

Alberta RTI

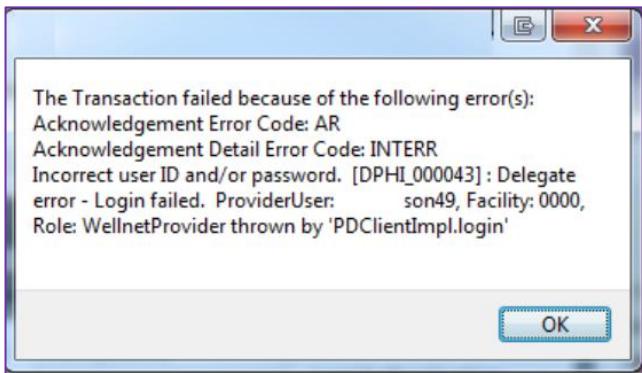
Troubleshooting FAQ

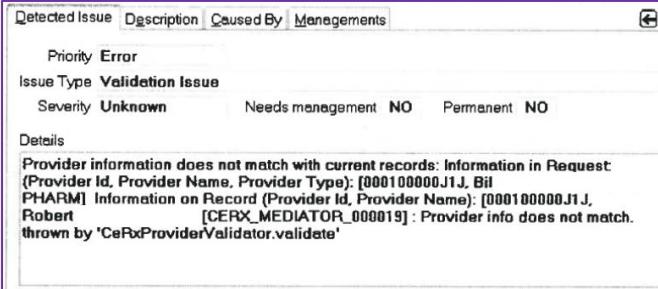


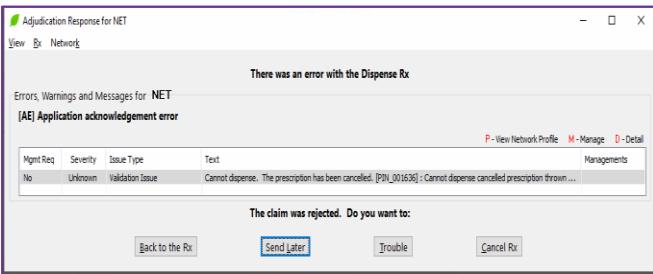
See the following document outlining how users should enter their Netcare RSA Login, PORTAL ID and PIN ID in the User Profile in Kroll :

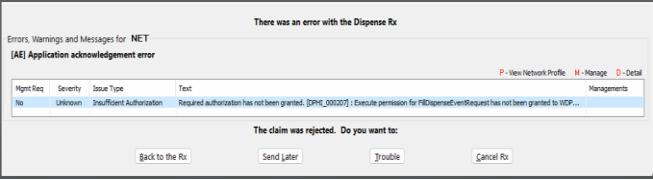


RTI – Netcare
usernames in Kroll.pdf

Error Message in Kroll	Cause and Solution
<h3 data-bbox="290 257 773 287">RSA SecurID Authentication Error</h3> 	<p data-bbox="926 257 1246 287">What does this mean?</p> <p data-bbox="926 318 1416 388">Your security login information is not matching up correctly.</p> <p data-bbox="926 409 1111 439">How to fix it:</p> <ol data-bbox="926 470 1421 1030" style="list-style-type: none"> <li data-bbox="926 470 1421 861">1. Check your user profile in Kroll: <ul data-bbox="1024 530 1421 861" style="list-style-type: none"> <li data-bbox="1024 530 1383 599">Go to Edit > Users and Groups <li data-bbox="1024 620 1383 656">Select your user name <li data-bbox="1024 677 1421 861">Make sure your RSA SecurID User ID, Network Username, and Portal Username are entered correctly <li data-bbox="926 882 1421 1030">2. If the error continues, contact Netcare Support at 1-877-931-1638 - your account may need to be re-registered
<h3 data-bbox="279 1115 784 1144">"Incorrect User ID/Password" Error</h3> 	<p data-bbox="926 1115 1246 1144">What does this mean?</p> <p data-bbox="926 1176 1421 1284">Your login information is not working properly. Issue could be caused by a password not entered correctly.</p> <p data-bbox="926 1305 1111 1334">How to fix it:</p> <ol data-bbox="926 1366 1421 1757" style="list-style-type: none"> <li data-bbox="926 1366 1383 1436">1. Try logging into the Netcare Portal <li data-bbox="926 1457 1405 1493">2. Look up a patient's medications <li data-bbox="926 1514 1405 1628">3. If you see an error message, you'll need to reset your PIN/PD password <li data-bbox="926 1649 1421 1757">4. Contact Netcare Support at 1-877-931-1638 for password reset help

Error Message in Kroll	Cause and Solution
<p>"Provider Information Does Not Match with Current Records"</p> 	<p>What does this mean?</p> <p>Issue validating the user profile in Kroll against the user registered on Netcare</p> <p>How to fix it:</p> <ol style="list-style-type: none"> 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
<p>"Patient Information Does Not Match with Current Records"</p>	<p>What does this mean?</p> <p>Patient demographics in Kroll don't match demographics registered on Netcare (e.g., different date of birth)</p> <p>How to fix it:</p> <p>Change local system to reflect what's on Netcare (<i>synchronize patient</i>), OR Call Netcare to change their information</p>
<p>"The application [...] is not allowed to use profile [user] at facility W..... "</p>	<p>What does this mean?</p> <p>Problem with the Facility ID entered in Kroll or Netcare access not activated.</p>

Error Message in Kroll	Cause and Solution
	<p>How to fix it:</p> <ol style="list-style-type: none"> 1. Only the Facility ID can be changed in your Kroll system 2. Contact Netcare Support at 1-877-931-1638 they need to: <ul style="list-style-type: none"> o Link your account information correctly o Activate your Netcare access 3. You may also need to contact your TELUS representative for additional support
<p>"Cannot Dispense" Error</p> 	<p>What does this mean?</p> <p>There is an issue with processing a prescription.</p> <p>How to fix it:</p> <ol style="list-style-type: none"> 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
<p>"The [GivenName] is mandatory / The [FamilyName] is mandatory CERX_MEDIATOR Error"</p>	<p>What does this mean?</p> <p>There is a problem with the user's Kroll account.</p>

Error Message in Kroll	Cause and Solution
	<p>How to fix it:</p> <ol style="list-style-type: none"> 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
<p>"Insufficient Authorization" Error</p> 	<p>What does this mean?</p> <p>You don't have the right permissions to perform certain actions. User accesses Netcare but does not have proper authorization</p> <p>How to fix it:</p> <p>Contact Netcare Support to verify and update your permission levels</p>
<p>"Server Unavailable"</p> <p>"RTEDEST Error"</p> <p>"Waiting for Network Rx Status Update"</p>	<p>What does this mean?</p> <p>Netcare Server is unavailable.</p> <p>Prescriptions will be pended after adjudication and will be sent to the Pend Adjudication Queue in Kroll.</p> <p>When Netcare is back up, users will be able to release these prescriptions manually from the queue in the Workflow Screen in Kroll.</p>

Error Message in Kroll	Cause and Solution
<p>Overnight Batch Processing Issues</p>	<p>What does this mean?</p> <p>For care facilities using overnight prescription processing, you might see errors because:</p> <ul style="list-style-type: none">• Netcare access times out after a period• The system logs out after no activity <p>How to fix it:</p> <p>Work with your IT support to adjust batch processing times and ensure they align with system login requirements.</p>