

1. Why am I unable to click “I Agree to the Above” on the Release Consent screen?

This is a compatibility issue with the Internet browser. There are 2 ways to get past this screen:

- Move the mouse around the box until you can tell a difference in the screen-either a hand will pop up or in the bottom of the Internet Explorer page some information will pop up.
- Go to Tools and choose Compatibility View. The page will reload and the you should be able to click the check box.
- If you cannot resolve the issue, you may contact 662-293-1007 for technical assistance.

2. I cannot remember my Username and/or Password. What are my options?

- On the website, there are options for “Forgot My Password” or “Username”
- If you forgot your Username, you will enter your email address that you used to register your account and your patient information (first name, last name, and DOB). Your User ID will be emailed to you.
- If you forgot your Password, you will enter your Username and answer your 2 security questions that you created when you registered. You will be able to reset your password.
- If you forgot everything, you must present back to HIM (Medical Records) to request access.



3. Why am I receiving an error stating that the code appears to be correct but the patient information is not?

- Verify there are no spaces, before or after your name.
- Your name must be entered as it is on your medical record.
- Contact HIM (Medical Records) at 662-293-1255, to verify the way your name should be entered.

4. I am trying to add my spouse or children to my profile. When adding the profile, if you get an error that the code is associated with a primary profile, this means the user needs to be set up with their own account.

- If the patient is under 18 or you are a legal custodian, please contact HIM at the number listed above to have a new guardian or custodian code generated. This will allow you to add the profile.

5. I signed up, but I have not received my email with my code.

- Check the Junk Mail of your email software.
- The email will be sent from donotreply@mrhc.org.
- Contact HIM and verify the email address that you provided.