

# Linked Accounts in Multiple Practice Groups (Mobile)

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## Overview

- Providers who work across multiple practice groups can conveniently access all of their accounts through a single login. Once the accounts are linked, switching between practice groups is simple and seamless—eliminating the need to manage multiple logins.
- Before requesting to have accounts linked, providers must choose which practice group account they wish to use as their **primary login**. This will be the account used to access all associated practice group profiles.
- To proceed with linking accounts, please ensure you have identified your preferred primary account before submitting a support case.
- Make sure the "Use iPad EHR" permission is enabled in your web account settings. This permission must be active to access and switch between accounts on the iPad app.

## Link or unlink accounts



To link or unlink accounts, [create a support case](#).

Emails are sent to the primary and linked account to notify you that both accounts are linked.

## Access linked accounts

To access any linked accounts, you must first log in using your **primary account**. You **cannot** log in directly to a **linked (secondary) account**, doing so will result in an error message.

### Error

This account has been linked to another, Please login with your Primary Account.

OK

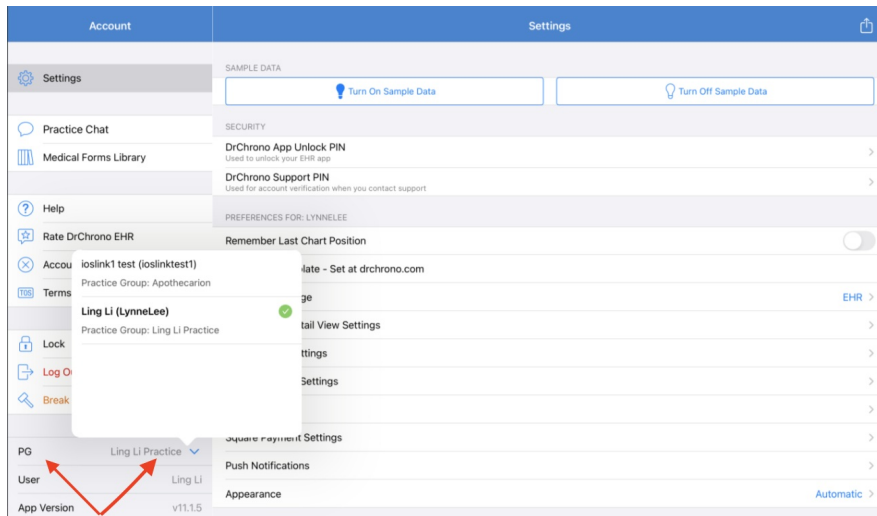
Once you're logged in to your primary account, you can switch to any linked accounts.

- If your session in a linked (secondary) account times out, you will need to:
  - Log in again using your **primary account credentials**.
  - Once logged in, switch back to your **linked (secondary) account**.
- If you switch to a linked account and then move the app to the background, you will need to:
  - Re-authenticate using your primary account credentials (username and password or SSO) when returning.
  - Once logged in, switch back to your **linked (secondary) account**.

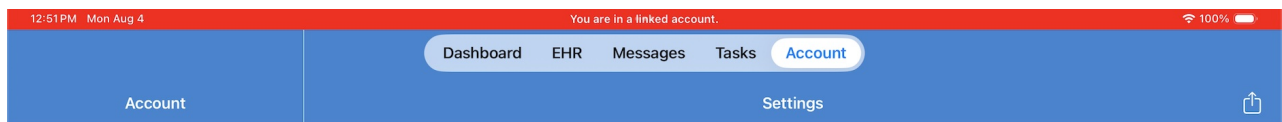
## Steps to Switch Accounts

- **Open the iPad EHR app** and log in using your **primary account** credentials.
- Tap **Account** located in the **bottom-right corner** of the menu bar, (or top menu bar for iOS 18.0 or later).

- In the **left-hand sidebar**, tap the **primary account header (PG field)** to open the account dropdown.
- From the list of linked accounts, **select the account you want to switch to**.
  - The primary account appears at the top and the linked accounts appear underneath



Once you switch to a linked account, a message appears across the top of the page that says you are in a linked account.



## Linked Accounts: Mobile vs. Web Access

When managing linked accounts across multiple practice groups, there are a few important differences between the iPad (**mobile**) and **web** platforms to keep in mind:

Feature	Mobile	Web
Permission Settings	Requires the “ <b>Use iPad EHR</b> ” permission to be enabled in the web account settings.	No special permission required for accessing linked accounts.
Access Linked Accounts	Access from <b>Account</b> (bottom-right corner) > <b>Account Settings</b> > tap the <b>primary account header</b> in the sidebar.	Access from the <b>Account Header</b> at the <b>top of the page</b> —click to view and switch between linked accounts.
Account Header Display	Linked accounts are visible within <b>Account Settings</b> in the <b>Practice Group</b> field located in the sidebar menu.	The <b>Practice Group</b> , <b>Provider Name</b> , and <b>Primary Account</b> are shown together in the <b>Account Header</b> at the top of the page.

Audit Log	Actions are not recorded in the audit log.	<p>The following actions are logged in the <b>Audit Log</b>.</p> <ul style="list-style-type: none"><li>• When accounts have been linked</li><li>• When you access linked accounts</li><li>• Work done in the linked accounts is logged as done by the linked account user and not by the primary account user</li></ul>
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[Learn more about Linked Accounts in Multiple Practices Groups \(Web\)](#)