

Disabled AveraChart Portal Error

Overview

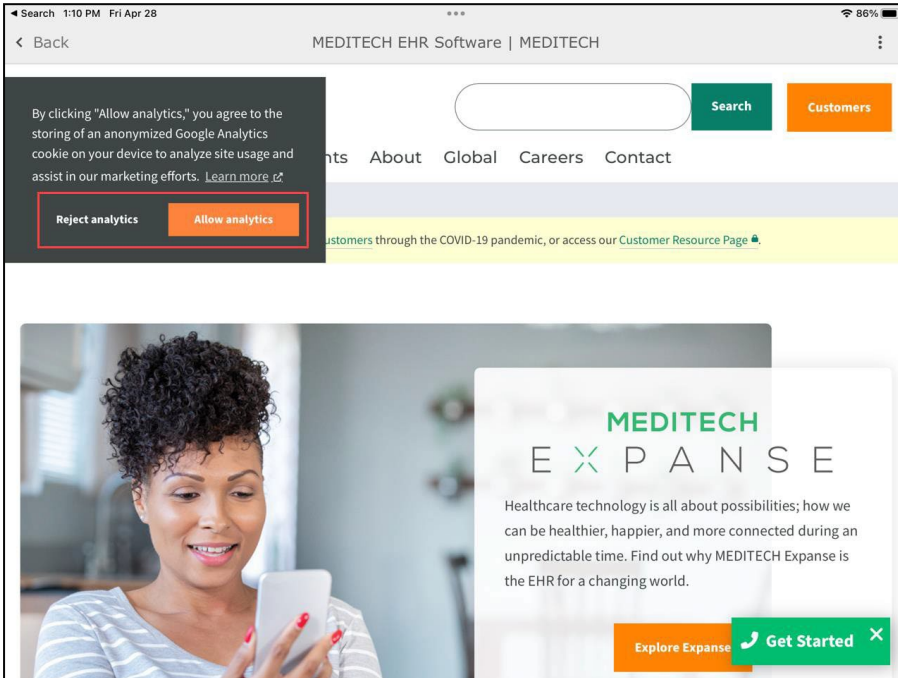
This tip sheet outlines the steps to assist patients if they received a disabled error message when trying to get into their AveraChart patient portal app from their mobile device.

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.

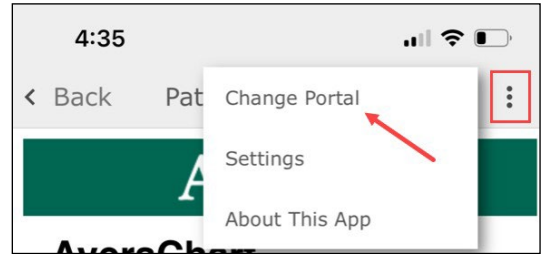


2. This screen may display for up to a minute. You're then presented with message to **Allow** or **Reject** analytics and cookies. You can select either option to continue.

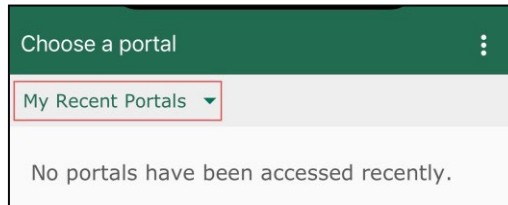


Disabled AveraChart Portal Error (cont.)

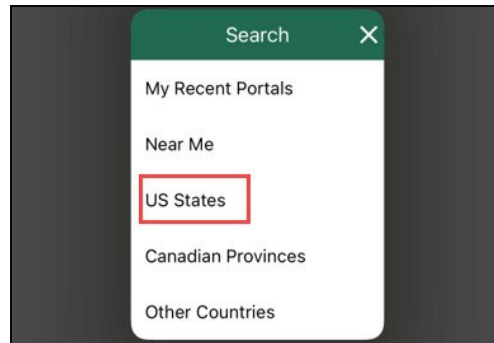
3. Click the **dot icon** in the upper right corner and select **Change Portal**.



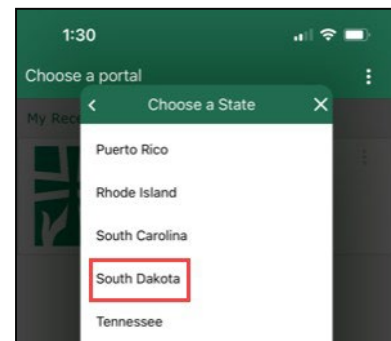
4. Select the **My Recent Portals** dropdown.



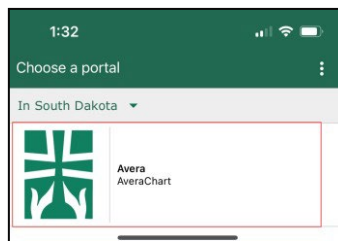
5. Select **US States** from the list.



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.