

UNLV WellnessView Frequently Asked Questions

1. What is the address for the UNLV WellnessView Portal?

Go to <https://unlv.medicatconnect.com>

2. How do I register for the portal?

- Go to <https://unlv.medicatconnect.com>
- In the top right corner click on “Register”
- At the next screen click on the button to the right of the screen “Sign Up”
- You will need your NSHE ID and an email address to register

3. I am unable to register with the site or the portal says I am ineligible to register, why?

- You may not be eligible due to not paying the student health fee or may not have an account in Medicat (the electronic medical records system used at UNLV).
- Please call 702-895-0284 or email shc@unlv.edu for assistance

4. I tried to register but the portal said I have no email on file. What do I do?

- The e-mail address listed is your preferred e-mail you may have set up with UNLV Student Wellness.
- Please call 702-895-0284 or email shc@unlv.edu for assistance.

5. I can't remember my password, what do I do?

- Go to <https://unlv.medicatconnect.com>
- At the right of the screen click on “Forgot Password”
- At the next screen enter the email address you used to register for the site. The site will email you instructions on how to reset your password

6. I am locked out of my account, what do I do?

We will reset your account. Please call 702-895-0284 or email shc@unlv.edu for assistance.

7. How do I create a new password?

- If you are already logged into the Portal:
 - Click on your name at the top right of the portal screen.
 - Click on “Change Password” and follow the instruction
- If you are not logged into the Portal:
 - Go to <https://unlv.medicatconnect.com>
 - At the right of the screen click on “Forgot Password”
 - At the next screen enter the email address you used to register for the site. The site will email you instructions on how to reset your password

8. How do I access my child's portal account?

The portal is designed for patient access only. If you need your child's health care information please have them complete a Release of Information form at UNLV Student Wellness or call Student Wellness at [702-895-3370](tel:702-895-3370) if you would like to speak to a staff member.

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9. How do I change my address, email or phone number?

- Log into the portal
- Click on your name at the top right of the portal screen.
- Click on “Edit Your Profile”

10. I can't schedule an appointment, why?

- You can only schedule an appointment with Student Health Center and Faculty Staff Treatment center no less than 60 minutes prior to the appointment time.
- Appointments open for Student Health Center after 6 pm the night before for next day appointments.
- There may be no online appointments available. Please call the Student Health Center at 702-895-3370 or the Faculty and Staff Treatment (FAST) Center at (702) 895-0630. For the Lab, please call (702) 895-0280.
- Due to the nature of CAPS' services, students are asked to schedule appointments by calling (702)895-3627.
- Walk-in services for urgent issues are available during our office hours.

11. I can't cancel my appointment, why?

- UNLV WellnessView will not accept cancellations if it is within 24 hours of your scheduled appointment time.
- In these situations, to cancel an appointment in the Student Health Center or with the Registered Dietitian, please call 702-895-3370.
- To cancel a FAST Center appointment, please call 702-895-0630.
- To cancel a CAPS appointment, call 702-895-3627.
- To cancel a laboratory appointment, please call (702) 895-0280.
- Please be sure to cancel your appointment to avoid a **late/no-show fee of \$25** being charged to your account and to enable another patient/client to utilize the appointment.

12. Why can't I pay my bill online?

We are working on adding payment capability to the portal but it is not available at the time.