

 **Important Content Update Message**

We are currently updating the OP Help Center content for OP 20. We appreciate your patience as we continue to make these updates. To locate the version of your software, navigate to: **Help tab > About**

How do I get an Associated User to show on the Practice Portal?

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If a user is not found in an Associated User list, try the following steps:

- If the Associated User is a clinical staff member, check the **Providers** section: **Navigation Panel > User Administration > Providers**. Locate the Associated User in the list, and follow the **instruction** on Adding Clinical Staff to the Practice Portal.
- If the Associated User does not show under Staff Members or Providers, edit a piece of user information in the Staff/Provider directory in OP and save. It may be necessary to check back in 15-30 minutes to see if the changes triggered an update for the user in the Practice Portal.
- If your practice has multiple locations, click the Locations drop-down and choose another location. Check for the staff member or provider in each of the locations.