

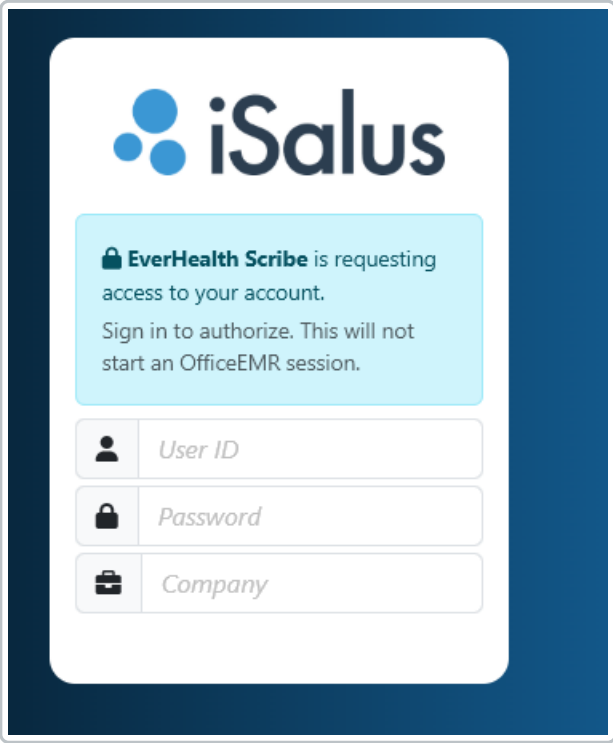
EverHealth Scribe Troubleshooting & FAQs

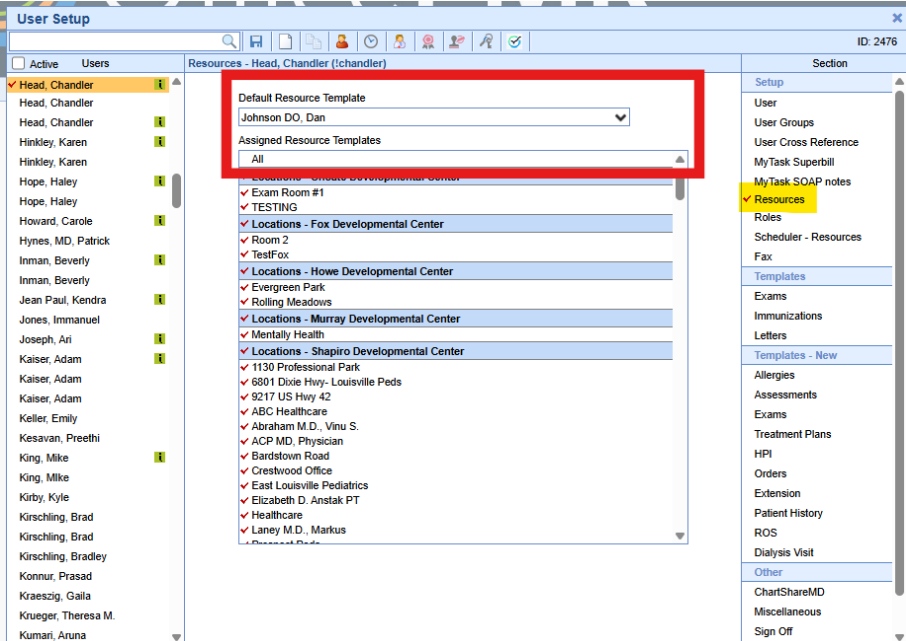
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Most issues with [EverHealth Scribe](#) come down to a few common things: signing in, the microphone, the note not generating, or a note not landing in the chart. This article walks through the quick fixes and answers the questions providers ask most. If you're new to Scribe, start with [Getting started with EverHealth Scribe](#).

If something isn't working, check that you're signed in and enabled, that your microphone is on, and that you recorded a real appointment from your OfficeEMR schedule. If it still won't behave, a support ticket gets it sorted.

Quick fixes

What you're seeing	Try this
I can't sign in to EverHealth Scribe	<p>Ensure you select "iSalus"/Login with iSalus upon initial login, and see the screen below when click "Sign In" within EverHealth Scribe. Use your normal OfficeEMR credentials. If they don't work, confirm your practice and your provider account have been enabled for Scribe (<i>your administrator manages this, but is configured by iSalus</i>), and that you can sign in to OfficeEMR itself.</p> 
Nothing is being recorded	Check that your device's microphone is on and that you have allowed microphone access for the app or browser extension. Watch for the recording indicator before you start talking.
The note didn't generate	Make sure you stop the recording, so Scribe knows the visit is done. Confirm you have an internet connection, then try Regenerate if available.
I sent the note, but it's not in the chart	If you have already opened the patient chart within OfficeEMR before hitting Send to EHR , refresh the chart by selecting the patient from the Office Schedule again . You should see the Green Check marks appear for the respective chart tabs in the EMR.

What you're seeing	Try this
<p>My appointments aren't showing</p>	<p>Confirm your User Setup > Resources > Default Resource Template matches the provider schedule resource your appointments exist on.</p> 
<p>The note has the wrong details</p>	<p>Edit it directly, tell Scribe what to change in plain language, or select Regenerate. A thumbs-down also flags it for the Scribe team. If the wrong patient's data exists on another chart. Reach out to support: support@isalushealthcare.com</p>

Login Credentials

Do I need a separate username and password?

No. Scribe uses single sign-on with your existing OfficeEMR credentials.

I'm signed in but Scribe says I don't have access.

Your provider account may not be enabled yet. Access is turned on per provider during setup, so check with your practice administrator. See *Pricing & requesting access*.

Where do I open Scribe?

From the browser extension while you work in OfficeEMR, or from the mobile app on your phone.

Recording

Scribe isn't picking up audio.

Confirm the microphone is enabled on your device and that you granted microphone permission to the app or browser extension. If you use an external mic or headset, make sure it's the selected input.

The room is noisy. Will that hurt the note?

Scribe handles normal exam-room sound, but clearer audio gives a cleaner draft. Reduce background noise where you can and keep the device within easy speaking distance.

Can I add things after the patient leaves?

Yes. Dictate any private findings, your assessment, or the plan after the visit, and Scribe folds them into the same note.

The note

The note didn't appear after I stopped recording.

Give it a moment to draft. If nothing shows, confirm your internet connection and select **Regenerate**. If it still fails, submit a support ticket.

A section is missing or in the wrong place.

Which chart sections receive Scribe's content is configured for your practice during setup. If a section consistently lands wrong, contact support so the mapping can be checked.

How do I fix something quickly?

Use the text box at the bottom of the Note tab to tell Scribe what to change in plain language, like "Change weight loss to weight gain." You can also edit the text directly.

Am I responsible for what the note says?

Yes. Scribe drafts, but you're the author of record. Always review and correct the note before sending it to the chart.

Sending to the chart

I selected Send to EHR but nothing reached OfficeEMR.

The first-sign-in demos (Practice Visit and Sample Note) are in-app only and never write back. To see a note in the chart, record a real or test appointment from the provider's OfficeEMR schedule and send that one.

Can I try the full flow without a real patient?

Yes. Add a test patient to the provider's schedule in OfficeEMR and record that appointment. That runs the complete path, including Send to EHR.

General questions

What do I need to run Scribe?

A device with a working microphone, an internet connection, and a provider account that's been enabled for Scribe.

Is my patient's information safe?

Yes. See *Using EverHealth Scribe safely* for how audio is handled, where data is stored, and the HIPAA protections in place.

What languages does Scribe support?

Scribe supports English, Spanish, French, German, Hindi, Japanese, Italian, Dutch, Russian, Portuguese, Arabic, Vietnamese, and Urdu. Choose the language before you start recording.

Why does it say Beta?

EverHealth Scribe is live for early practices and improving quickly. Your feedback, including the thumbs-up and thumbs-down buttons, shapes what comes next.

Still stuck?

Submit a support ticket at support@isalushealthcare.com and include what you were doing, the patient or appointment involved, and whether you were on the browser extension or the mobile app. That detail gets you a faster fix.
