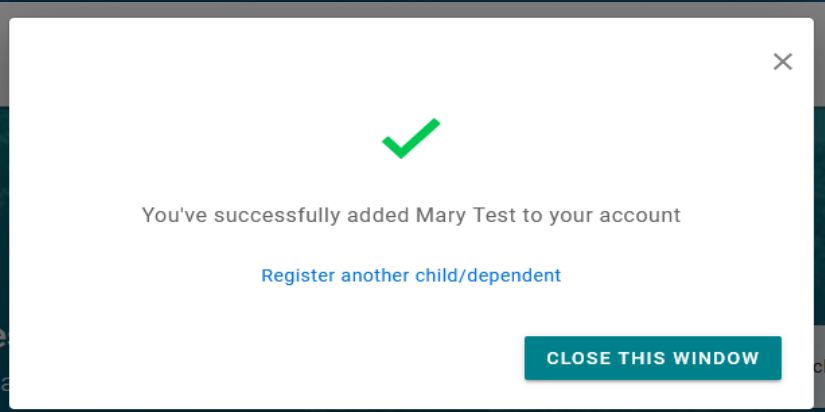
Child / Dependent's PIN

Child / Dependent's Birthday

mm/dd/yyyy

CLOSE ADD ACCOUNT

The patient when then receive confirmation they have completed this task successfully.



They will now have access to their account and their dependent's account in the upper right hand corner of their Intelichart screen.

