Hints For Uploading To The Immunitrax System:

- ✓ All uploads must have your name and date of birth visible
- ✓ Make sure that your file is in one of the following acceptable formats:
  Image: .gif, .png, .tiff, .tif, .jpg, .jpeg
  Documents: .txt or pdf
- ✓ Make sure there is only alpha and numeric characters in your file name
- ✓ The file you are uploading should be smaller than 30 mb. Your image should also be in black and white
- ✓ The file name cannot be longer than 80 characters

If You Are Experiencing Problems:

- Try logging in using a different computer and ensure you are using Google Chrome or Firefox to access the portal page
- If you continue to experience issues, please email ***immunitraxsupport@medicat.com*** for further assistance. A representative will respond to their inquiry within 1 business day and also, so we can provide more information to their questions or concerns

If Problems Are Detected With Your Uploads:

If the Immunitrax document checkers detect any deficiencies or problems with your uploaded materials:
  - they will send you a message via your email informing you that you have a message from Immunitrax support.
  - You will need to log on to your Immunitrax portal page to view the secured message. (This is a secured system by which they can discuss issues with your uploaded personal health information and it does not violate HIPAA compliance policies)

Note

The Immunitrax system is unable to accept *any* documentation via email. It is not a secure way to transmit personal health information and this would violate HIPAA compliance policies. You must directly upload your documentation ONLY through your immunization portal.