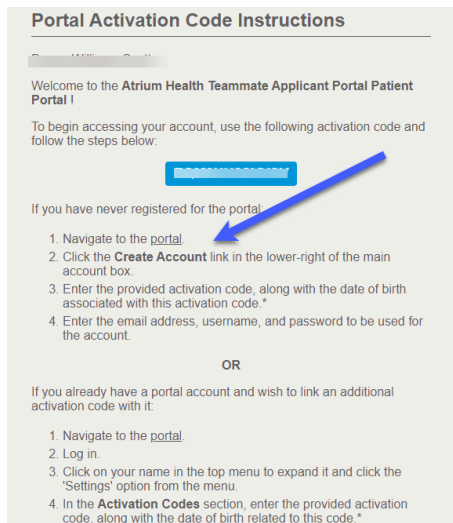


Effective Date: 7/27/2023

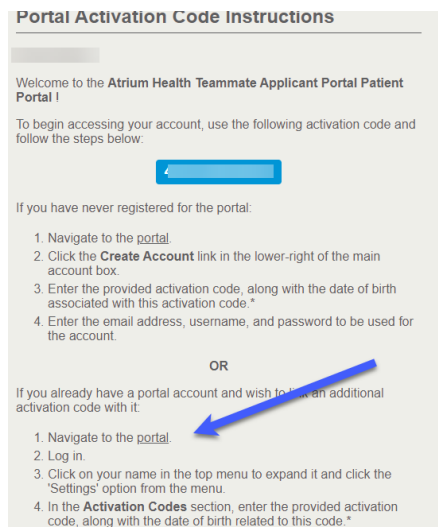
Target Audience: Atrium Health Applicants

Purpose: Trouble Shooting Tips for Applicant Portal Access Issues

1. **When you experience issues with accessing your applicant portal, please ensure you have supplied your correct date of birth and email address on your application.**
2. **Please ensure you are not using Internet Explorer.**
3. **If you are logging in for the first time, be sure to use the top link. This link is only for your first activation.**



4. **Once you have created your account and need to go back into it, be sure to use the bottom link as seen below.**



5. **If you continue to have difficulties after following these tips, please email TMHEnterpriseHelp@atriumhealth.org with your full legal name, your date of birth and a screen shot of the error message you are receiving.**