

Physician Portal Troubleshooting Guide

Problem	Example	Answer
Unable to SSO to Lab Orders Tab	“Your identifier may be invalid or locked out”	<ul style="list-style-type: none"> ➤ Verify UUID is in user’s LOR profile ➤ Verify there are no spaced at the end of the UUID in the LOR profile
Unable to SSO to Lab Orders Tab	“Internet Explorer needs to be configured to trust our domain”	<ul style="list-style-type: none"> ➤ Verify https://*.care360.com is in the Trusted Sites. (IE Option, Security, Sites) ➤ If added, verify there is no space at the end of URL. (If the URL is copied from the online help, there maybe be a space at the end) ➤ From the Security Tab, click Trusted sites, click Default Level. Verify the Security Level for that zone is Low. ➤ From the Security Tab, click Trusted sites, click Custom Level. Scroll to the Miscellaneous section and verify “Access data sources across domains” is set to enabled.
Unable to scroll within Lab Orders		<ul style="list-style-type: none"> ➤ The scrolling only works when the cursor is placed on the far right hand side next to the scroll bar. Scrolling does not work within the frame.
The patients DOB did not populate after retrieving patient record via bridge (while entering lab order)		<ul style="list-style-type: none"> ➤ Check to see if the patient’s last name contains a comma. Using a bridge in conjunction with data that contains a comma will not work as expected.
User attempts to click on the “write a prescription” link,		<ul style="list-style-type: none"> ➤ Verify the client is not on Quest Hardware ➤ Verify the client is not on a MAC ➤ Verify the client is using Internet Explorer ➤ Call MedPlus Support

<p>but it doesn't work</p>		
<p>User clicks on the “choose favorites” or “search pharmacies” link or user selects a medication from the search screen and the user is presented with a white screen. The system appears not to be responding.</p>		<p>➤ Instruct client to disable and exit Norton Password Manager This has also been described by clients as a white screen when choosing a medication or pharmacy.</p>