



November 15, 2014

Steps for resolving and reporting website errors

Overall, MNsure's website has been stable and wait times at our call centers have been low since open enrollment began. However, we know that assisters may encounter website errors. In most cases, these issues can be resolved by switching browsers (we recommend using Google Chrome or Firefox), [clearing your cache](#) or contacting the ARC. We are asking assisters to help us understand the source of these errors.

Please take these steps if you encounter a website error while working with a client:

- 1) **Take a screen shot of the error and note the time the error occurred.** Save the screen to send to the ARC in a later step.
- 2) **If changing browsers or clearing your cache does not resolve the error, call the Assister Resource Center.** The ARC will be staffed from 8:00 am to 4:30 pm on Saturday and Sunday, the same hours as the MNsure Contact Center. In most circumstances, ARC staff will be able to help you work around any of the errors that we have been hearing about.
- 3) **After you have finished assisting the client, please report the error to the ARC (navigators@mnsure.org) in a secure email.** Although the ARC may be aware of the error if you called, sending the information separately in a secure email will enable the ARC to escalate the issue to the technology staff to help us identify the root cause of these issues. Please include the following information:
 - A screen shot of the error
 - The time the error occurred
 - A description of when/how in the process the error was encountered
 - The consumer's name
 - What browser was being used when the error was encountered

We greatly appreciate your assistance with reporting these errors. If we can identify the source of these issues quickly, we can act to improve the future experience for consumers.