



Troubleshooting when creating your portal account:

1. You can create an account for yourself and one child but not subsequent children:
 - Log into your new portal account via: login.intelichart.com/tanqueverdepediatrics
 - In upper right corner, click "My Account", choose "add child/dependent"
 - Add your additional children with the PIN from each respective email for each child. **Note: the PIN must be typed, it cannot be copied/pasted.**
2. You cannot enter the PIN:
 - PIN needs to be entered manually. It cannot be copied/pasted.
3. You get an error about birthdates not matching:
 - Start over with the first child from the original email
 - Instead of clicking "I'd like to add another child", click "Create My Account". You will then be directed into the portal at which time you can click on "My Account" in the upper right and choose "Add child/dependent".
4. You mistakenly enter your child's name and date of birth as the parent account:
 - Log into the portal with your email and chosen password
 - Under the **Green** bubble letter for your child (which really should be you):
 - Select "My Chart" from the menu on the left
 - Select "Summary"
 - In the demographics section, select the "edit" pencil and correct your name and DOB to your personal information instead of your child's.
5. Adding young adults (>18years):
 - We have only sent PINs to you for your minor children as you have full access to their records which expires on their 18th birthdays.
 - If you would like access to your young adult's records, you can either:
 - Have your young adult gain access to their portal via their preferred email address and then he/she/they can grant you proxy access to his/her/their records -or-
 - Call our office if you know that your child has consented to your access and we have that consent on file. If so, we can grant you proxy access. We will need to know your email, your (parent's) DOB and cell number in order to execute this request.
6. Internet Servers/Platforms:
 - Phones: More difficult to register via phones, but can be done
 - Be sure to "Create Account" first, THEN, "I'd like to add another child" then you can add subsequent children with the PINs as described above.
 - Internet Browsers: Seems to work best on **Google Chrome**

Troubleshooting tips once navigating within the new portal:

1. Similar to the old portal, always be in the chart of a specific child if/when looking for information regarding that child.
 - The active chart is whichever green bubble is active in the upper right corner
 - For sports/health forms, well visit handouts or message attachments, you need to be in a specific chart
 - Forms (sports, letters) will appear in “My Chart” - Documents Tab
 - Scroll to the bottom under “Encounter notes”
 - Not a logical location, but we understand these documents may land someplace more logical in the future
 - Well Visit Handouts appear in the “Health Education” section
 - Message attachments are under the “Documents” tab as noted above
2. Lab results:
 - Again, make sure you are in an active chart by click the green bubble of the appropriate child. You will find lab results either in “My Chart”, then “Labs” or by clicking on the flask in the left column.
3. Immunizations:
 - Again, make sure you are in an active chart by click the green bubble of the appropriate child. You will find lab results in “My Chart”, then “Immunizations”.
4. Portal says I’m IN but I can’t see any clinical information:
 - A triggering event causes clinical information to populate in the portal. If your child did not have a recent appointment or message to the nurses/MDs or any requests via the portal, your information would not be populated.
 - Please call our office and leave a “I would like clinical information imported into the portal” message, or send us a portal message using the portal and within 72 hours, your child’s information should import.
 - We know this is a little goofy, but that is how the program is set up to ensure timely information to active patients only is communicated.

Troubleshooting tips with completing surveys:

1. Each survey arrives as its own message.
2. Please check your portal prior to each appt to see if your child (or you) has a survey to complete.
3. After completing a survey, delete the corresponding message.

Please call our office at 520-722-2585 and we will be happy to assist you in any way possible. Thank you for your patience and your time!