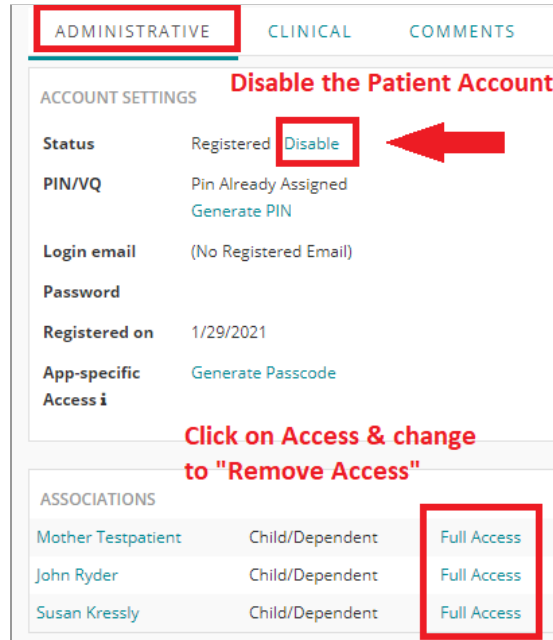# March 29, 2021 Portal Tips & Tricks

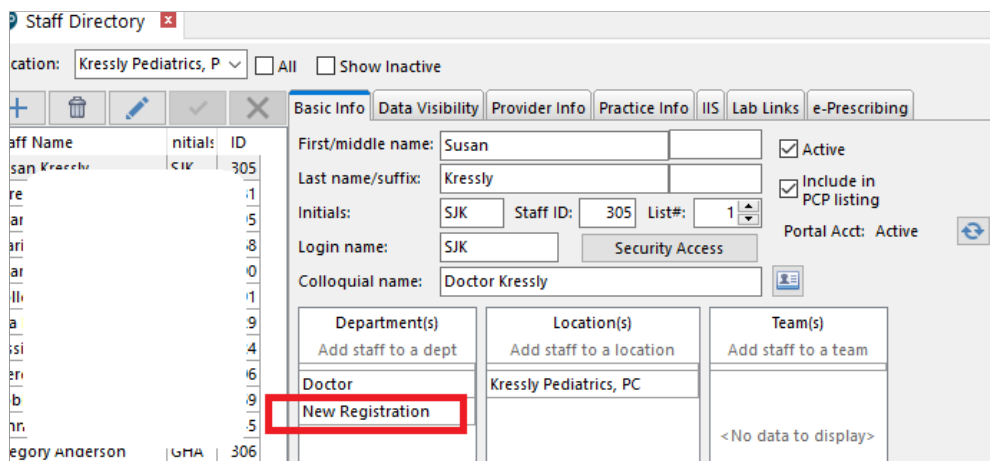## *Inactivating patients in OP and the InteliChart Portal*

Recommendation: When a patient with an active portal account transfers from your practice, you will want to disable their account in the InteliChart Practice Portal and remove parental access, if you no longer want them to be able to communicate with you via the portal (**Note**: OP and InteliChart are exploring the possibility of future read-only access for prior patients). See the screenshot below for instructions on how to disable the account.

Getting self-registration messages to your practice team

If you have self-registration turned on for your portal, be sure to add someone in your practice team to the New Registration Department in the OP Staff Directory. This individual will receive a notification that a self-registration has occurred (and if you have been looking for these, look under $AD for any messages you may have missed.) Additional QRGs for self-registration available here.