# How to Complete the User Attestation to Access Care Gaps for Your Patients in NaviNet

If you are having trouble accessing Care Gaps for your patients, make sure you have completed the mandatory User Attestations. This important step confirms that you are authorized to access the applicable Protected Health Information.

You must complete the mandatory User Attestation for both the **Billing Entities** and **Clinicians** associated with your practice to see Care Gaps for corresponding patients. **Note: NaviNet will display Patient Clinical Documents only for those Billing Entities and Clinicians that you have attested to be authorized to access.**

You can complete this process by using the **My Organization** feature, accessed from the Welcome menu in NaviNet.

1. Once you are logged in to NaviNet, click the dropdown arrow to the right of your name in the upper right corner of the page. Click **My Organization.**
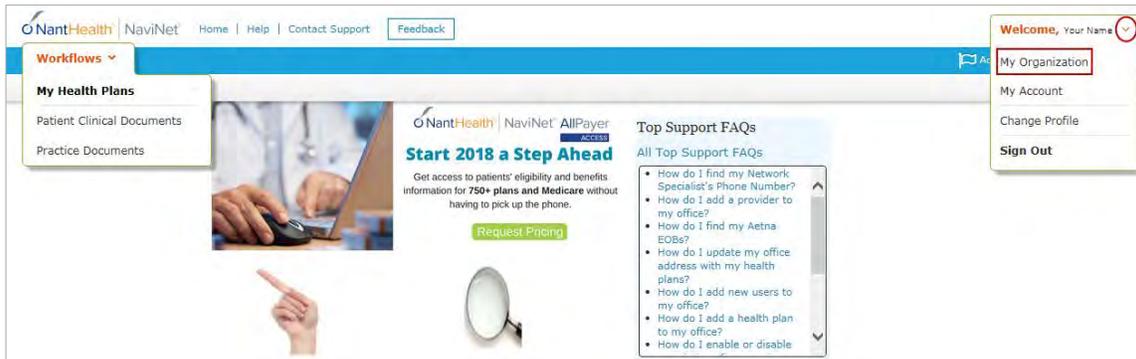
2. Click on **Billing Entities**, and check **Select All**; or select entities individually by Tax ID number and check the appropriate boxes. Then click **Save Changes**.
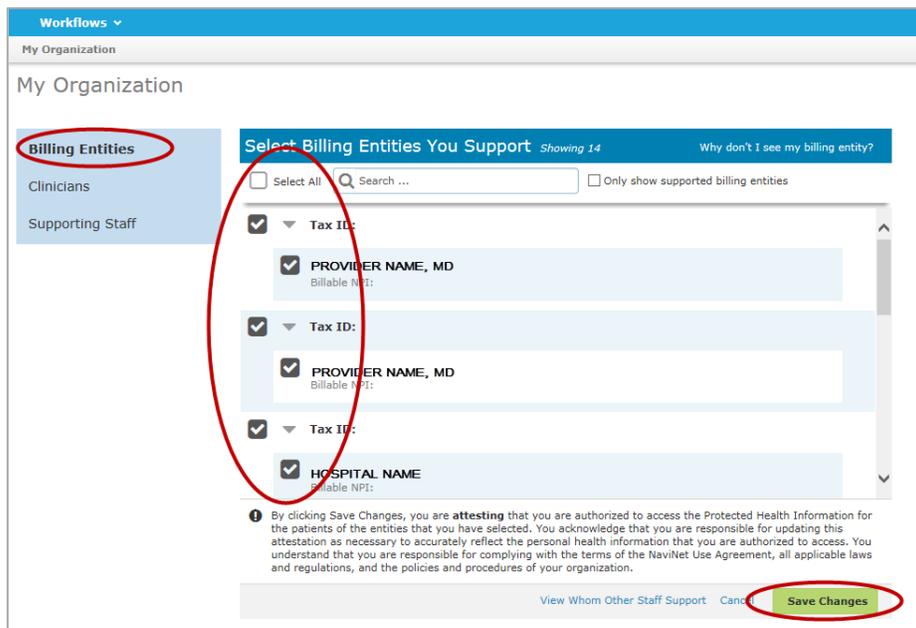
3. Click on **Clinicians**, and check **Select All**; or select clinicians individually and check the appropriate boxes. Then click **Save Changes**.
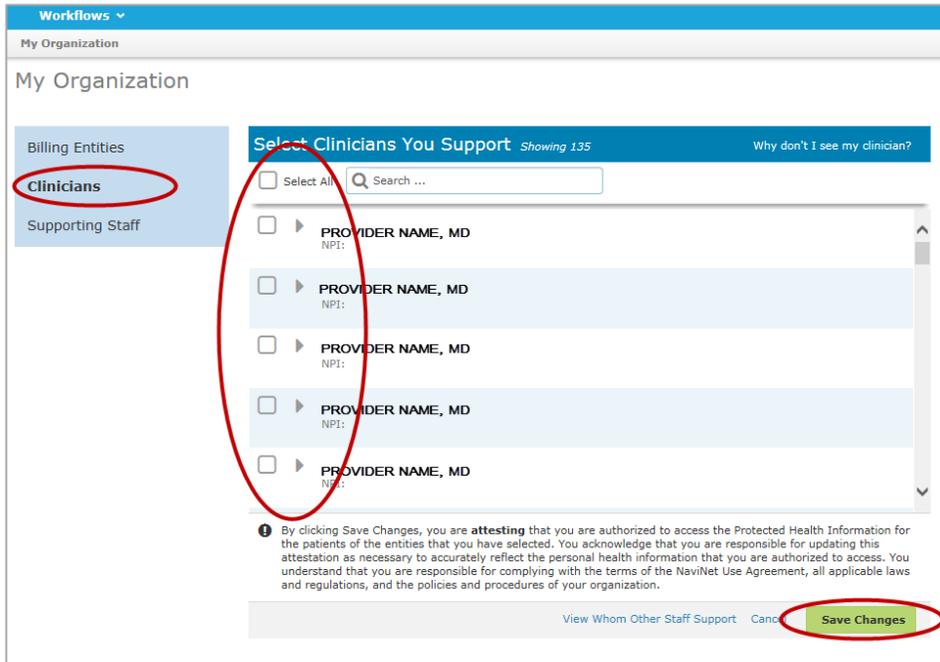
4. Once you have attested and saved changes, you can click **Patient Clinical Documents** under **Workflows** to access the Care Gaps you need to resolve.