



My Erickson Most Common Problems Trouble Shooting Guide

Community Resources is available to assist residents with My Erickson issues for:

- Initial activation of accounts
- Password resets
- Quick overview of My Erickson features (new users).

Community Resources does not

- Provide individual tech support on how to use/navigate smartphones, laptops, tablets or Ipads
- Any other computer issues (not accessing e-mail, wi-fi issues)
- Is not able to help you access/download the My Erickson App from your app store.
- You must be able to log into your app store (may require your Apple ID) before you can download the app.

All other non My Erickson related problems, contact Erickson Resident Computer Services at 1-800-677-0211.

Issue: I can't access My Erickson.

Solution:

- Resident using Internet Explorer to activate account. My Erickson no longer supports Internet Explorer. Use Chrome, Edge, Safari or Firefox.
- Make sure you are connected to the resident Wifi.
- Go to your 'Favorities' or 'Bookmark' to access My Erickson.
 - If My Erickson is no longer there, you most likely cleared your cache or favorites.
 - To reset, type in <https://Myerickson.erickson.com>.
- If you are using a computer, make sure you on a fresh web page (no other tabs are open). Make sure you are typing in the URL correctly – (as above).

Issue: My password does not work or I don't remember my password.

Solution:

Most common mistake is user error with typing in the the correct password due to a misspelling. Make sure you slowly type in your password. Remember passwords are case sensitive. If you continue to have problems with your password, **'YOU' can reset your password yourself, my clicking on the 'Forgot my password' check box, then follow the prompts.**

Issue: Trouble with redirecting or resetting password or I keep getting a blank screen or loading screen.

Solution:

For Desk Top Computer Users: The popup blocker **needs to be disabled** because it is blocking My Erickson from loading on your computer. To turn pop ups off:

1. On your computer, open Chrome.
2. At the top right, click on More Settings.
3. Under 'Privacy and Security', click Site settings.
4. Click popups and redirects.
5. At the top, turn the setting to Allowed or Blocked.

AND

Clear our your Cache and/or cookies on your browser.

- When cookies are cleared, you are essentially telling your computer for forget all previous activity, settings, and information. It's equivalent to "turning your computer off and back on again."
- When your cache is cleared, you are deleting where your computers stores previously viewed websites.

To do this in Google Chrome

1. On your computer, open Chrome.
2. At the top right, click on More Settings.
3. Clear Browsing data, At the top, choose a time range. To delete everything, select 'All Time'.
4. Next to 'Cookies and other site data' and 'Cached images and files,' check the boxes.
5. Clear data.

To do this In Safari 8.0 - 10.0 (Mac)

1. Click **Safari** in the upper left hand side of your screen. In the menu that appears, click Preferences. (+)
2. In the window that appears, click the Privacy tab. Click the button Remove All Website Data.... (+)
3. Click Remove Now in the pop up window that appears. (+)

To do this in Firefox

1. From the History menu, select **Clear** Recent History. ...
2. From the Time range to **clear**: drop-down menu, select the desired range; to **clear** your entire **cache**, select Everything.
3. Next to "Details", click the down arrow to choose which elements of the history to **clear**; to **clear** your entire **cache**, select all items.

OR For Smartphone or Tablet Users:

1. Make sure their device is running on the latest Software available to it
2. Check the App Store for any updates for the App
3. Delete the App from the device completely and re-install the App on their device.