

Patient Portal Troubleshooting (beyond password reset)

The Patient Portal is web-based. Like any website, browsers save temporary information called **cache and cookies** to help websites load faster. Occasionally, this saved information becomes outdated and can cause a website to load incorrectly or not work as expected.

This is a common issue with web-based sites and does not necessarily mean there is a problem with the patient's portal account.

Before Contacting Athena Support

Staff should try the steps below with the patient before submitting a ticket to Athena Support.

These are the **first troubleshooting steps Athena Support will typically ask you to complete** when investigating a Patient Portal issue.

What to Tell the Patient

“This can happen with any website when your browser holds onto older saved information. Let's clear that information and try the portal again.”

iPhone/iPad – Safari

1. Open **Settings**.
2. Type **Safari**.
3. Tap **Safari** in the search results.
4. Tap **Clear History and Website Data** (this will be found toward the end).
5. Confirm when prompted.
6. Reopen Safari and try the Patient Portal again.

Google Chrome

1. Open **Chrome**.
2. Tap the **three dots (:)** (found at top right or bottom right).
3. Select **Delete Browsing Data**.
4. Select **Cookies/Site Data and Cached Images and Files**.
5. Tap **Delete/Clear Data**.
6. Reopen Chrome and try the Patient Portal again.

Microsoft Edge (less commonly used)

1. Open **Edge**.
2. Tap the **three-dot menu (...)**.
3. Go to **Settings → Privacy → Clear Browsing Data**.
4. Select **Cookies/Site Data and Cached Images and Files**.
5. Clear the data.
6. Reopen Edge and try the Patient Portal again.

If the Patient Cannot or Does Not Want to Clear Their Browser Data

Do not frustrate the patient by continuing to walk them through steps they are uncomfortable completing. Instead, ask them to:

- **Try a different browser** than the one they normally use.
Example: If they normally use Safari, try Chrome
- **Try another device**, if available.
Example: Try a computer or tablet instead of their phone.

If the Issue Still Does Not Work

1. **Document the troubleshooting attempt in a Patient Case**, including what was attempted and whether the patient was able or willing to complete the steps.
2. Document whether a **different browser or device** was attempted.
3. **Submit a ticket to Athena Support** for further investigation.
4. Include the troubleshooting already completed in the ticket.