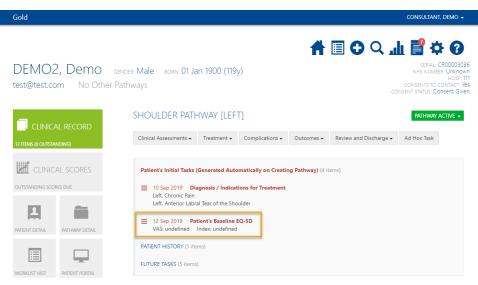
## Why No Score is Showing

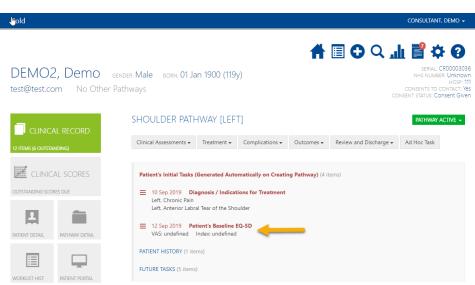
Below the patients score, you may see **NaN** or **Unidentified** instead of a score number.

If this is the case, it's because not all questions on the form were completed.

First, identify the score which is unidentified (incomplete).



Click on the score.





The form will then open. Scroll through the questions and you should find one which is incomplete.

If you already have the information to complete this enter it and save the form. Otherwise...

To prompt the patient to complete the form you can send a manual email reminder by clicking the **Send Email** button.

This will send an email to the patient immediately which will link them to the patient portal and to the incomplete questionnaire/s.

