TROUBLESHOOTING HINTS THAT OTHER FOREST HILLS PEDIATRICS USERS HAVE EXPERIENCED:

1. **You can create account for yourself and one child but not subsequent children**
   - Login into your new portal account via: login.intelichart.com/foresthillspediatrics and in upper right corner click 'My Account', and choose 'Add child/dependent'
   - Add your additional children with the PIN from each respective email for each child; this PIN must be typed, it cannot be copied/pasted

2. **You cannot enter the PIN**
   - PIN needs to be manually entered
   - It cannot be copied/pasted

3. **You get an error about birthdates not matching**
   - Start over with the first child from the original email
   - Instead of clicking 'I'd like to add another child', instead click the 'Create My Account' button
     - You will then be directed into the portal at which time you can click on 'My account' in upper right and choose 'Add child/dependent'

4. **You mistakenly enter your child's name and date of birth as the parent account**
   - Log into the portal with your email and chosen password
   - Under the Teal Bubble letter for your child (which really should be you!):
     - Select 'My Chart' from the menu on the left
     - Select 'Summary'
     - You can then select the 'Edit' pencil and correct your name and date of birth to your personal information instead of your child's

5. **Adding young adults (18 years +)**

   - We have only sent PINS to you for your minor children as you have full access to their records which expires on their 18th birthday
   - If you would like access to your young adult's records, you can either:
     - Have your young adult gain access to their portal via their preferred email address and then he/she/they can grant you proxy access to his/her/their records
     - Call/email our office if you know that your child has consented to your access and we have that consent on file. If so, we can grant you proxy access. We will need to know your email, your (yes, the parent's) date of birth and cell phone number in order to execute this request

6.

6.Internet Servers/Platforms

- PHONES:
  More difficult to register on but can be done
  Be sure to "Create Account" <u>**first**</u>, **THEN** "I'd like to add another child"
  then you can add subsequent children with the PINs as described above

- INTERNET BROWSERS:
  Google Chrome seems to work the best

7. Portal says you're IN but can't see any clinical information

- It sometimes takes a few days for info to populate; A 'triggering' event, like an appointment will cause this to happen sooner; no worries, be patient

8. Can't see labs

- Call the office, we can send you a copy of the lab document if you need it for school/daycare

9. Email us or call the office with the email address of a 2nd parent who would like access to your child's record