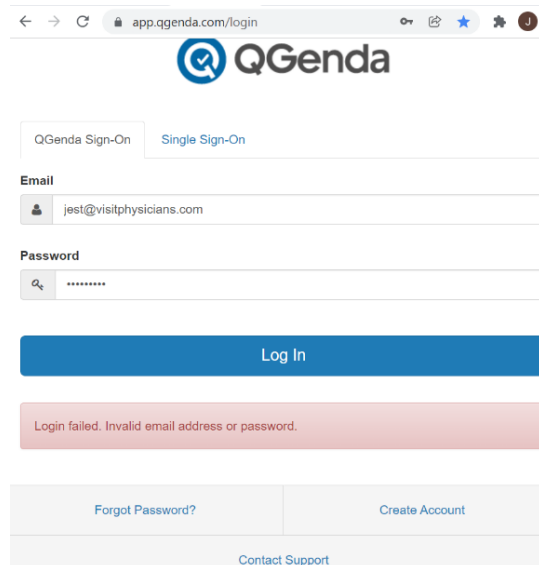


Login Troubleshooting

If you are having trouble logging in, please try the troubleshooting instruction below. Always feel free to reach out to jrhyner@visitphysicians.com with any issues or questions.

Invalid Email Address or Password

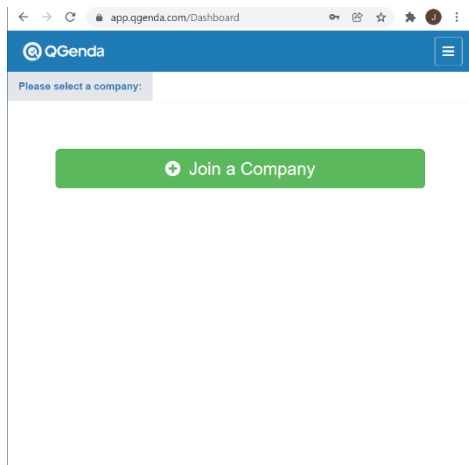
1. Make sure that you are using Chrome as your web browser.
2. Double check the spelling of the email, especially the word “physicians.”
3. If login is still not working, select “Forget Password,” providing your work email.
4. Select “Reset Password”
5. You will receive an email from Qgenda, which will explain the remaining steps.
6. If your login is still not working, please contact jrhyner@visitphysicians.com.



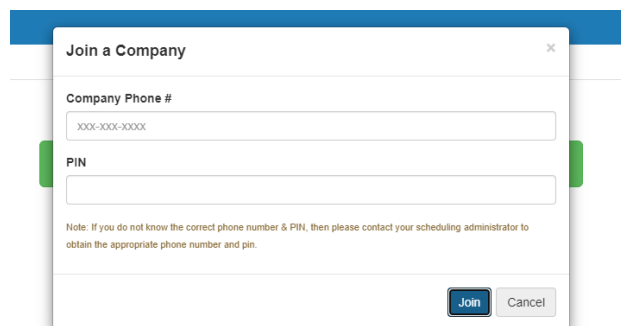
The screenshot shows the QGenda login page in a browser. The URL is app.qgenda.com/login. The page has the QGenda logo at the top. Below the logo are two tabs: "QGenda Sign-On" (selected) and "Single Sign-On". There are two input fields: "Email" with the value "jest@visitphysicians.com" and "Password" with masked characters. A blue "Log In" button is below the fields. A red error message box says "Login failed. Invalid email address or password." At the bottom, there are links for "Forgot Password?", "Create Account", and "Contact Support".

Asking to Join a Company/Enter a PIN

1. This response means that your email is not in Physicians of Immediate Care’s System.
2. Please contact jrhyner@visitphysicians.com right away to help troubleshoot.



The screenshot shows the QGenda dashboard. The URL is app.qgenda.com/Dashboard. The page has the QGenda logo and a menu icon. Below the logo, it says "Please select a company:". There is a green button with a plus icon and the text "Join a Company".



The screenshot shows a modal form titled "Join a Company". It has a close button (X) in the top right corner. There are two input fields: "Company Phone #" with a placeholder "XXX-XXX-XXXX" and "PIN". Below the fields is a note: "Note: If you do not know the correct phone number & PIN, then please contact your scheduling administrator to obtain the appropriate phone number and pin." At the bottom right, there are two buttons: "Join" and "Cancel".