

## Having trouble submitting your report?

- Refer to the Instruction Manual.
- Make sure you are trying to login to the correct report (Employer, Aftercare/Continuing Care, Counselor).
- Username and Password: The Username is the email address you provided on the form (provided by the nurse to you) and that you submitted to the ABN. You may wish to refer to the Online Reporting Instructions emailed to you after the form was received.
- Be sure that you are using an underscore ( \_ ) in the password and not a dash ( - ).
- Are you attempting to sign on from a phone or tablet? You must use a computer.
- What browser are you using? For best results, use Google Chrome.
- When you sign in, are you entering your information and pressing the [enter] key or clicking “submit?” Pressing the [enter] key will trigger the TeamViewer setup instead of the log in.
- Make sure your facility firewall is not blocking the link.

Still Have Questions? [Contact Us](#)

# Troubleshooting Tips: Online Quarterly Reporting



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