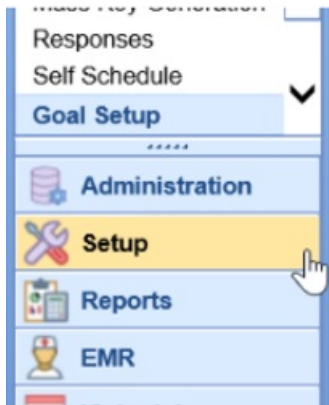


# Record Locator Profile

Last Modified on 06/23/2025 2:57 pm EDT

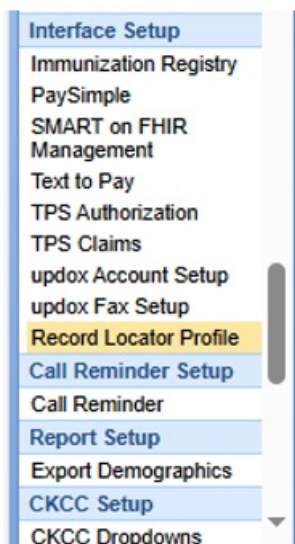
The Record Locator Profile is used as an alternative address and contact info screen for practices using our Record Locator (RecordSync) feature. Customers whose details in the "Company Profile" do not meet Surescripts' requirements, such as practices with a PO box instead of a physical address, an alternative public name, or an alternative phone number for medical records requests, can use this screen to update that information. The default values in the "Record Locator Organization Information" screen initially use the company profile data. However, once any field is updated, it becomes independent.

1. Navigate to the **Setup** portal



2. Select **Record Locator Profile**

If you do not see the Record Locator Profile, be sure to configure the permission via Roles so that it may be viewed. Search "Surescripts Record Locator Interface Setup" in Setup > Roles.



3. If the details in the "Company Profile" do not meet Surescripts' requirements, update your Record Locator Organization Information

This may arise as an error message when first using Record Locator with a message close to "**No Configuration found for homeCommunityID: XXX**". In which case, the details in the Record Locator Organization Information should be reviewed and corrected. Once saved, if another error is received

indicating a specific field is invalid, this will need to be corrected. If you are unsure how to proceed, please reach out to Support for a resolution.

Setup: Record Locator Profile C4699 QAs

### Record Locator Organization Information

Home Community ID: 2.16.840.1.113883.3.6828.000.0 Surescripts Org ID: 1234567

The following fields are used to ensure Surescripts Record Locator can connect and function properly.

Organization Name  
C4699 QAs

Phone Number  
(847) 555-2525

Street  
PO BOX 123

City  
Skokie

State  
Illinois

Zip Code  
60076-5542

Save

4. Click **Save**