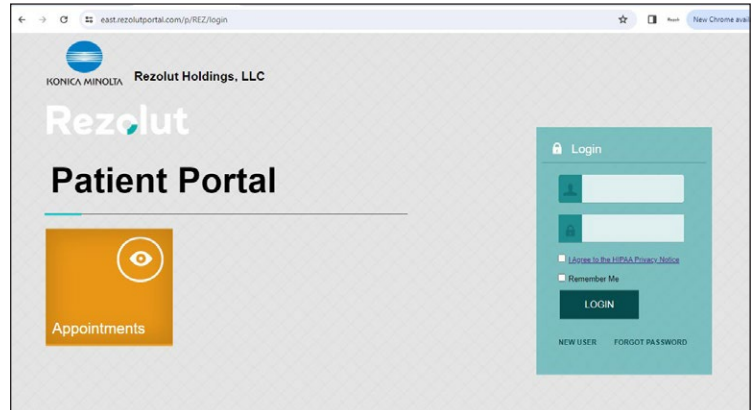


ISSUE: Invalid username/password

TIPS:

1. Check to be sure you are on the correct website:
<https://east.rezolutportal.com/p/REZ/login>
2. Check to be sure you are using the **email address you provided** the imaging center as the **username** for the portal login
3. If you did not set up your account within 14 days upon receiving your setup email notification, the link is expired. Please contact the imaging center to resend the sign-up email.

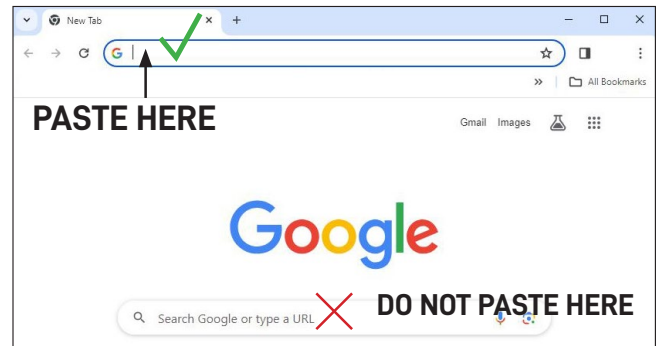
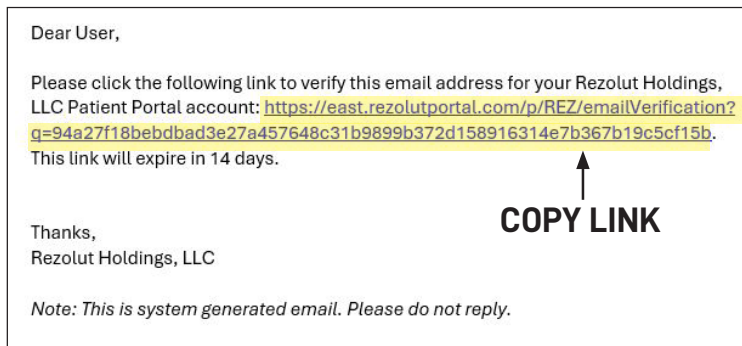
Webpage should look like the following:



ISSUE: Email link is not active to click on.

This may occur with certain email accounts due to security settings.

TIP: Highlight, Copy and Paste the **entire link** into the URL bar at the top of the browser. Do NOT include the period (.) at the end.



ISSUE: Cannot see approved report for exam that has been completed.

- TIPS:**
1. The exam may not have been read by the Radiologist yet. Please contact the Imaging center with any questions
 2. Scroll through all past exams, they are not always in chronological order.
 3. If prompted, choose to allow site to send pop-ups and redirects.

ISSUE: Cannot get logged onto portal when accessing from a cell phone.

TIP: It is recommended that the portal be accessed from a computer, not a phone. Chrome is the preferred browser.

If you have tried all the above suggestions and still are unsuccessful with getting logged onto the portal, please contact the Imaging Center for assistance.