

## Download Inbox Items

You can download the following **Inbox** items from your Patient Portal account to your personal computer:

- Documents
- Medications
- Messages
- Personal Health Record

**When the patient Portal is in the Read Only mode** - You can download the following **Inbox** items from your Patient Portal account to your personal computer:

- Documents
- Personal Health Records

Once downloaded, the Inbox messages and their attachments are converted to PDF files and packaged as a zip file.

**Please note that you will need an unzip utility (such as 7-zip – <https://www.7-zip.org/> or any other unzip utility of your preference) in order to view the Protected Health Information from the downloaded file.**

**Please use safe practices when downloading any software**

For the password, to unzip the file, you must use the following format:

- First letter of the first name capitalized
- Second letter of the first name lowercase
- Date of birth as mmddyyyy
- Example: Thomas with date of birth February 1st, 1998 = Th02011998

**If you do not wish to use an unzip utility - Perform the steps below for each of the Personal Health Record in inbox:**

**-Select the Personal Health Record to save**

**-From within the patient portal from the “My Chart” tab, select “View My Chart” option and select “Save CCDA”.**

1. Log into your Patient Portal account.
2. From the home page, click **Mail > Export Messages**. The **Export Messages** page opens.
3. Set the filter criteria for the download:
  - a. Select the practice **Optum Medical Care, P.C.**
  - b. From **Sent To**, select the patient’s name. The Sent to list displays the names of patients and dependents included in your portal account. **All** is selected by default.
  - c. From **Type**, select the inbox item type you want to download. The options are **All, Documents, Medications, Messages, and Personal Health Record.**
  - d. To set a date range, use the **From** and **To** calendars.
4. Click **Download Messages**. A message appears indicating that it may take some time to complete the download, and that patient portal activities might be interrupted while the download is in progress.
5. Do one of the following:
  - Click Cancel to stop the download.
  - Click OK to download the inbox items.
    - **A zip file is password protected.** The password hint appears on the filters page.
    - **You can download up to 100 inbox items at a time.** If the number of inbox items for the set filter criteria is more than 100, a message will display in a separate window indicating that there are more than 100 items for the set filter criteria and prompt you to modify the filter criteria in order to download the items.
    - When a download is in progress, the **Download Messages** button on the **Export Messages** page is disabled.

**Patient Portal Help Line:**

Need assistance? [Contact Us](#) or call 1-914-242-1555 (Hours: 9:00 a.m. to 4:00 p.m. Monday-Friday)

A friendly Patient Portal Representative can help you navigate the features of the portal