Where can I see the status of a patient's portal account?

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A patient's Portal Account status can be viewed in various areas within OP. The field may display a status of Inactive, Active, or Unknown.

- Basic Information section of the Patient Chart. To view an updated status after completing portal registration, use the **Refresh** button located next to the Portal Acct: indicator to pull in real-time information.

- Tracking window. If the patient has a scheduled appointment, the **Portal Account** column can be referenced to confirm the patient's portal account status.

- Add/Edit Appointment window. When scheduling or editing a patient appointment, the Portal Account field can be referenced to view a patient's portal account status. You may click the **Create/Validate Portal Account** button 🗔 to begin the InteliChart registration.