

We are currently updating the OP Help Center content for the release of OP 14.19 or OP 19. OP 19 is a member of the certified OP 14 family of products (official version is 14.19.1), which you may see in your software (such as in Help > About) and in the Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

## Do Message Groups populate from Departments in OP?

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Message Groups do not populate from Departments in OP. There are standard Message Groups that are configured with every Practice Portal. These groups can be deleted or modified to meet the needs of the practice. Please be aware that Message Groups are attached to Categories. If a client wishes to change the name, they also need to confirm they are changing associating it to the proper category. A Message Group may only have 1 associated category. If a practice chooses more than 1 Category, the messages will not be sent. At this time the only types of messages that can be sent from the Patient Portal are: Messages, Appointment Requests, Medication Refill Requests and Referral Requests.