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Disabled AveraChart Portal Error

Overview

This tip sheet outlines the steps to assist patients if they received a disabled error message when trying to get into their AveraChart patient portal app from their mobile device.

Steps to Logging into the AveraChart patient portal

1. When logging into the AveraChart app, patients may be prompted with an error message like the below.



2. This screen may display for up to a minute. You're than presented with message to Allow or Reject analytics and cookies. You can select either option to continue.



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Disabled AveraChart Portal Error (cont.)

3. Click the dot icon in the upper right corner and select Change Portal.



4. Select the My Recent Portals dropdown.



5. Select US States from the list.



6. Select the state where your Avera provider is located (i.e. South Dakota).



7. Select the Avera AveraChart portal option.



8. Login to the app using your username and password.

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