Troubleshooting - Connect Care External Study Monitors Access Points

Troubleshoot – Ask whether users watched video/reviewed tip sheet as this should address most of their questions
Ask: Have you disconnected from your personal/company VPN? (Need to disconnect first before trying to access AHS's network)
All questions related to OTP codes should be directed to their Health System Access staff contact – Solutions center should NOT provide any new codes

MyLearningLink (MLL)

Can't log into MyLearningLink (MLL) → Have you changed your TEMPORARY password?
- YES → Still can't log in? → Call AHS IT Help Desk 1-877-311-4300 to request password reset for **AHS Network ID**
- NO → Change temporary **AHS Network ID** password

MyApps

Can't log into MyApps → Are you using your generic researchmon user name/password?
- YES → Still can't log in? → RSA Pin → Did you copy and paste the codes?
  - NO → Contact Research Coordinator for an alternate access method to access CC Portal
  - YES → Spaces can be copied over; Manually type out the 4 digit code + 8 digit one time passcode (OTP). → Still can't log in? → Contact Research Coordinator for an alternate access method to access CC Portal
- NO → Use generic login/password → Still can't log in?

OTP codes → solutions center should NOT reset or provide new codes – direct user to their Health System Access staff who provided initial set of OTP codes

Connect Care Provider Portal

Can't log into Connect Care Provider Portal? → Have you changed your TEMPORARY password?
- YES → Still can't log in? → New Monitor
  - NO → Call AHS IT Help Desk 1-877-311-4300 to request password reset for **AHS Network ID**
  - YES → Have you completed your MLL training 48H in ADVANCE?
    - YES → Call AHS IT Help Desk 1-877-311-4300 to request password reset for **AHS Network ID**
    - NO → Wait until MLL syncs with other systems for access → Still can't log in?
- NO → Change temporary **AHS Network ID** password