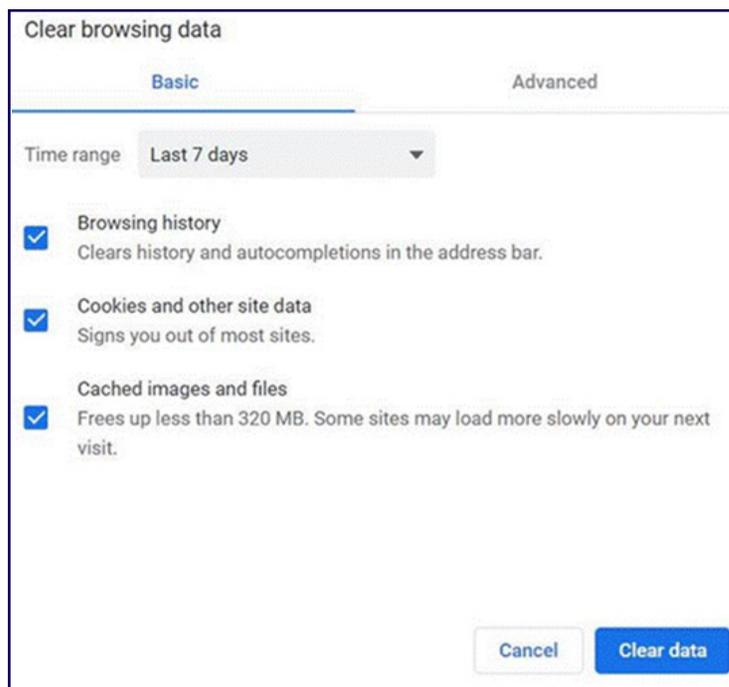


# Quality Provider Program: Troubleshooting Dashboard Errors

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

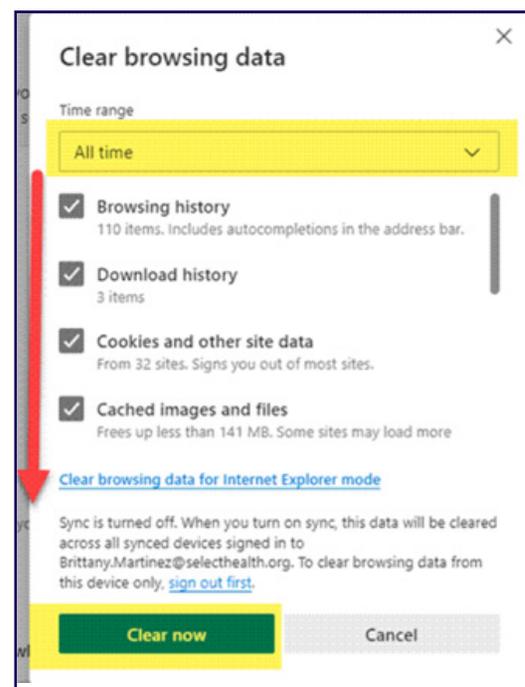
## Chrome Instructions

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.”



## 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.”



Specific error messages are addressed on the subsequent pages.

# Troubleshooting Dashboard 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.

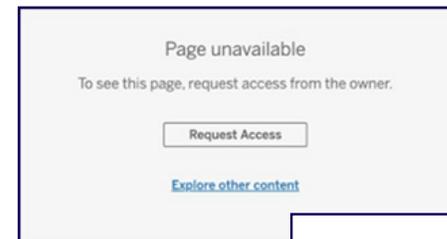
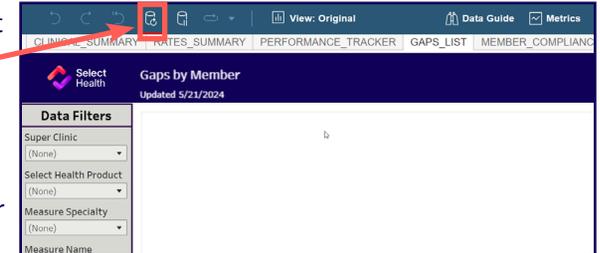
### If your account is active:

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.

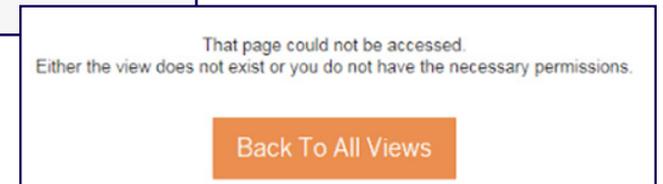
## Error — Tableau: Issues with Accessing Clinic Reports

### 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.

