# Update Portal Account Status

Last Modified on 02/15/2021 10:06 am EST

Overview

The ability to validate and view a patient's portal account status is possible from the Tracking window. It is recommended the **Update Portal Accounts** button is selected each morning to view the up-to-date information as the practice begins to see patients. If necessary, this button may be selected throughout the day. It is important to note, depending upon the total number of patients scheduled for the day, the update may take time to run.

1. Navigate to the Tracking window: **Clinical, Practice Management or Billing tab > Schedule > Tracking radio button**
2. Click the **Update Portal Accounts** button.
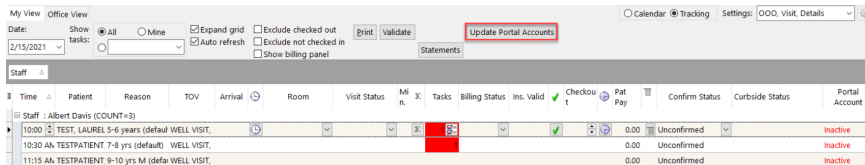
3. If a patient is currently not found on the InteliChart Practice Portal, the below message will display.
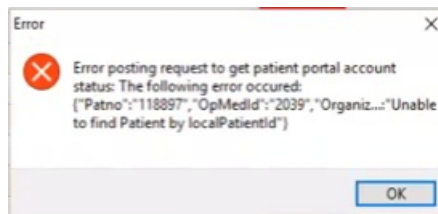
4. Click **OK** to continue with the update.

> 📌 **Note**: The above error message is information only informing the practice a patient on the schedule is not available on the InteliChart Patient Portal. Once the OK button is selected the update will continue.