



## UNLV WellnessView Portal Frequently Asked Questions

### 1. What is the UNLV WellnessView Portal?

The UNLV WellnessView Portal is a secure web-based portal designed to assist in managing your wellness needs. With the Portal you can do the following:

- Schedule, view or cancel appointments
- Receive non-urgent messages
- View billing information

We are committed to protecting your personal information. Data that you provide via the portal cannot be viewed by anyone else on the Web and is securely maintained by industry standard SSL (secure socket layer) encryption and decryption technology when needed. We do not share your information with anyone.

### 2. How can I register/login to the Portal?

- Go to <https://unlv.medicatconnect.com>
- In the top right corner click on “Register”.
- On 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 portal because the site states there is an error with my email or that I am ineligible to register, why?

- The email you use must match the email on record in either your Mediat account (the electronic medical record system used at the Student Wellness Center) and/or in the MyUNLV system.
- You may not be eligible for services due to not paying the student health fee.
- Please email [shc@unlv.edu](mailto:shc@unlv.edu) for assistance and include your NSHE #, first and last name, and nature of the issue.

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

- Go to <https://unlv.medicatconnect.com>
- Click on “Forgot Password” or click on “Register” then click on “Forgot Password”.
- Follow the instructions and enter the email address you used to register for the site.
- You will receive instructions via email on how to reset your password.

### 5. How do I change my 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 instructions.
- If you are not logged into the Portal:
  - Go to <https://unlv.medicatconnect.com> Click on “Forgot Password” or click on “Register” then click on “Forgot Password”.
  - Follow the instructions and enter the email address you used to register for the site.
  - You will receive instructions via email on how to reset your password.

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

Please email [shc@unlv.edu](mailto:shc@unlv.edu) for assistance so we may reset your account. Please include your NSHE #, first and last name, and nature of the issue.



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### 7. How do I change my address, email, phone number or stop receiving text messages?

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

### 8. 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 are available for the Student Health Center after 6pm the night before for next day appointments.
- There may be no online appointments available. Please call:
  - Student Health Center: (702) 895-3370.
  - Faculty and Staff Treatment (FAST) Center: (702) 895-0630.
  - Laboratory: (702) 895-0280.
- Counseling and Psychological Services (CAPS): Due to the nature of the services, students are asked to schedule appointments by calling (702) 895-3627. Walk-in services for urgent issues are available during our office hours.

### 9. I can't cancel my appointment, why?

UNLV WellnessView Portal will not accept cancellations within 24 hours of your scheduled appointment time. Please call to cancel your appointment:

- Student Health Center: (702) 895-3370.
- Registered Dietitian: (702) 895-3370.
- FAST Center: (702) 895-0630.
- Counseling and Psychological Services (CAPS): (702) 895-3627.
- Laboratory: (702) 895-0280.
- Care Management: (702) 895-4146

Please cancel your appointment to enable another patient/client to utilize the appointment.

**Students:** Please be sure to cancel your appointment to avoid a **late/no-show fee of \$25** being charged to your account

### 10. Can I pay my bill online?

Statements are available online by clicking “Statements”. The ability to pay online via the WellnessView Portal is anticipated in the near future, but it is unavailable at this time.

Please pay your balance due at the Student Wellness Center Front Desk, by calling (702) 895-3370, or by mailing a check to:

UNLV Student Wellness  
Attention: Billing  
4505 S. Maryland Parkway  
Box 453020  
Las Vegas, NV 89154-3020

Please make payments payable to: **Board of Regents**