

Medicat FAQs & Troubleshooting Strategies

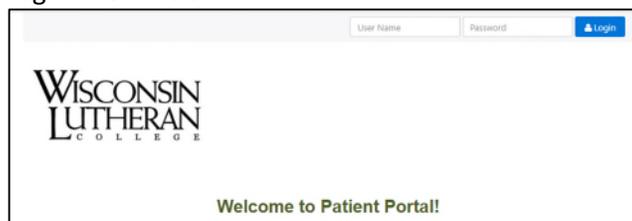
I'm having difficulty logging in. What do I need to do?

If are having difficulty logging in, below are some of the common troubleshooting solutions:

- If you are see **"invalid username/password"**, it is likely due to an expired password
 - Change your password at <https://account.wlc.edu> and then wait 15 minutes to log in
 - If unable to change your password using the link above, contact WLC Technology via support@wlc.edu or call 414.443.8911
- If you see **"OOPS! That wasn't supposed to happen"**, look at the top right corner of your screen to verify that your name is in a blue box. If so, then you are logged in and can click the "home" tab.
- If you see **"User not found"**, verify you are registered for classes in your MyWLC or contact the Registrar
- If you have a long name, use only the first 20 characters as your username
- Use a computer to access the portal, not a mobile device if at all possible.
- **If you have addressed all of the above and are still having difficulty contact healthservices@wlc.edu or call 414.443.8630.**

The page is taking a while to load. Is something wrong?

- It will likely take the system 10-20 seconds to load as it is searching a large database.
- It may ask you to re-enter your username & password if it takes a while. Go back to the main login screen (see image) and re-enter your login information.



Where can I get my immunization record if I no longer have it?

- You can contact your primary health care provider for a copy of your records
- If you have an electronic portal (e.g. MyChart) you may be able to access it there
- If you are from Wisconsin, you can search for your records through the [Wisconsin Immunization Registry](#)
- If you are not from Wisconsin, you can search for your records through the [CDC Immunization Information System](#)

I entered the vaccine dates, but it says incomplete or not verified.

- Your vaccine status will be "incomplete" because Health Services is not asking you to enter in all of those other vaccines.
- Your vaccine status will be "not verified" until that process is completed by Health Services staff.

My picture is not uploading or I have received a message from Health Services indicated that something is not correct about the document I uploaded.

- Verify that the image you are trying/have uploaded meets the requirements listed on the “Uploads” tab. There is a box on the top of that page that lists the type of files and sizes allowable in Mediat.

Uploading documents in Mediat:

- Save the document or picture to your computer or smart phone- verify file type and size (requirements below)
- Make sure your name is visible on the documents
- Scroll down to "Choose document you are uploading" and select the applicable document from the drop-down menu
- Click "Select File" and locate the file on your computer or smart phone
- Click "Upload" - the document will be listed as a confirmation that it was uploaded successfully

Upload Requirements:

- Images must be .gif, .png, .tiff, .jpg, .jpeg.
- Documents must be .txt or .pdf.
- File must be smaller than 4 MB - Scan in black and white, or at a setting of 150 DPI to achieve a smaller file.
- Be sure your file names do not include any special characters.