Troubleshooting - External Study Monitors Access Points

Troubleshoot – Ask whether users watched video/reviewed tip sheet as this should address most of their questions
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?
      - NO → Call AHS IT Help Desk 1-877-311-4300 to request password reset for AHS Network ID
    - YES → Change temporary AHS Network ID password
  - NO → Can’t log into MyLearningLink (MLL)

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

- **Connect Care Provider Portal**
  - Can’t log into Connect Care Provider Portal?
    - Have you changed your TEMPORARY password?
      - YES → Still can’t log in?
        - NO → Call AHS IT Help Desk 1-877-311-4300 to request password reset for AHS Network ID
      - YES → New Monitor
  - NO → Can’t log into Connect Care Provider Portal?
    - Change temporary AHS Network ID password

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