

PROVIDER PORTAL LOGIN TROUBLESHOOTING

Having trouble logging in? These steps should get you going in no time.

1. **Clear existing bookmarks.** Our URL has changed, so your old bookmarks won't be working anymore. It's time to create new bookmarks!
2. **Confirm your browser is supported.** Our supported browsers are IE 10, IE 11, Google Chrome, Mozilla Firefox, Safari 7 and Safari 8.
3. **Clear your cache.** Your browser stores information to load websites faster. Right now, it's storing info for our old site, so clear your cache to get fresh new info in! If you don't know how to clear your cache, a quick Google search of "how to clear cache in (your browser)" will give you a step-by-step guide to clearing your cache.

If you find you still are unable to log in, don't hesitate to reach out!