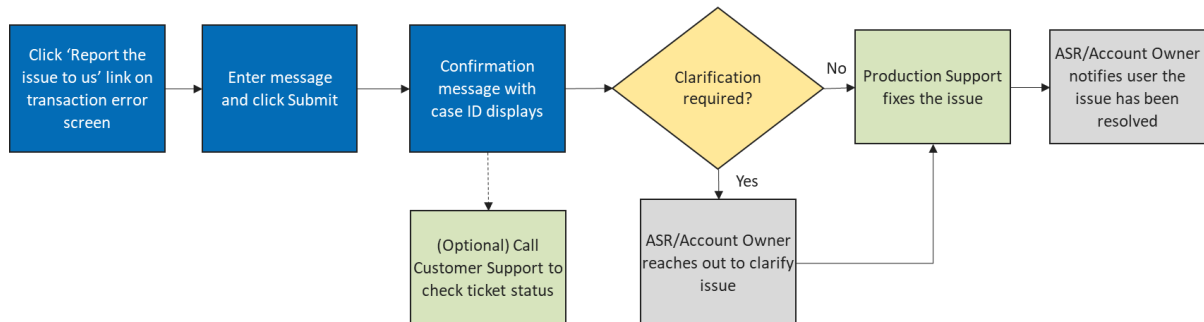# Report an Issue – Pre-Sign in

Quick Reference Guide (QRG)

This Quick Reference Guide (QRG) will provide an overview on the process of reporting an issue related to signing in to the Employer Portal.

Let us look at the steps in detail to report an issue with sign in.

Purpose: Report an issue with sign in.

Step 1:	A technical error can occur before signing into the Employer Portal when you try to request access, recover a username, or recover a password. **Note:** In this case, we will show the process for reporting a Request Access error. 1. Click **Request Access**.

| Step 2: | 1. Enter email address and Group ID. |

ConnectiCare

Request For Access

Please enter your email address.

Email*
ganesh.sirasana@EH.com

Group ID*
_____

*Required information

Next

Cancel

Step 3:	The Report an Issue screen displays.
	1. It is recommended to attempt to resubmit the transaction.
	2. If the error occurs again, click **report the issue to us**.

ConnectiCare

<

Report an Issue

An Error occurred in processing your request.
Please report the issue to us so we can help or click the Ok button to resume your work.

OK

Step 4:	The Report an Issue screen displays. 1. Enter the details of the error in the **Message** box. **Note:** It is important to include specific and detailed information about the error in your message. 2. Click **Next**.

Report an Issue

If you experienced difficulties accessing or using our site, we want to know about it. Please tell us what went wrong.

Issue Type
Access Request Issue ⌄

Group ID*   Subgroup ID

Message*

Email*
ganesh.sirasana@EH.com   Mobile Phone Number

Phone Number   Ext.

First Name   Last Name
Ganesh   Sirasana

Zip   Last Invoice Number
06035

[Next]

Step 5:	A confirmation message with a case number displays. **Note:** To check on the status of your case, call customer service. If clarification is needed on your issue, your ASR/Account Owner may reach out to you.

ConnectiCare

Thank you for your submission. We will resolve your query within 8 Business hours. Your case number is
02426528

[Back to Login]

Thank You