

Frequently Asked Questions

How do I enroll and log on to MyUticaParkClinic.com?

To access MyUticaParkClinic.com, you must have successfully completed enrollment and created an account. You must complete your enrollment by using a security code (token) and your email address to log in to the MyUticaParkClinic.com website. You must obtain the security code from your doctor's office and set up a user name and password during enrollment.

How do I retrieve my user name?

You can retrieve your user name by clicking the **"Need help with your user name and password?"** link on the login page. You must select **"I'm having problems signing in"** and enter your personal information. You will receive an email with a URL (internet address) to reset the password.

How do I retrieve my password?

You can reset the password by entering the user name and answering the forgotten password security question. After answering the security question, you will receive an email with a URL (internet address) to reset the password.

How do I reset my password if I do not remember the answer to the password security question?

You can select **"I'm having problems signing in"** and enter your personal information on the login page. You will receive an email with a URL (internet address) to reset the password after you enter the correct details.

What should I do if I am having difficulty resetting the password?

You can request your provider's office to provide a password reset link and security code. You will receive an email containing the password reset link. You can reset the password using the link and the password reset security code. Contact your practice for assistance if you still have difficulty accessing your account.

Can someone else log on to my account?

The system is secure. No one can access your account unless they have access to your user name and password. You must always create a strong password with a combination of alpha-numeric and special characters for your account. If anyone else tries to access your account with an incorrect user name or password, the system will lock your account after four attempts.

Why am I unable to open a PDF or other documents received from a doctor?

Many MyUtcaParkClinic.com documents are in Adobe Acrobat® format. To view these documents, you need an Adobe Acrobat Reader. Ensure you have the latest Adobe Acrobat reader installed in your system.

Why am I unable to open any documents received from a doctor, even though I have Adobe Acrobat Reader installed?

Verify if JavaScript is enabled on your computer. JavaScript is required to display messages, and it may not be enabled on your browser. Click the **“Having Trouble?”** link on the bottom right-hand lower corner of the MyUticaParkClinic.com website for instruction’s to enable scripting.



What should I do if I see an error message when trying to open or download a document sent from a doctor?

If you are receiving an error message such as:

- Internet Explorer cannot download 50PPM from nextmd.com.
- Internet Explorer was not able to open the internet site.
- The requested site is either unavailable or cannot be found. Please try again.

In these cases, there could be issues with the Internet Explorer security settings. **Click the “Having Trouble?”** link on your MyUticaParkClinic.com page for instructions to fix the issue.

Can I see all my appointments in the inbox?

The View Appointments feature is not currently available. However, you can request an appointment by clicking on the **“Request Appointment”** under the **“Schedule”** tab at the top of the Home Page.

Can I see lab results on MyUticaParkClinic.com?

You can request a copy of your personal health record which includes results from lab tests. Click on **“Request Health Record”** under the **“My Chart”** tab at the top of the Home Page. You will receive a message in your inbox indicating you have new information in your patient portal account. Click **“My Chart”** then **“View My Chart”** to see all of your available information including lab results. You can also send your provider a secure message from MyUticaParkClinic.com asking for the status of a recent test result. When your provider sends you an electronic copy of the lab result, you will receive an email notification indicating a document is available in the Inbox for you to view. You need to request an updated copy of your personal health record to see your most recent results.



I clicked on “Request Health Record” but I still can’t see my results?

Lab results may not be viewable online until after your provider has signed off on them. Click **“Request Health Record”** and then wait about 5 minutes to receive a message in your inbox. The message will include an updated copy of your personal health record. The personal health record should include your most results if they have been reviewed by your doctor. If you don’t see your results within 4 business days, contact your doctor’s office. You can send an email to the office by clicking **“Compose an email”** on the Home Page.

Why does the Submit button appear to be frozen?

Check the following:

- If you are using a mobile device, then try using a computer instead.
- If you are not using a mobile device, try a different browser, if possible.
- If JavaScript is disabled in the browser. Click the **“Having Trouble?”** link for instructions.
- If there were any other message displayed on the screen, then contact your provider’s office to report the issue.

Why are some features missing from MyUticaParkClinic.com?

Currently, Utica Park Clinic is not able to send billing statements to the website. You can pay your bill online by clicking the **“Pay Your Bill Online”** button on the MyUticaParkClinic.com login page, or on our clinic website at www.uticaparkclinic.com.

Pay Your Bill Online.