

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.

Why aren't patient portal messages coming into OP?

Last Modified on 10/16/2019 3:38 pm EDT

If a parent selects **On behalf of: Myself** when composing a message, the message will fail. This is due to the lack of patient ID for the parent in OP. They must choose the patient for whom the message applies.

The practice can turn off the option to Allow Self Registered Person to Send Message to avoid having the parent listed in the On behalf of drop-down menu. This option is located in **Portal Management > Patient Interface > Allow Ability to Send Message > Allow Self Registered Person to Send Message**.