

Alberta RTI

Troubleshooting FAQ



See the following document outlining how users should enter their Netcare RSA Login, PORTAL ID and PIN ID in the User Profile in Kroll :



RTI – Netcare
usernames in Kroll.pd

Error Message in Kroll

Cause and Solution

RSA SecurID Authentication Error



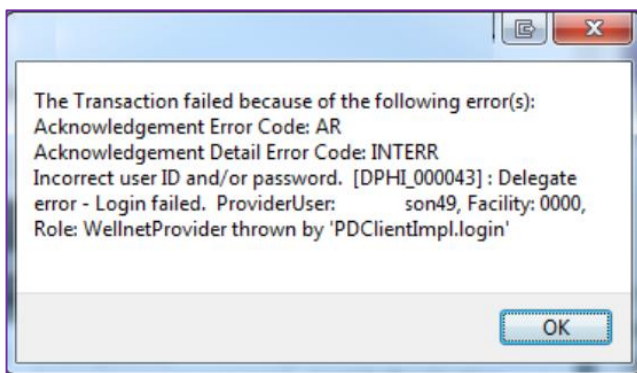
What does this mean?

Your security login information is not matching up correctly.

How to fix it:

1. Check your user profile in Kroll:
 - Go to Edit > Users and Groups
 - Select your user name
 - Make sure your RSA SecurID User ID, Network Username, and Portal Username are entered correctly
2. If the error continues, contact Netcare Support at 1-877-931-1638 - your account may need to be re-registered

"Incorrect User ID/Password" Error



What does this mean?

Your login information is not working properly. Issue could be caused by a password not entered correctly.

How to fix it:

1. Try logging into the Netcare Portal
2. Look up a patient's medications
3. If you see an error message, you'll need to reset your PIN/PD password
4. Contact Netcare Support at 1-877-931-1638 for password reset help

Error Message in Kroll

Cause and Solution

"Provider Information Does Not Match with Current Records"

Detected Issue	Description	Caused By	Managements
Priority	Error		
Issue Type	Validation Issue		
Severity	Unknown	Needs management	NO Permanent NO
Details			
Provider information does not match with current records: Information in Request (Provider Id, Provider Name, Provider Type): {000100000J1J, Bil PHARM} Information on Record (Provider Id, Provider Name): {000100000J1J, Robert [CERX_MEDIATOR_000019] : Provider info does not match. thrown by 'CeRxProviderValidator.validate'			

What does this mean?

Issue validating the user profile in Kroll against the user registered on Netcare

How to fix it:

1. Double-check Network Username and SecurID Username in Kroll User Account
2. Ensure first/last names with two words are hyphenated (e.g., Mary-Jane, NOT Mary Jane)
3. Verify User Type is correctly selected (Pharmacist, Pharmacy Student, Technician)
4. If all correct in Kroll, contact Netcare Helpdesk for user setup issues

"Patient Information Does Not Match with Current Records"

What does this mean?

Patient demographics in Kroll don't match demographics registered on Netcare (e.g., different date of birth)

How to fix it:

Change local system to reflect what's on Netcare (*synchronize patient*), OR
Call Netcare to change their information

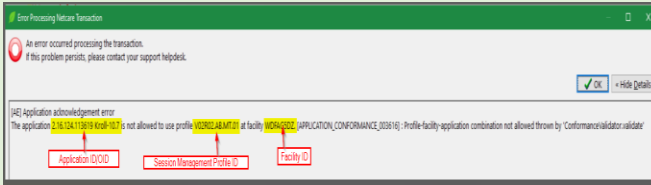
"The application [...] is not allowed to use profile [user] at facility W..... "

What does this mean?

Problem with the Facility ID entered in Kroll or Netcare access not activated.

Error Message in Kroll

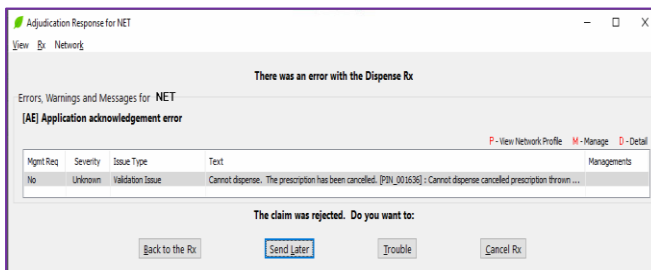
Cause and Solution



How to fix it:

1. Only the Facility ID can be changed in your Kroll system
2. Contact Netcare Support at 1-877-931-1638 they need to:
 - Link your account information correctly
 - Activate your Netcare access
3. You may also need to contact your TELUS representative for additional support

"Cannot Dispense" Error



What does this mean?

There is an issue with processing a prescription.

How to fix it:

1. Try canceling the prescription and creating a new one
2. If this happens with all prescriptions, contact Netcare Support at 1-877-931-1638 - they need to activate your facility's cancellation permissions

"The [GivenName] is mandatory / The [FamilyName] is mandatory CERX_MEDIATOR Error"

What does this mean?

There is a problem with the user's Kroll account.

Error Message in Kroll

Cause and Solution

How to fix it:

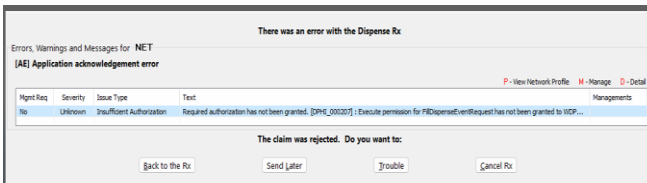
1. Go to Edit > Users and Groups
2. Select your user name
3. Double-check Network Username and SecurID Username in Kroll User Account
4. Ensure first/last names with two words are hyphenated (e.g., Mary-Jane, NOT Mary Jane)
5. Verify User Type is correctly selected (Pharmacist, Pharmacy Student, Technician)
6. If all correct in Kroll, contact Netcare Helpdesk for user setup issues



"Insufficient Authorization" Error

What does this mean?

You don't have the right permissions to perform certain actions. User accesses Netcare but does not have proper authorization



How to fix it:

Contact Netcare Support to verify and update your permission levels

"Server Unavailable"

What does this mean?

Netcare Server is unavailable.

"RTEDEST Error"

Prescriptions will be pended after adjudication and will be sent to the Pend Adjudication Queue in Kroll.

"Waiting for Network Rx Status Update"

When Netcare is back up, users will be able to release these prescriptions manually from the queue in the Workflow Screen in Kroll.

Error Message in Kroll**Cause and Solution****Overnight Batch Processing Issues****What does this mean?**

For care facilities using overnight prescription processing, you might see errors because:

- Netcare access times out after a period
- The system logs out after no activity

How to fix it:

Work with your IT support to adjust batch processing times and ensure they align with system login requirements.