

## May 13, 2021 Portal Tips & Tricks

### *Parents/Patients Linking to a Second Practice*

If you have parents who already have a link to an IntelliChart portal for themselves, or for a different practice, they **should not** create a second account. Instead, they should use their current account to link to your practice according to this [OP Help Article](#).

### *Portal Status SQL*

If you are looking for an overview of your patients' portal status in OP, try [this SQL](#) to identify your gaps. If the status is unknown, double-click on the patient in the SQL results to go directly to the patient's chart. Head to the patient's Basic Info (Demographics) and click the **Refresh** Button for Portal Account to get the most current status. Looking to engage the patients who you haven't reached? Filter by Inactive and have your team proactively reach out.