

FAQ Files

Q: *When I try to connect at home, the website does not open. What is going on?*

A: Accessing the portal requires a secure connection, called a virtual private network or VPN. The VPN ensures that that all information in the portal is securely viewed.

The computer you use at home must be configured to connect to the VPN. Your personal computer at home will not be able to connect to the portal unless your healthcare organization has set up the VPN connection. If you use a work-issued laptop at home, contact your internal helpdesk to check the VPN settings.

If you have questions or need additional assistance, please contact HealthInfoNet Customer Care at the following:

- Email: customercare@hinfo.net
- Phone: 207-541-9250