Understanding PIN Generation (InteliChart Portal)

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The content in this article is relevant to the InteliChart Portal.

For documentation on the OP Portal, please**click here**.

About

The following bullet points are intended to provide some details about PIN generation.

- The generation of a PIN authenticates that the person being supplied the PIN has the authority to create a portal account and access the patient's health information.
- The PIN applies to the patient, **not** the parent. Unless, of course, the parent is also the patient. It is directly related to the patient's name and date of birth. If a patient is registered as Baby Boy, Baby Girl, or another unofficial name, the name in Basic Info should be updated to the patient's given name **before** a PIN is issued.
- PINs do not expire.
- Multiple PINs can be generated for a patient in the event a parent misplaces the PIN that was generated.
  - Only one PIN is **active** at a time. If the practice issues a PIN that is unused, a new PIN can be issued. The newly issued PIN will now be the active one.
- PINs are case-sensitive and must be entered exactly as they appear on the PIN printout or in the welcome email.
- The same PIN can be used by multiple parents to create separate portal accounts.
  - Parent #1 receives a PIN and creates a portal account by either following link in the welcome email or by navigating to the OP Patient Portal URL from the printout.
  - Parent #2 navigates to the portal URL and creates their own account by entering the same PIN for the child when prompted to do so.
  - Both parents will be listed in the Associations section of the patient's account on the OP Practice Portal.
- A PIN is only active once the**Complete Registration** or **Complete/Log In** button is clicked in the Registration window (in InteliChart).