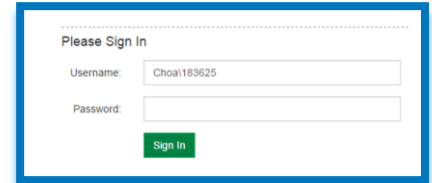


Accessing the Physician Portal

Logging In

What is my login or username?

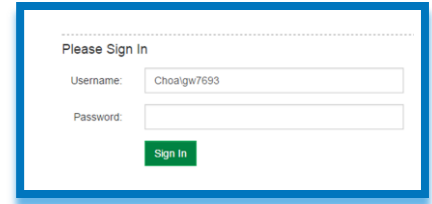
Your username is your Children's network ID. In the username box, enter your Children's network ID after Choa\ (ex. Choa\183625 or Choa\gw7693).



What is my Children's network ID?

Depending on your affiliation with Children's, your network ID could be one of two forms:

- A six-digit number assigned by Children's (ex. 183625). *This is most common and typical for employed/leased providers.*
- The first initial of your first name + first initial of your last name + last 4 digits of your social security number (ex. gw7693). *This is common for community providers.*



If you cannot remember your network ID, please contact the Solution Center at 404-785-6767.

What is my password?

Your password is the same as what you would use to access Children's email or log on to a Children's computer.

Can I make my password the same as my accessCHOA password?

The Solution Center can sync your accessCHOA password with your Physician Portal password. Call the Solution Center at 404-785-6767 to set this up.

Who can I contact if I have trouble logging in or forgot my password?

If you need technical assistance accessing the Portal, call the Solution Center at 404-785-6767.

Terms & Conditions

What are the Children's Physician Portal terms and conditions?

After logging in for the first time, you must agree to and accept the terms and conditions to use the Physician Portal. The terms and conditions are always available by clicking the "Privacy Policy" link at the bottom of each Portal page.



RCAP Links & Instructions

Why do I need RCAP and how do I access it?

RCAP is the Remote Children's Application Portal. Some links on the Portal may direct you to websites (ex. Careforce Connection) that require you to log into RCAP.

If you are on a Children's computer, simply enter your RCAP login information if prompted. If you are on a non-Children's computer, it is recommended you download and install Citrix Receiver (www.citrix.com/downloads/citrix-receiver.html) to prevent interfacing



Accessing the Physician Portal

issues. Read an FAQ about Citrix Receiver at www.citrix.com/go/receiver.html. You can access RCAP at www.choa.org/rcap. If you have trouble logging on to the Children's Application Portal, please contact the Solution Center at 404-785-6767.

Technical Requirements

Can I view the Children's Physician Portal on any device?

Yes, but be aware that using mobile devices (such as tablets and phones) may require you to scroll on pages to see all of the information. In addition, the Children's Physician Portal contains many PDF files which may automatically download onto your portable device if accessed.

What are some things I should be aware of when accessing the Children's Physician Portal?

1. **Additional browser windows** (Some links may open additional browser windows. You must allow pop-ups for the new windows to open properly.)
2. **Use browser controls to navigate** (You may need to use the browser navigation controls to return to a previous location)
3. **Contact the Solution Center for technical assistance** (Contact the Solution Center at 404-785-6767 if you are experiencing technical issues)

Are there any other technical requirements I should be aware of?

1. **No pop-up blockers** (Turn off all pop-up blockers on your browser, computer, laptop or device)
2. **PDF reader software or app required** (PDF documents are available to view or download)

UpToDate

How do I access UpToDate on the Portal?

Using UpToDate through the Physician Portal offers you free access via the Children's subscription and earns CME credit. After logging into the Physician Portal, learn how to access UpToDate with the [Tip Sheet](#) posted on the Portal in the Library Services section.

