



My BuckMD Troubleshooting Assistance

For common issues accessing or using My BuckMD, please check below.

Call 614-292-0118 for additional assistance.

Problems Accessing/Signing on to My BuckMD

IP address mismatch or IP address not the same

This often occurs when using a wireless connection or when trying to connect by phone. To correct, close down all browsers, not just browser page, but the browser application. The issue should be resolved.

404 page not found

Network and server maintenance is often scheduled for Sundays at The Ohio State University. This can cause disruption in service.

Appointment Scheduling

Unable to schedule appointments

SHS must have a signed My BuckMD consent form. Upon matriculation at Ohio State all students are given limited access to My BuckMD for the purpose of submitting their vaccination requirement information. In order to have full access, which includes scheduling of appointments, students must complete and submit the My BuckMD consent form.

No appointments listed for specified date range

If a search results in zero available appointments, please call our Appointment Associates at (614) 292-4321.



Appointment reason not in drop down list

If no appointment reason accurately describes the reason for scheduling an appointment or symptoms, call an Appointment Associate at (614) 292-4321. It is very important that an accurate reason is chosen for your appointment to allow providers and support staff to properly prepare for the visit.

Lab Results

Can't find lab results

Lab results are available under the My Profile menu.

Lab result not listed

SHS must have a signed My BuckMD consent form. Upon matriculation at Ohio State all students are given limited access to My BuckMD for the purpose of submitting their vaccination requirement information. In order to have full access, which includes accessing lab results, students must complete and submit the My BuckMD consent form.

Labs that occur prior to the submission of the My BuckMD consent form are not published to the health portal. To receive a copy these labs results, contact Health Information Services at (614) 292-0118.

Lab specimens are processed and reviewed by a provider before they are made available via My BuckMD. This process may take up to 72 hours.

Document Upload

Document upload error

Only files of type PDF, TIF/TIFF, JPG/JPEG, or GIF can be uploaded. Files must be less than 1,000 KB or 1MB. If a document falls within these parameters and issues persist, email the file to vaccination@osu.edu.