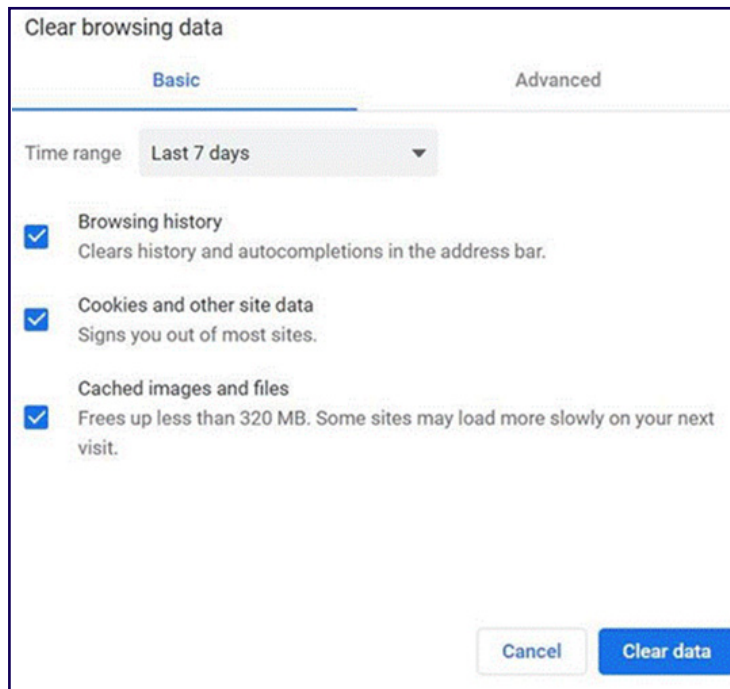


# Quality Provider Program: Troubleshooting Common Tool Errors

**General Instructions: For all issues encountered, first clear your browser cache based on the steps listed below.**

## Chrome Instructions (preferred Web browser)

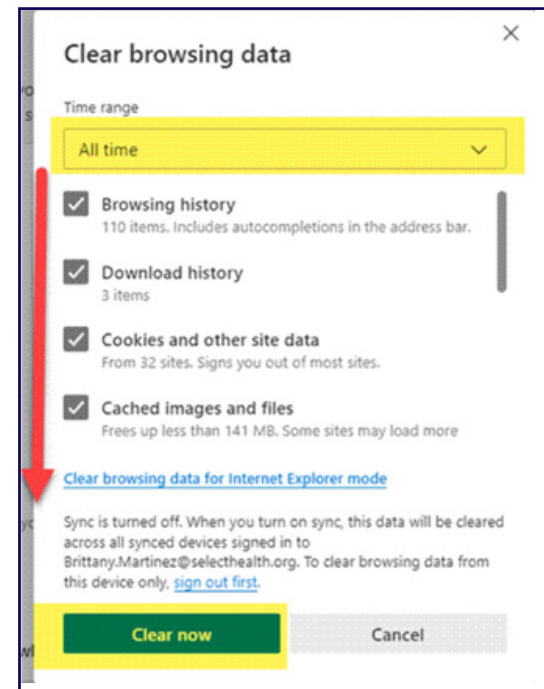
1. Click on the Chrome window and then select "Ctrl+Shift+Delete."
2. You should then see a pop-up window (see below), and make sure ALL boxes are checked.
3. Then, click on "Clear data."



Specific error messages are addressed on the subsequent pages.

## Microsoft Edge Instructions

1. Click on the Edge window, and select "Ctrl+Shift+Delete."
2. Select all four boxes in the pop-up window that opens.
3. Make sure the "Time range" is set to "All time."
4. Then, click on "Clear now."
5. After cache clears, exit out of the browser to let the browser reset, and try again.



Continued on page 2...

# Troubleshooting Common Tool Errors, Continued

## Error — Tableau: Unable to Sign in Message

If you receive this error message, please send a screenshot of the window (see right) to your QPP representative, and ask if they can confirm your account is still active.

### If your account is NOT active:

1. Call the help desk **801-442-7979**,  
**Option 2.** Be sure to tell the person who answers:
  - Your name and clinic name.
  - You cannot log in to view your clinic's data in the report hub for the Quality Provider Program but should have access.
  - Your LDAP user name. If needed, ask your QPP Team to call IT on your behalf to determine if your LDAP is expired.
2. If the help desk staff cannot help, contact your QPP representative to check your access.

### If your account is active:

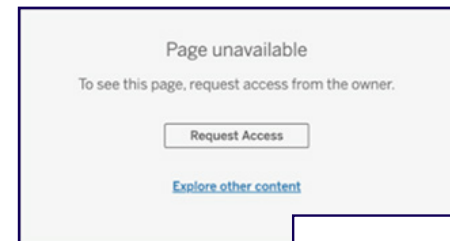
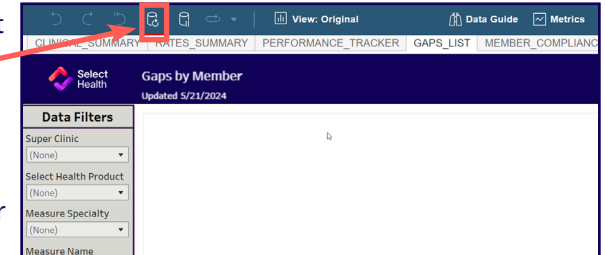
1. **Try to access your account on a different device**, such as personal computer or cellular device, apart from the clinic wifi or VPN.
2. **If you can access your account on a different device**, contact your clinic IT for support. The error could be resulting from a clinic's firewall/safety feature.
3. **If you cannot access your account**, send your QPP representative a screenshot and description of the error you are experiencing.



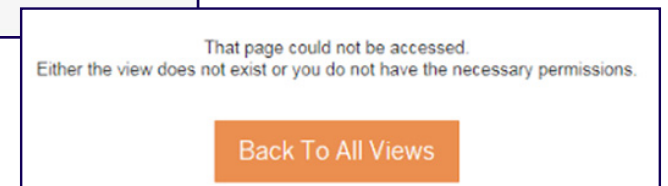
## Error — Tableau: Issues with Accessing Clinic Reports

### If you can log in, but the Super Clinic filter is not working:

1. Click on refresh icon at the top of the page.
2. If that does not work, please send a screenshot and description of the error you are experiencing to your QPP representative.

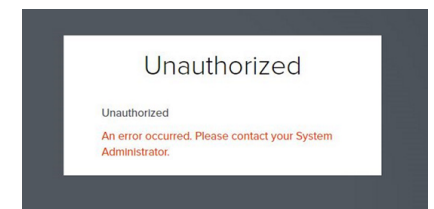


You should also send your QPP representative a screen shot and problem description if you click on the link in the Report Hub and get an access denied error.



## Error Message: Unauthorized. An error occurred. Please contact your System Administrator

1. Make sure your network is working.
2. If your network is stable and you are still getting this error message, send your QPP representative a screenshot and description of the error.

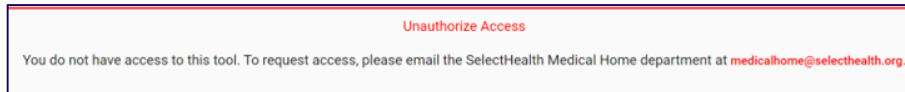


Continued on page 3...

# Troubleshooting Common Tool Errors, Continued

## Error: Unauthorized Access

If you receive the error message at right, please send a screenshot to your QPP representative and ask if they can confirm that your account is still active. Then, follow the directions below as appropriate.



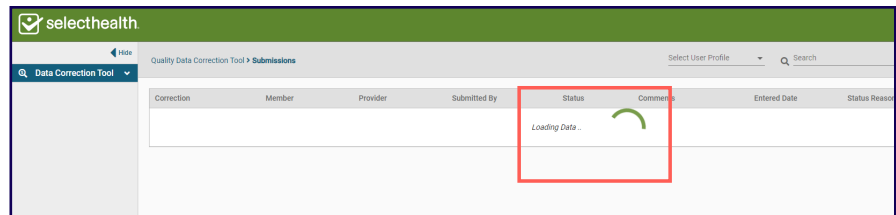
Your account is active.	Your account is inactive.
Ask your QPP representative to submit a request to grant you access.	<ol style="list-style-type: none"><li>1. Try to access your account on a different device, such as personal computer or cellular device, apart from the clinic wifi or VPN.</li><li>2. If you <b>can</b> access your account on a different device, the cause could be the clinic's firewall/safety feature. Contact your IT for support.</li><li>3. If you <b>can't</b> access your account on a different device, please contact your QPP representative to escalate the issue. Send a screenshot and description of the error you are experiencing.</li></ol>

## Error: Loading or Freezing

If you leave the QDC Tool open on your browser for too long, sometimes it will freeze or have issues loading data. If you have the submit screen open, it may allow you to enter in information, but not complete the submission; or state your submission was successfully completed, when it was not.

To fix this issue, refresh your web browser. If the issue persists, exit out of your web browser entirely and reopen the tool.

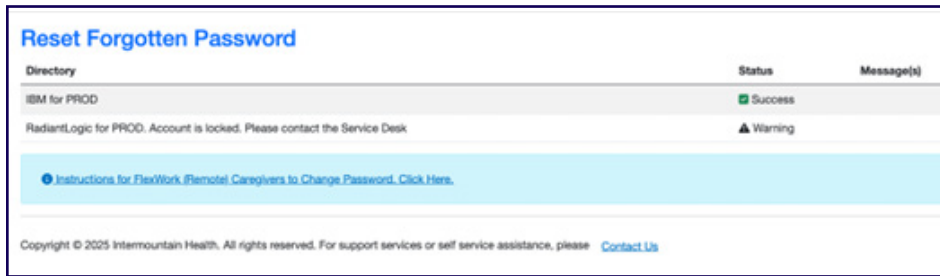
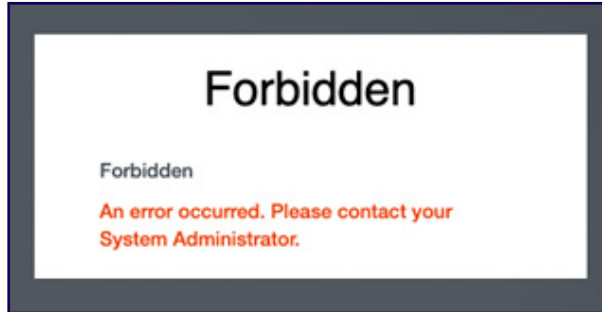
If these options don't work, clear your cache.



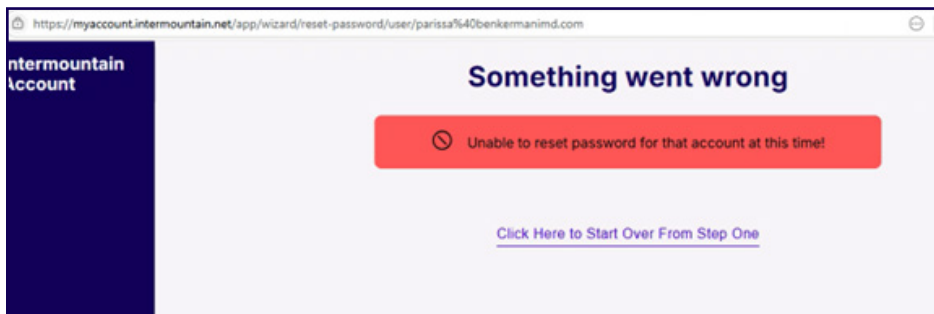
# Troubleshooting Common Tool Errors, Continued

## Error – Locked Account

1. If you are unable to reset your password and receive the error message shown at right, contact the **Help Desk at 801-442-7979, option 2**. They will assist you by unlocking your account and submitting a support ticket on your behalf.
2. Be sure to save the IT ticket number and inform your QPP Representative, so they can monitor the status and expedite the process if necessary.

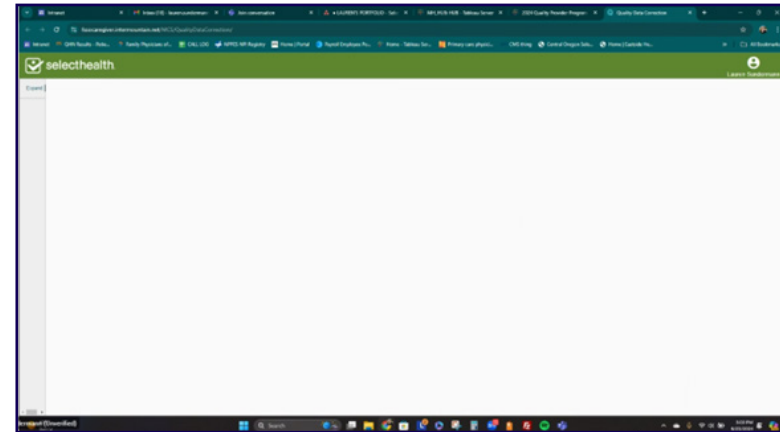


3. This is an error you may receive when trying to log into the QDC tool with a locked account.



## Error – QDC Tool (Blank Screen)

If you encounter a blank screen (screenshot below) when accessing the Quality Data Corrections Tool **and** you've already confirmed access with your QPP representative, try signing in using your username **instead** of your email, or vice versa.



If the issue persists, email your QPP representative with a screenshot of the blank screen for further assistance.