Preparing to Call or Email the KY MPPA Contact Center

There are certain basic steps you can take to troubleshoot issues within KY MPPA and information you should have available prior to calling the KY MPPA Contact Center.

This document provides you with the key information to have available prior to calling the contact center and outlines the basic steps to take to troubleshoot issues which may resolve your issue.

Preparing to Call the Contact Center

If you are having technical issues with KY MPPA or have a question you cannot resolve, the KY MPPA Contact Center is available to assist. Prior to calling the Contact Center, you should have your personal and application information ready in order to streamline the call. This includes:

- Medicaid ID *(as required)* – **do not send via email**
- NPI
- Application number (APP, MNT, RVL, RIN, RAP, VTR, CHW)
- Organization Name
- VSST Token (VIP Access Multi-Factor Authentication token) *(as required)* – not required for email
- Summary of your specific issue
- Screenshot of the issue or error message *(as required)*

Prior to calling the Contact Center, you may be able to troubleshoot computer technical issues by clearing your cache and cookies.

Note: *We recommend you always clear your cache and cookies when KY MPPA has a new release or system enhancement.*

The **Troubleshooting Computer Issues: Clearing Cache and Cookies section** of this document will walk you through this process on the three primarily used browsers *(Internet Explorer, Chrome, and Mozilla Firefox)*.

If you are unable to resolve your issue by clearing the cache and cookies in your browser, please take a screen shot of the issue or error message on the appropriate screens. The Contact Center will request the screenshot be sent via email if necessary to better help you. See the **Screenshot section** in this document for instructions on how to take a screen shot on either a Windows or Mac computer.

For more information on how to call the Contact Center and their responsibilities, refer to the 'Contact Center Assistance' job aid. For information regarding the VSST Token, refer to the 'Provider and Credentialing Agent Sign-On to KY MPPA' job aid.

Troubleshooting Computer Issues: Clearing Cache and Cookies

Browsers try to do their part to speed up the loading process. The first time you visit a site the browser will save pieces of the site, because the browser can display the files stored in its cache much faster than it can pull fresh files from a server. Your browser tends to hold onto information, and over time it could cause problems with logging in or bringing up websites. It's always a good idea to clear out the cache, or browser history, and clear cookies on a regular basis. Instructions below are included for the primary browsers used: Internet Explorer, Chrome and Firefox.

Internet Explorer

1. Bring up a browser window and click the tool icon in the top right corner (looks like a gear)
2. Click "safety"
3. Click Delete browing history
4. Uncheck the preserve favorites web data and all other options.
5. Check "Temporary internet files and website files" and Check "Cookies and website data"
6. Click Delete. This process may take a moment and you will receive a pop up message when it is completed.
7. Close your browser and then open a new instance and attempt your function or process again.

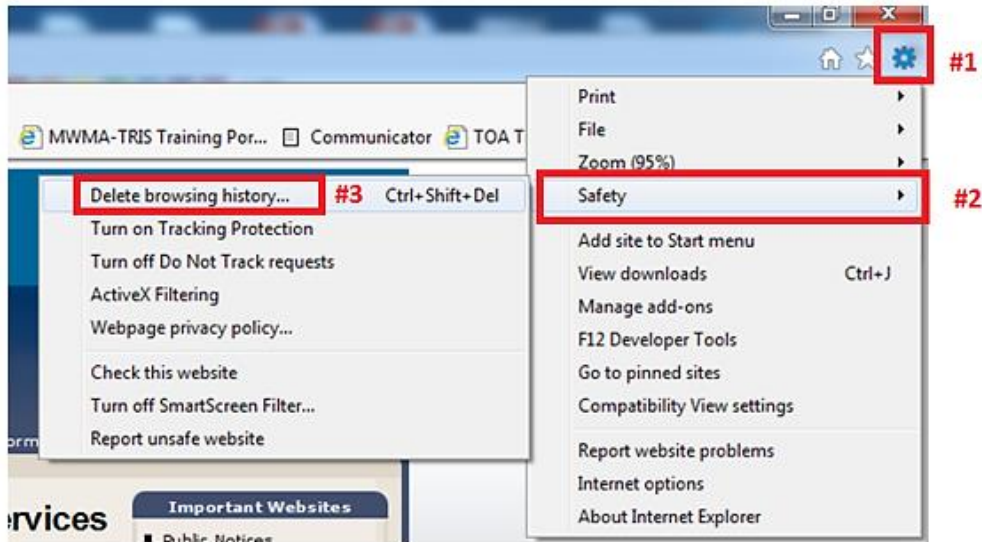See **Figure 1** to see Steps 1-3 and **Figure 2** to see Steps 4-6.

Figure 1: Clearing Cache/Cookies on Internet Explorer – Steps 1-3
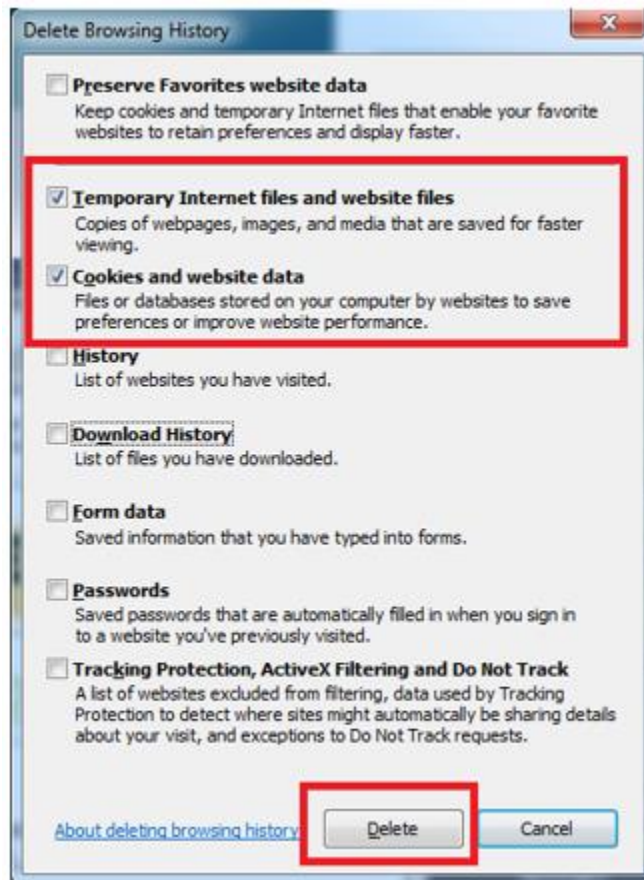

Figure 2: Clearing Cache/Cookies on Internet Explorer – Steps 4-6

Chrome

1. Open browser and click the Chrome controls icon in the top Right (3 dots in a line)
2. Click "More Tools"
3. Click "Clear Browsing Data"
4. The "Clear browsing data" box should automatically display but if not choose the 'Clear browsing data; option from the Settings menu.
5. Choose the length of time you wish to erase the data for, either an hour, day, week, 4 weeks, the beginning of time.
6. Check the box for the options in the following list but uncheck all others
   a. Browsing History
   b. Download History
   c. Cached Images and Files
   d. Cookies and Other Site data
7. Click "Clear Browsing Data"
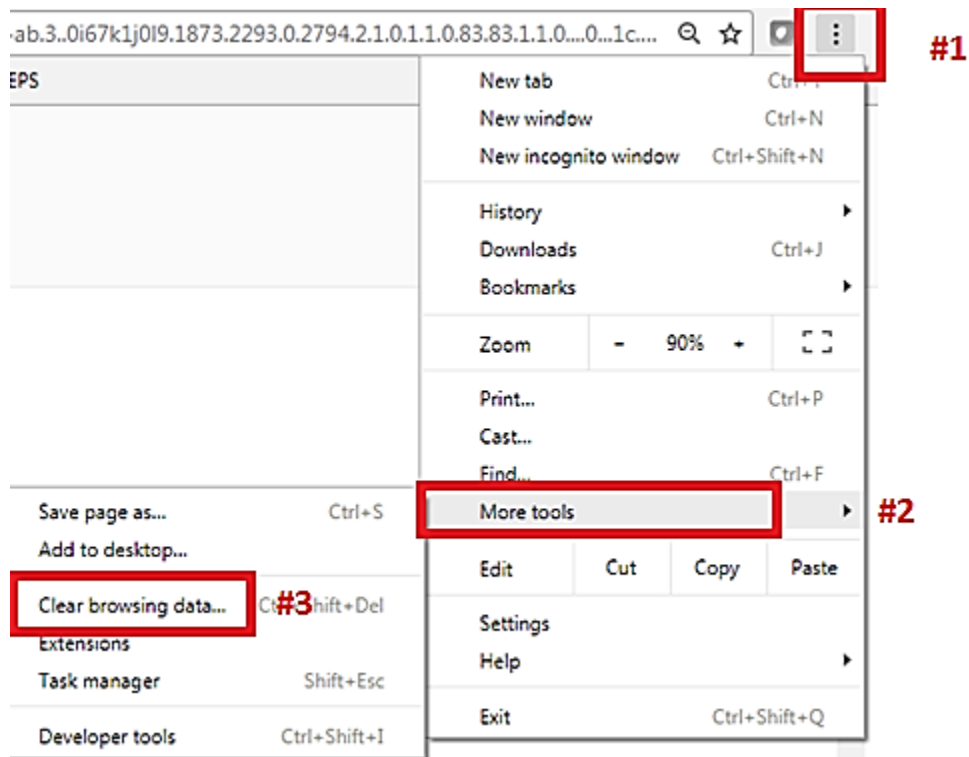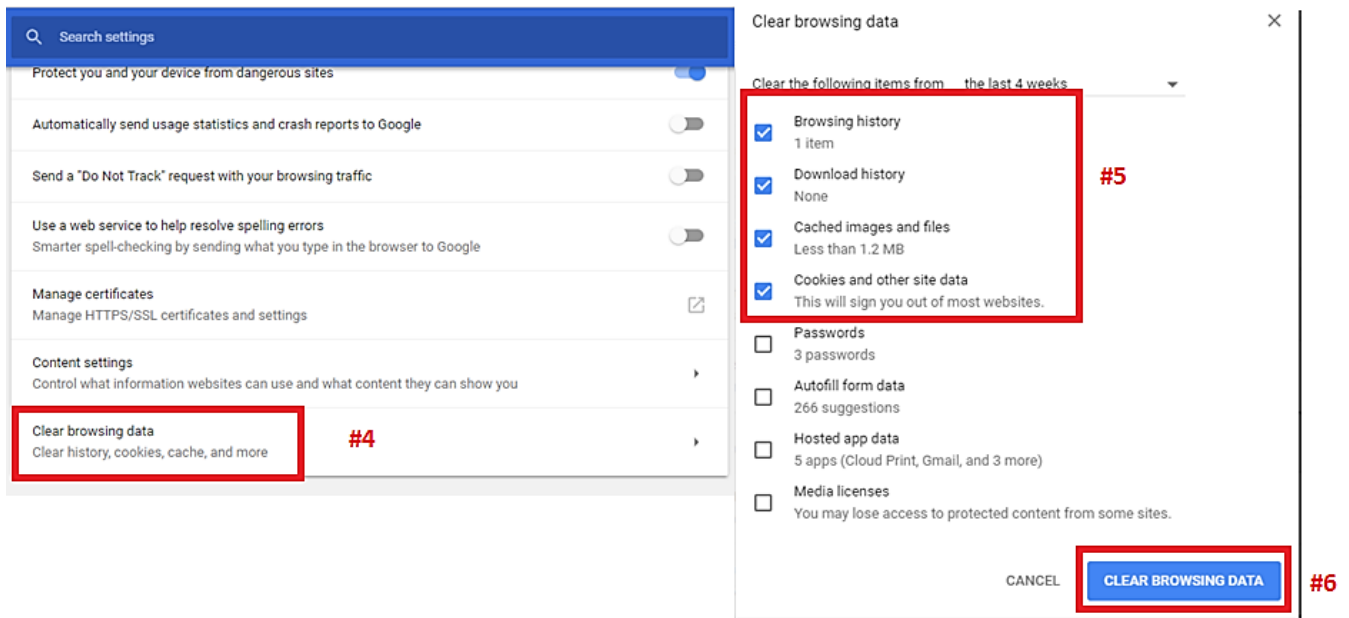

Figure 3: Clearing Cache/Cookies on Chrome – Steps 1-3

KY MPPA, V1

Mozilla Firefox

1. Open a new browser window and click the Menu icon in the top right corner (looks like lines on a page)
2. Click the History Icon
3. Click the :Clear Recent History" option
4. Choose the date range for which you would like to delete. One day at minimum is best.
5. Click the "Details" option to expand the list of items to delete the check those in the list below and uncheck all others:
   a. Browsing and Download History
   b. Form and Search History
   c. Cookies
   d. Cache
6. Click "Clear Now"

See **Figure 5** to see Steps 1-6 for Mozilla Firefox.
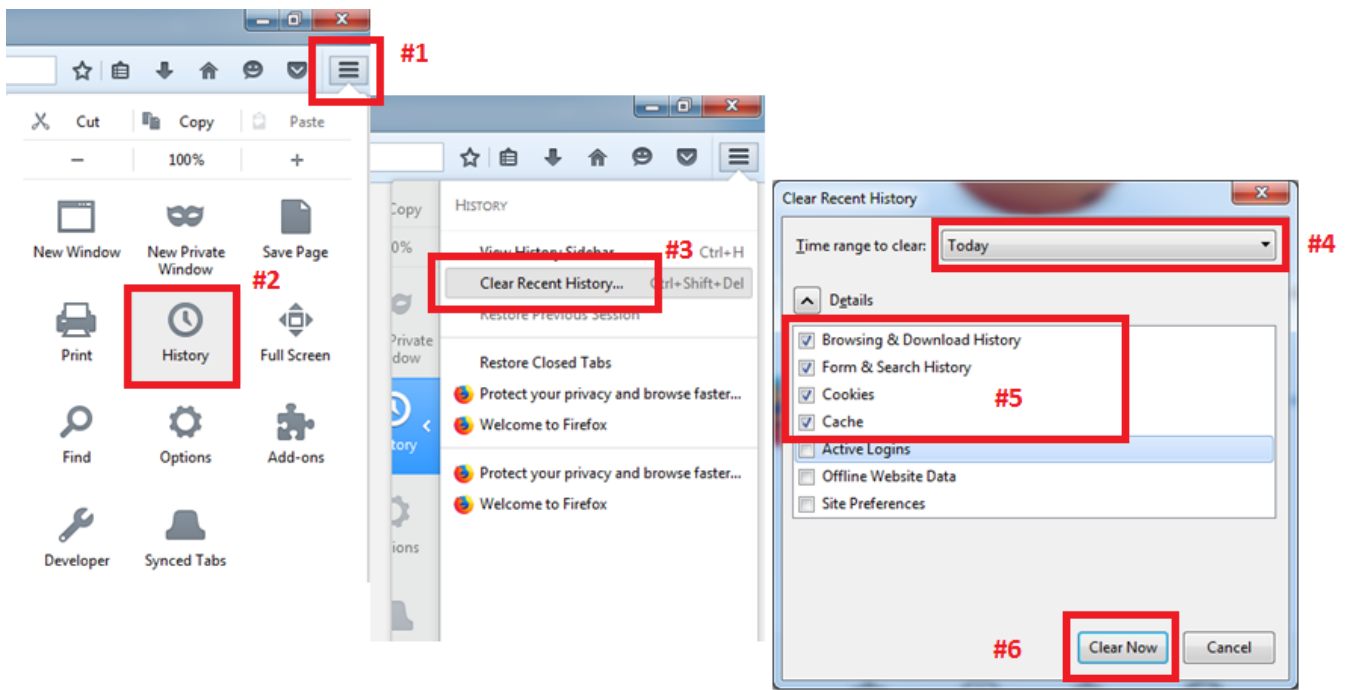
Figure 5: Clearing Cache/Cookies on Mozilla Firefox – Steps 1-6
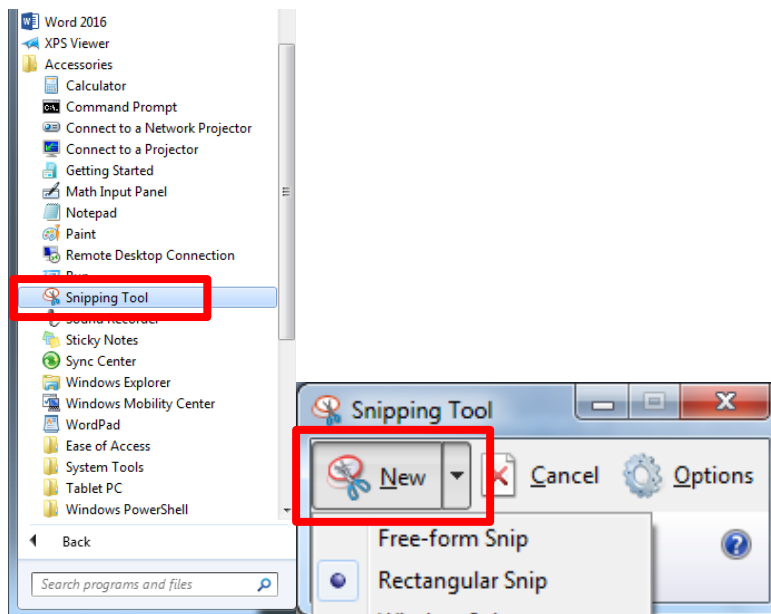
Screenshots

Taking a screenshot will vary depending upon whether you are using a Windows computer or a Mac. It may also vary depending upon the version of Windows your computer is running.

Taking a Screenshot with Windows

There are two primary methods to take a screenshot with Windows: Snipping Tool or Print Screen. Print Screen will work on any version of Windows, but the Snipping Tool may not be available depending upon your Windows version.
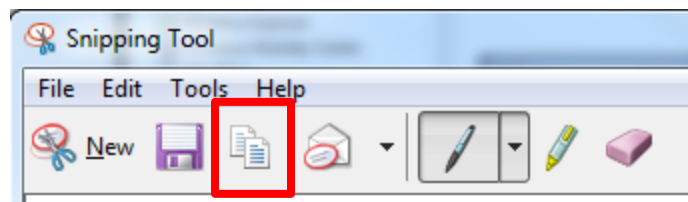
Snipping Tool

Use the Snipping Tool to take the screenshot of the desired section of the screen. The Snipping Tool is found by opening the Windows start menu, clicking on All Programs, and then opening the Accessories file.

Figure 6: Taking a Screenshot with the Snipping Tool

Click on **New** to open the snipping window – the screen will gray out and the mouse will be replaced by crosshairs. Move the crosshairs to the beginning of the area you wish to copy and **click and drag** to the end of the area.

To copy the snip, click on the **Copy** icon on the Snipping Tool menu. You can then use the paste function (Crtl+V) to place the screenshot at the desired location.

Figure 7: Copy Snip within the Snipping Tool

Print Screen

If your version of Windows does not have the Snipping Tool as part of Accessories, you can use the Print Screen function to copy the image of your screen. This function will copy the entire desktop and does not allow you to copy a specific portion of the screen, however you can use the Crop function to edit the content of the image if necessary.

To copy your desktop, click on **Alt** and **PrtScn**. This will place the image on your Clipboard; you can then use the paste function (Crtl+V) to place the screenshot at the desired location.
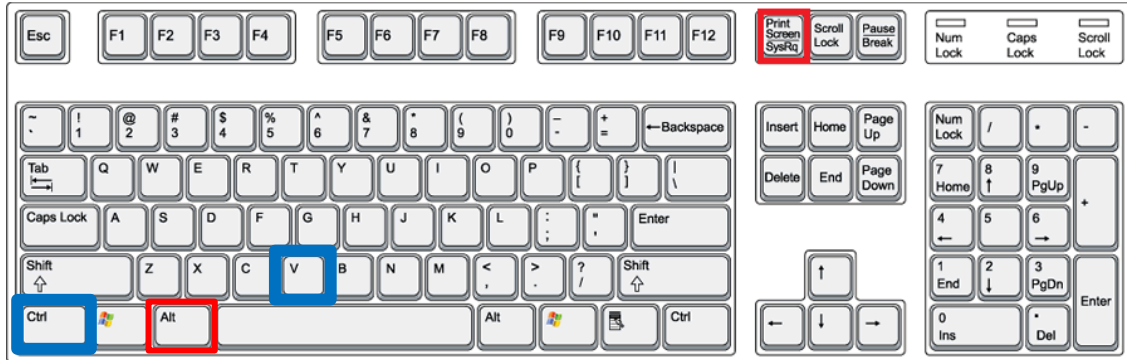
Figure 8: Copy Desktop with PrtScn

Taking a Screenshot with a Mac

For detailed instruction on how to use MAC commands, please review the following link and information: https://support.apple.com/en-us/HT201361.

You can capture your entire screen or just a selected portion of it. The screenshot is automatically saved to your desktop.

Copying Entire Desktop

1. Press Shift-Command (⌘)-3.
2. Find the screenshot as a .png file on your desktop.

Selected Portion of Screen

1. Press Shift-Command-4. The pointer changes to a crosshair.
2. Move the crosshair to where you want to start the screenshot, then drag to select an area. While dragging, you can hold Shift, Option, or Space bar to change the way the selection moves.
3. When you've selected the area you want, release your mouse or trackpad button. To cancel, press the Esc (Escape) key before you release the button.
4. Find the screenshot as a .png file on your desktop.