



Frequently Asked Questions

Dynacare Insurance Solutions – Order Tracker

Why was the DIS Order Tracker Developed?

This tool was developed as a self-serve option to assist advisors and MGAs view status updates for Mobile Services, Tele-Interview's and APS ordered by third parties

What is the website to access the DIS Order Tracker?

[Home – Dynacare Order Management System](#)

How do I register on iCare to view the status of my pending orders?

If you are not already registered, please set up an account at:
[Registration – Dynacare Order Management System](#)

I received the message, "You do not have access to this page"?

Please try using a different web browser, ie. Chrome, Firefox, etc.

I forgot my Username and Password; how can I update it?

Recover your password – Dynacare Order Management System

If you do not receive the password reset link, please also look in your junk mail folder.

I tried to reset my iCare password and I still can't log in or I did not receive the password reset email link, who can I contact?

Please email our support team at: icare_support@dynacare.ca

What if my agency is not listed in the "Agency Affiliation" drop down menu?

Select "Independent Agencies" and select "My agency is not listed, please create new agency" if your agency is not part of the existing agencies in the drop-down menu.

I place my own orders on iCare, do I need to use the DIS Order Tracker to view the status of my pending orders?

You do not need to use the DIS Order Tracker if you place your own orders. You can continue to use the Detailed Order View tab to view the status of the orders you have placed yourself.

Can I view the order status for all carriers?

Yes, you can view the status of all orders if you have the required identifiers required to view the status of an order. (Dynacare order # **OR** Policy/Application #, Applicant's DOB and Last Name).

What information do I need to view the status of an order?

You need to enter the Dynacare order # OR Policy/Application #, Applicant's DOB and Last Name.

What if the order is not found?

Please verify the information entered with the correct spelling and ensure you have the correct Last Name, DOB and Policy/Application #. Also ensure the DOB is entered as Month-Day-Year.

What if I only have an application number and no policy number?

You can input the application number in the Policy number field.

What if I do not have the policy/application or order number?

Please contact the carrier or MGA who placed the order to obtain the policy/application number **OR** Dynacare order number.

How do I know what services have been ordered?

The orders on the DIS Order Tracker are separated by Division.

- Mobile Services - Paramedical, Blood, Urine, Vitals, ECG, Fixed Facilities.
- Tele-Interviews – Health History questionnaires conducted by phone.
- APS – Attending Physician Statements.

*As of July 12th, we have added a tab that shows the services ordered in addition to the Division.

What is the time frame to view my orders on the DIS order tracker?

Orders will be available to be viewed for 30 days after completion.

How do I view the order status and comments of my favorite orders?

Click on the reference number and you will be able to view the order status and comments.