



## How to Navigate InteliChart's Mobile Application

WWMG's partner for your Patient Portal



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**Western Washington**  
Medical Group

## Mobile App Overview

### What is it?

- Patient Portal Mobile Application

### How do I access App?

- Download the Patient Portal application from the App store or Google Play

### Supported Devices:

- Android and Apple Mobile Devices

### Supported Versions:

- Android: current and two versions back
- iOS: current and two versions back

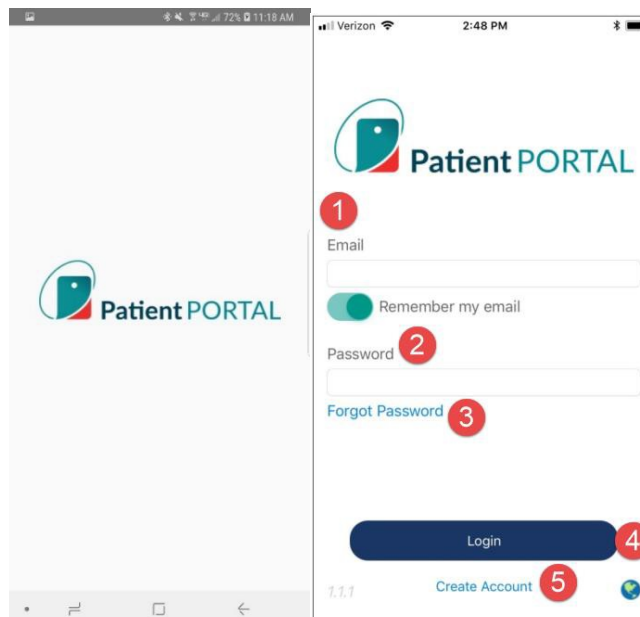
### Features:

- Log in page:
  - Ability to log in if a registered Patient Portal User
  - Ability to initiate the Forgot Password from the mobile app log in page
  - Ability to create an account in the mobile app **(PIN required)**
- Registration workflows for “Myself” and “Child” **(PIN required)**
- Secure Messaging
- View upcoming Appointments (reschedule and cancellation requests)
- Request new appointment
- View Lab Results and Details
- Manage dependent accounts in the app (Children and Proxy Patients)
- Manage Profile page:
  - Update email/password
  - Add additional practices using PIN for self and a child
  - Add additional children using a PIN to your account in app

### Login and Homepage

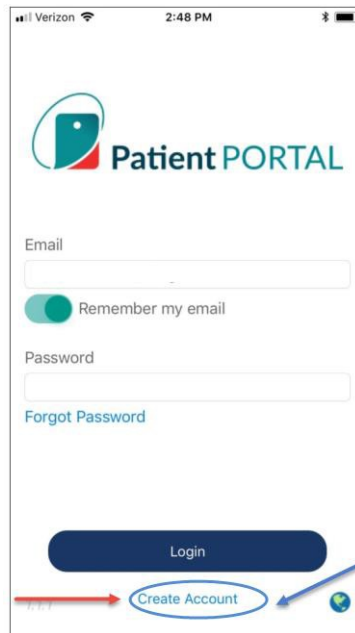
To log into the Patient Portal via the app:

1. Enter the **Email** that was used to register for the Patient Portal
2. Enter the **Password** that was used to register for the Patient Portal
3. **Forgot password**- click on this link, if you forgot your password. It will send an email to you to recreate a new password.
4. Click the **Login** button after entering the email and password to open the Patient Portal
5. Click the **Create Account** to register for the Patient Portal, if you have not done so previously. You will need a PIN to register through the Mobile App.



## Register for the Patient Portal using the Mobile App

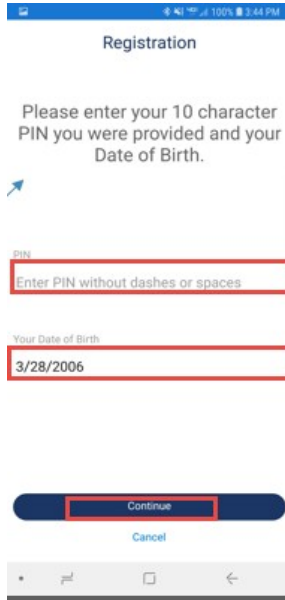
1. Click the **Create Account** link:



2. This will open the Registration page, next select who you are registering for:



3. Enter the 10 character **PIN** that your practice provided, enter your **Date of Birth** and click **Continue**:



Registration

Please enter your 10 character PIN you were provided and your Date of Birth.

PIN  
Enter PIN without dashes or spaces

Your Date of Birth  
3/28/2006

**Continue**

Cancel

4. If you are adding a child, enter the Child's 10 character **PIN** that you received from the practice, enter the Child's **Date of Birth** and click **Continue**:



Registration

Please enter your Child's 10 character PIN you were provided and their Date of Birth.

*If you are registering more than one child, you can add them later.*


PIN  
Enter PIN without dashes or spaces

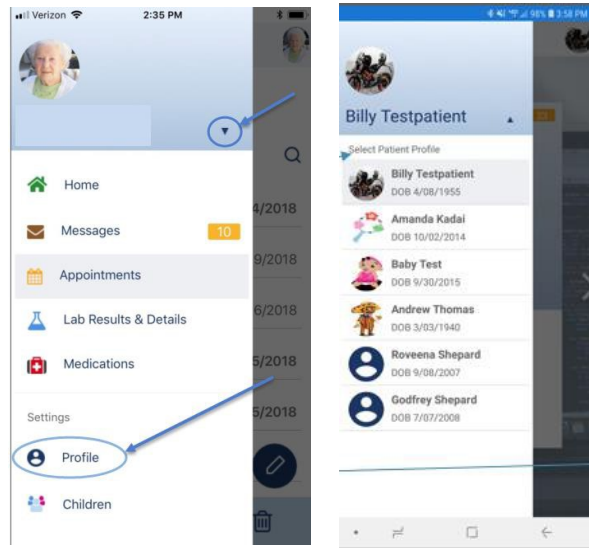
Child Date of Birth  
3/28/2018

**Continue**

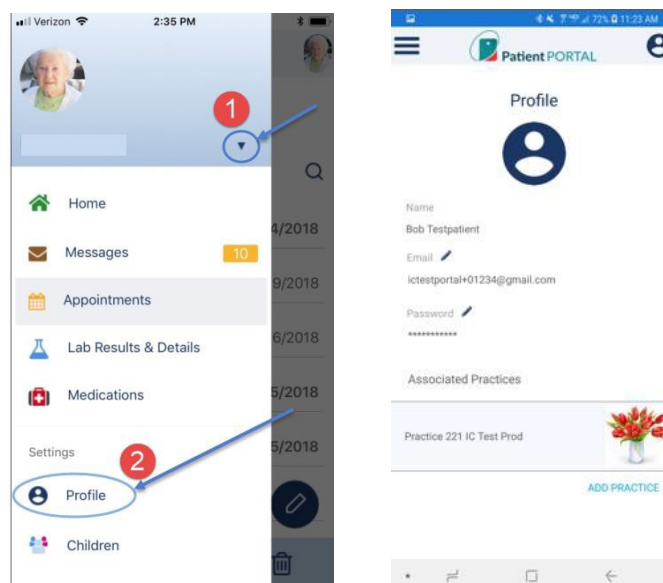
Cancel

### Menu Navigation & Profile

1. You can change to a different account by clicking the  icon. This will open a page showing the accounts that are associated to your Patient Portal. Click the name of the account you would like to access:



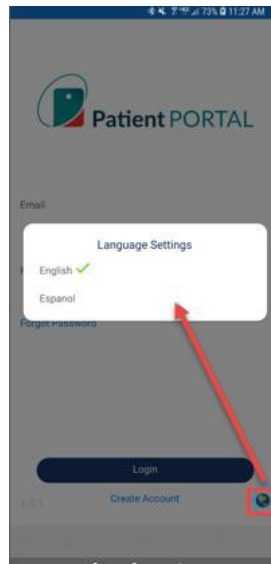
2. To view the Profile page, click **Profile** under Settings. This will display the patient Name, the Email that was used to create the account and the Associated Practices:



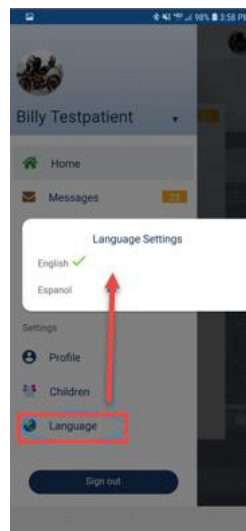
## Language Settings

To change the language in the Mobile App:

1. On the log in page, click the  link and select the appropriate Language



2. If logged into the Patient Portal, click the **Language** icon:

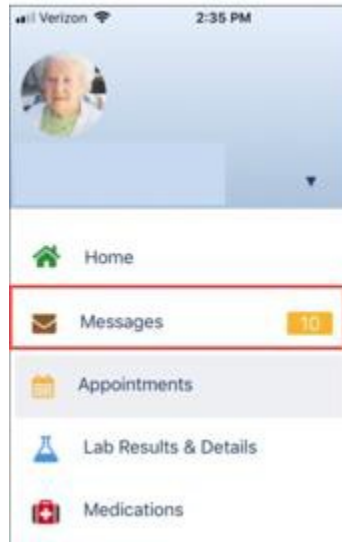


**Note:** *English and Spanish are currently supported.*

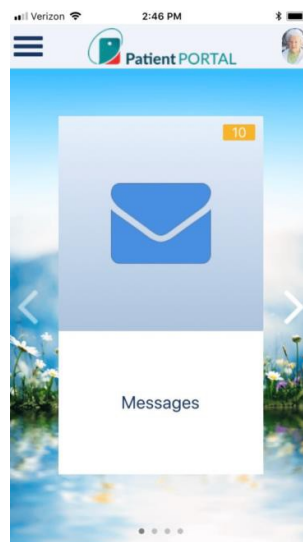
## Messages

To access your messages:

1. To access your messages, click the **Messages** icon on the navigation page. The numeric value to the right of the icon indicates the number of messages that are in the messages folder.



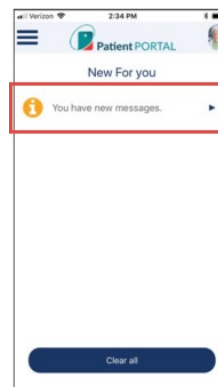
2. This will display messages.






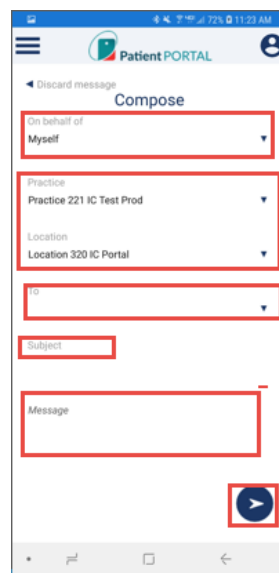
## New for You Page

1. This will show the new messages for you.



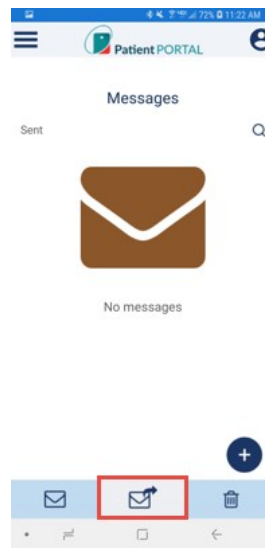
To compose a message:

- Click the **Pencil** icon  at the bottom of your Inbox
- Select who the message is **On Behalf Of**
- Select the appropriate **Practice** and **Location** using the dropdown arrows
- Select who the message is being sent to using the dropdown arrow
- Type the **Subject** of the message
- Compose body of **Message**
- Click the Arrow icon to send the message



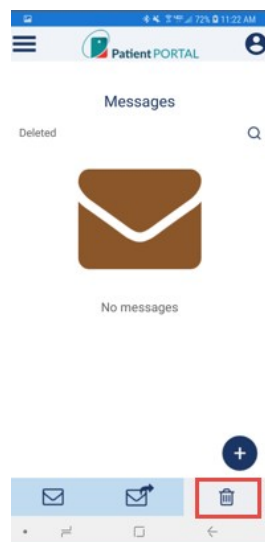
To view **Sent Messages**:

- Click the Envelope icon with the arrow



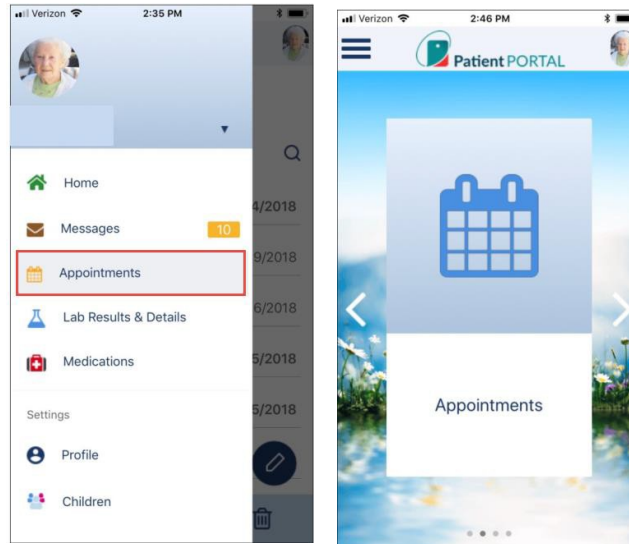
To view **Deleted Messages**:

- Click the Trashcan icon

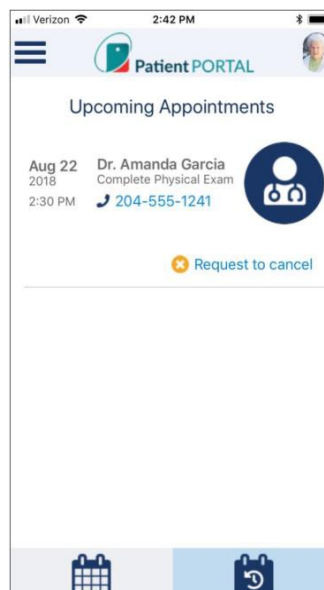


## Viewing Upcoming Appointments


- Click on the **Appointments** icon from the Menu Page:

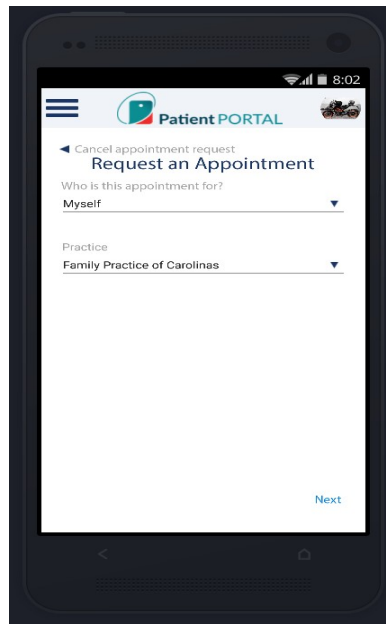


- The Upcoming Appointments will display. To view the detailed information about the appointment, click on the appointment:



## Request an Appointment

- To request a new appointment, click the  button.
- Select who the appointment is for and the practice then click the **Next** link.




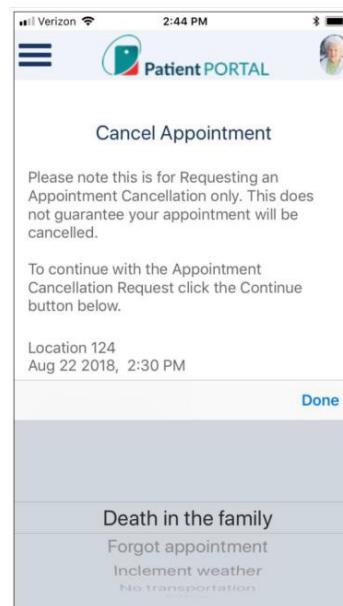
- Select **Location, Provider, Appointment type** and **Reason for Visit**:




**NOTE:** *In order to utilize Appointment Scheduling in the Mobile app, there is configuration needed in the Practice Portal.*

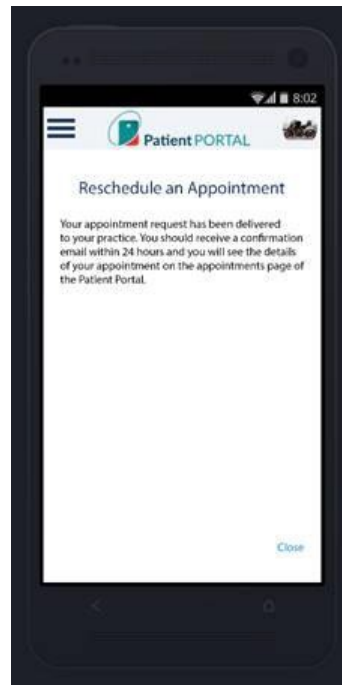
## Cancel Appointment Request

- To cancel an appointment, click the  **Cancel** link.
- Select the reason for Cancellation and click the **Continue** button.



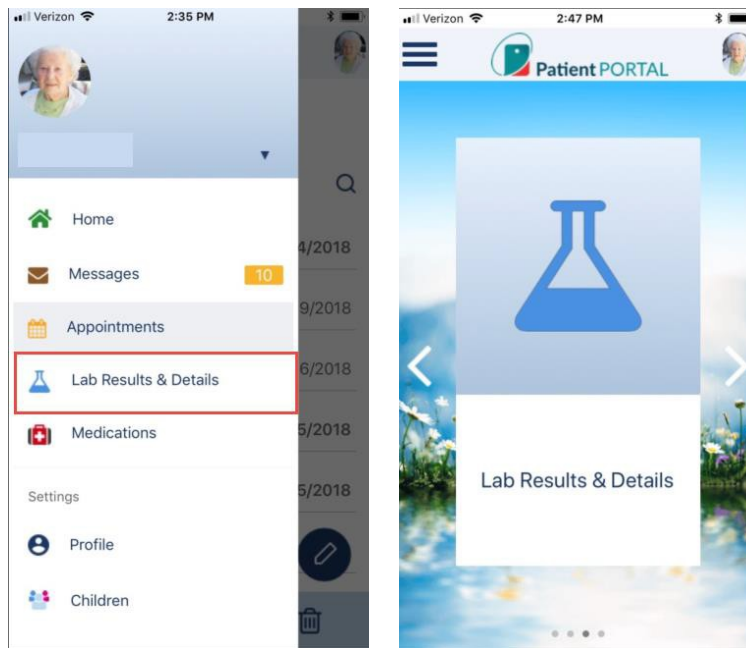
### Reschedule Appointment Request

1. To reschedule an appointment, click the  **Reschedule** link.
2. Select the reason for Reschedule and click the **Continue** button.

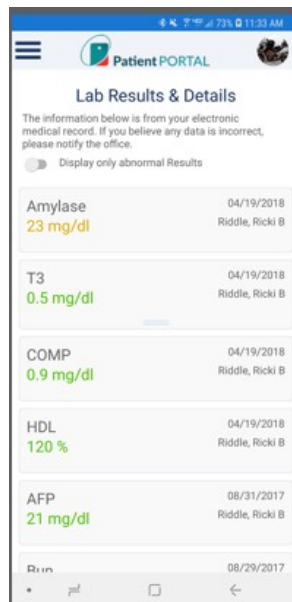


## Viewing Lab Results

- Click the **Lab Results and Details** icon:

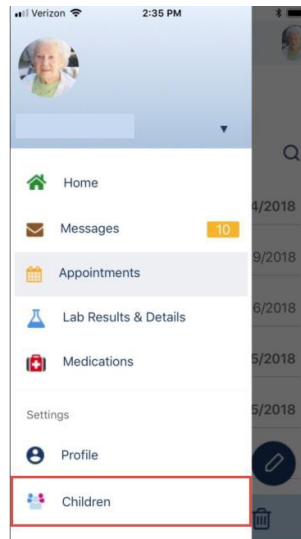


- If Lab Results are available, you will see a list of the **Lab Results & Details**:

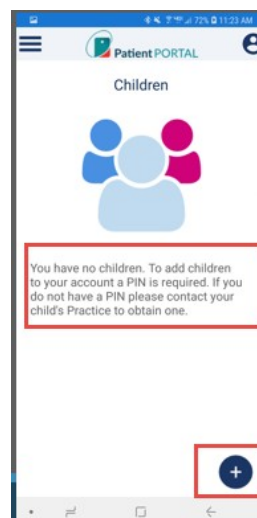


### Children as Dependents on Accounts

- If the patient has children as associated dependents on the Patient Portal, the children's accounts can be selected from the Menu page by selecting the **Children** icon:

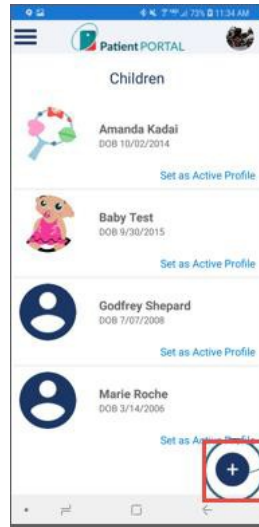



- If the patient does not have a child associated with their account, the below screen will display. Click the **Plus** icon to add dependents (you must have a PIN from the practice).





- If dependent children have been added to the Patient Portal account, it will display as shown below. Additional dependents can be added from this page by clicking on the **Plus** icon:



- Clicking on the **Plus** icon  will open the Registration page to add the associated dependent child. (You must have a PIN number from the practice to register the dependent child). Enter the PIN, dependent's Date of Birth and click **Submit**.

Registration

Please enter your Child's 10 character PIN you were provided and their Date of Birth.

*If you are registering more than one child, you can add them later.*

PIN  
Enter PIN without dashes or spaces

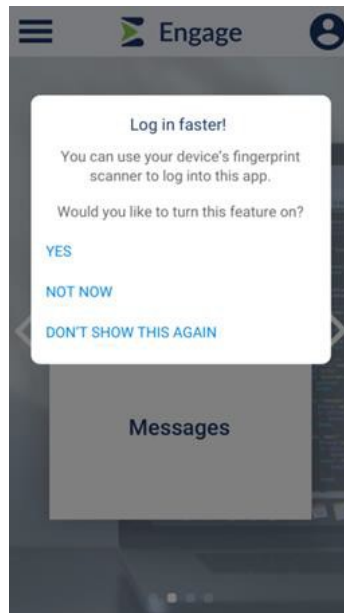
Child Date of Birth  
5/15/2018

Submit

Cancel

### Mobile Fingerprint Scan for Login

- You can log into the Patient Portal by enabling the fingerprint scan option of your mobile device.



- You may now login to the Patient Portal using the fingerprint Scanner of the device.



Email  
obiwan@rebel.scum

☒ Remember my email

Password  
\*\*\*\*\*

[Forgot Password](#)

