



MyClinica FAQs (Frequently Asked Questions)

Quick answers, troubleshooting tips, and portal account support.

1. What can I do if I'm having trouble with the portal?

Technical support is available to help you navigate any issues you may be experiencing with the MyClinica patient portal. This includes help with login issues, password resets, account access problems, portal error messages, missing information, pages not loading, or buttons not working – anything that pertains to the portal.

If you have a technical issue or question, please contact MyClinica support:

Email: myclinicasupport@clinica.org

Phone: (303) 650-4460 (option 3)

Please contact our Communication Center
(303) 650-4460 (option 0)

- if you have questions about:

-  Appointments
-  Medications
-  Test Results
-  Medical Concerns
-  Billing

2. What will the technical portal support team need to know?

If possible, please take a screenshot of the issue and attach it to your email. Screenshots are very helpful and allow us to review the issue more thoroughly and determine if we need to escalate it for further investigation.

3. How do I add a child or dependent to my portal account?

You will need to first create your own account before adding your child/dependent. Once your account is set up, contact the MyClinica support team (via phone or email) to get your child set up with a PIN, then you will be able to add your child/dependent from your profile settings.

To add your child to your account, click your name in the top-right corner of the screen. From the dropdown menu, select "Add child/dependent".

Add child/dependent

You'll be prompted to enter the PIN and your child's date of birth. Follow the remaining steps, and once completed, you can easily switch between your account and your child's account by clicking the dropdown under your name.

4. I created a portal account but can't see my medical record. Why?

When you create a new portal account without PIN (self-registration), it may take up to 24 hours for your medical record to connect to your account in the portal. If you still do not see your information after 24 hours, please contact the MyClinica support team by email or phone.

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5. I already created a portal account with a different practice. How do I add Clinica?

If you previously created an IntelliChart portal account with another practice, you may want to add Clinica as an additional practice within your existing portal account. To obtain a PIN for this practice, please contact the MyClinica support team by email or phone.

6. Why can't I create a portal account?

You must be a primary care patient of Clinica Family Health & Wellness patient to create and use a portal account. If you are not an established patient, there will not be a medical record available to connect to the portal.

If you create an account but are not yet a patient, no medical information will display. The account will be disabled until you establish care at one of our primary care clinics. If you believe this was done in error, please contact us.

7. Why hasn't my provider contacted me about my test results?

Please be aware that you may see your test results in the portal before your provider has reviewed them. Your provider will review all results and someone on your care team will contact you if anything needs to be discussed.

8. I messaged my care team. When can I expect a response?

Please allow up to 3 business days for a response to portal messages. This applies to messages sent to MyClinica Support and your Care Team. Business days do not include weekends or holidays.

If there is a medical emergency, call 911.

If you or a loved one are having a mental health emergency, call or text 988 – or visit your nearest walk-in crisis center: 988colorado.com/en/walk-in-centers



9. Why can't I login if I already entered my information on the Clinica website?

To access the MyClinica patient portal, you must create a portal account by either:

- Self-registering online, or
- Using a registration PIN provided by a Clinica staff member.

If you previously used a portal with Clinica, please note that the MyClinica patient portal is a new system and you may need to register again.

You can create your portal account here:

[Patient Portal | Login](#)