



COLE *Connect*

FREQUENTLY ASKED QUESTIONS

What should I do if I forget my user ID and password? From the *COLE Connect* login screen, there is a 'Forgot Password' link. By selecting this link and identifying the email address that is on file for you, a one-time user & password will be emailed to you. Cut and paste this one-time user & password in to the log-in screen within 24 HOURS. Once you login, you will be prompted to update this user name & password and determine a security question and response for your user.

What are the unique user ID and password requirements? Your *COLE Connect* **USER ID** must be a minimum of 4 characters, and a maximum of 15 characters. The *COLE Connect* **PASSWORD** must be a minimum of 8 characters, a maximum of 15 characters, and must contain at least 1 numeric character.

Is my username case sensitive? No, your username (logon ID) for *COLE Connect* is not case sensitive, however, passwords are case sensitive.

Will my past results from non-Cole providers be listed? Only immunizations, lab results, tests, etc. that were ordered by Cole Memorial are visible.

How come I can see older visit dates but no detail regarding diagnosis, treatment, etc.? Only visits after 7/1/14 will show complete details and results.

What if my test results appear to be out of the normal range? Contact your healthcare provider if you do not receive a message from them regarding questionable results within 96 hours of the posting date.

How do I view my upcoming appointments and instructions? Within the "Appointments" area of *COLE Connect* you will be able to view an appointment and read any instructions.

As a parent or guardian how will I be able to see my child's COLE Connect page? You will be able to apply for proxy access to your child's information at the Healthcare Information Management Department at the hospital or your primary care provider's office, in person. By having proxy access to your child's page you will be able to view their complete file until the child reaches the age your state states proxy access should be severed.

Why can't I use a shared email account when setting up a new account? *COLE Connect* requires that each patient account be tied to a unique email address in order to protect against a person, other than the account holder, from receiving account information like usernames and passwords. This measure is geared to protect your privacy.

Is my COLE Connect data secure? Who can see my COLE Connect? *COLE Connect* uses encryption (security measures) to keep unauthorized persons from reading communications, information, or reports.

How do I go back to a page in COLE Connect? Never use your web browser's back button or arrow at the left top of your screen. Click the "Home" button to navigate the pages of the site.

Can I pay my bill on COLE Connect? A link is located on the first page of your *COLE Connect* page below the main menu icons. After you click that link, you'll be instructed on how to make a payment.

What should I do if I have other technical problems with COLE Connect? By selecting, 'Contact Us' on the *COLE Connect* homepage you may submit an email for your system questions. For other matters, please call 814-274-5275.