

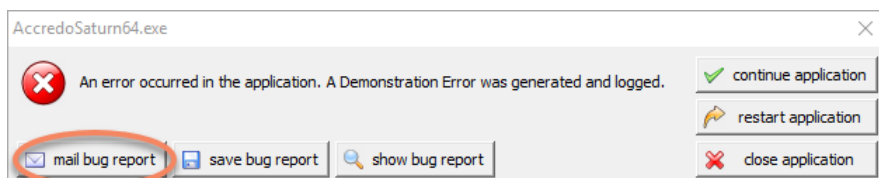
Tips & Tricks

How to Send an Error Trace to Accredo

Accredo reports errors that come from your Network, Operating System and from within Accredo itself. Ignoring these errors can be costly, as they can report the first sign of data corruption, hardware issues and other issues affecting your data.

If you are working in Accredo and an Error Window like the one below pops up, do not ignore it or take a screen shot and email it to Accredo. A screen shot does not provide enough detail for diagnosing the issue.

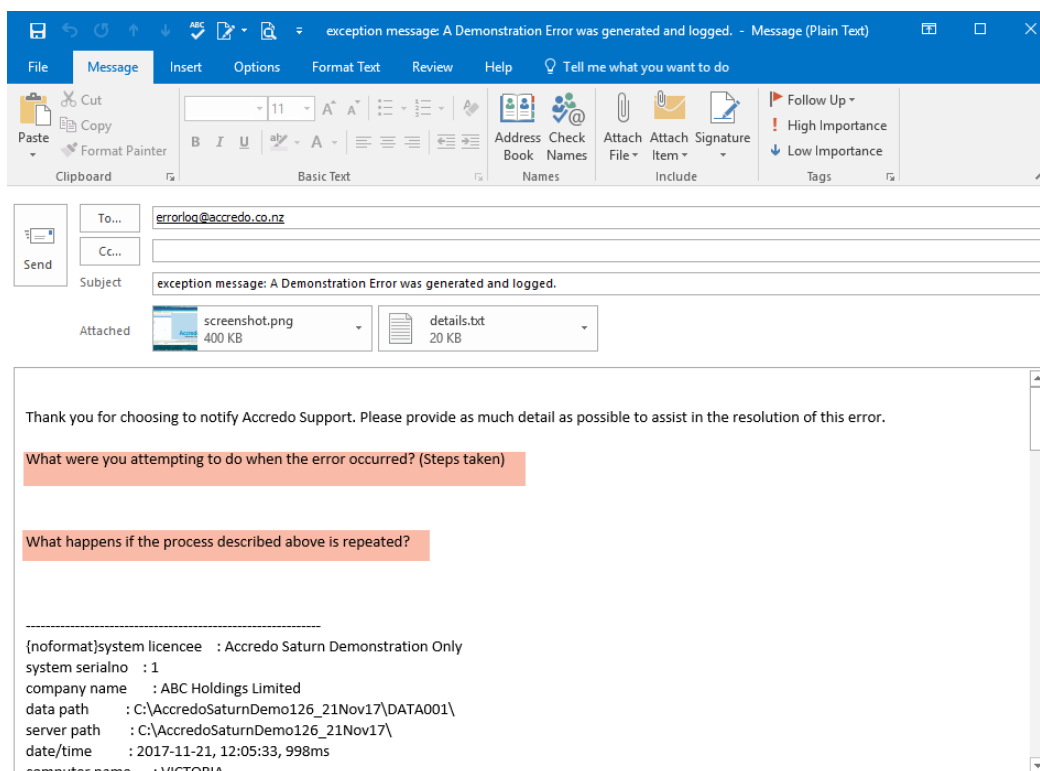
click the MAIL BUG REPORT button immediately.



This will generate an email to Accredo containing details of the error trace as well as a screen shot of where you were in Accredo which will help us diagnose the issue quickly.

Please answer the questions on the email as to what you were doing and whether it can be repeated.

If you do not have email on the machine you are working on, click the **save bug report** button, then contact Accredo Support or your QSP.



Send your email to Accredo and one of our support team will respond as soon as possible.