Tips for Using MyIntealth

We understand that you may be encountering technical difficulties using MyIntealth. Our customer service team is currently experiencing high telephone call and email volumes, which may result in longer wait times. To assist in the resolution process, please try the following workarounds before contacting us.

If you are having difficulty accessing USMLE® Step 1 or Step 2 CK score reports:

- ✓ Try clearing your browser cache and refreshing the page.
- ✓ Disable any pop-up blockers, as this often helps reports load smoothly.

If you're experiencing trouble uploading your ERAS® photo, this may be due to the file size or dimensions. Ensure that your file meets the following specifications before uploading it:

- ✓ **Format:** JPG format
- ✓ **Max file size:** 150 KB
- ✓ **Size:** 2.5 x 3.5 in (passport size)
- ✓ **Depending on resolution (dots per inch), your pixel dimensions will vary:**
    - ✓ 96 dpi → 240 x 336 pixels
    - ✓ 150 dpi → 375 x 525 pixels
- ✓ Check your photo's file properties (size, resolution, pixels, etc.) in Microsoft Photos, Apple Photos, or Paint before uploading it.
- ✓ If your photo does not appear in MyIntealth after 24 hours, re-upload a new file that meets the requirements.

If your Application for Certification shows missing school information fields:

- ✓ Refresh your browser.
- ✓ Please log out of MyIntealth completely and log back in to confirm before reaching out to customer service.

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If you're inquiring about acceptable payment methods in MyIntealth, here's what you need to know:

- ✓ Credit/Debit Card: Valid Visa, MasterCard, Discover, or American Express card with security code. These do not need to be tied to a U.S. bank account.
- ✓ ACH (U.S. Bank Account Only): You can pay directly from a U.S. bank account.
- ✓ Cash payments are not accepted.
- ✓ For full details, see Methods of Payment on the Payment page of the ECFMG website.

For general login or display issues:

- ✓ Clear browser cache and cookies.
- ✓ Ensure that you are using Google Chrome. MyIntealth performs best in Chrome.
- ✓ Disable browser extensions temporarily.
- ✓ Ensure JavaScript is enabled.

Still experiencing issues?

- ✓ Contact customer service or visit our MyIntealth Resources page. When contacting us, please specify which troubleshooting steps you've already tried to help us assist you more efficiently.

We appreciate your patience as we continue to enhance MyIntealth and work toward resolving all technical challenges.