

## Troubleshooting Tips for Health Portal

<p>Online Form remains visible after clicking “Submit</p>	<p>Scroll back up through the form and look for any red “X” marks, indicating a required field, missing information or improperly formatted information.</p>
<p>Document will not upload</p>	<p>Is the document too large? There is a 10 MG limit. Is the format correct? As a last resort, you can fax the documents to 802-443-2066.</p>
<p>Unable to register for Health Portal.</p>	<p>You will need your Middlebury Student ID number. Are you looking in your new middlebury.edu account? The Health Portal will be using this email address exclusively.</p>
<p>I submitted a form by mistake, or need to retrieve it for corrections.</p>	<p>Call Parton Portal Hotline at 802-443-5112 and we can re-publish it to your <i>My Forms</i> list.</p>
<p>I have a document to upload that is multiple pages long. Do I upload each page individually?</p>	<p>NO. Scan them into one document (less than 10 MB), and upload into the appropriate category from the Document Type drop down menu, from the Document Upload Tab.</p>
<p>I have a document to upload and it’s larger than 10 MB</p>	<p>Copy part of it into another document, and then upload as two documents. Number the pages clearly</p>