

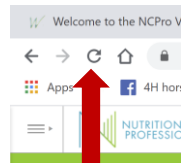
## Trouble shooting why access code won't work

**-Subscription has not yet been activated.** The system usually activates the subscription within 60 seconds, HOWEVER it usually requires you to log out and log in for the subscription to be activated. The “log in process” is where the system searches for and updates permissions.

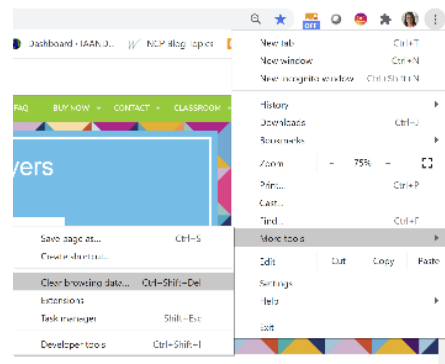
Log out and log back in to website. Check the cases tab to see if new case is there after you log back in.

**-Your computer has cached (saved) the page before you activated the subscription,** so it doesn't download the page again and only shows the cases that were there when it was cached.

Either reload the page by pushing REFRESH or in some cases you have to clear your cache.



Each browser has slightly different procedures for clearing your cache (Clear browsing history of saved pages). Do an internet search to find out options of clearing the cache in your specific browser.



**-There is a missed letter or number in the access code.**

Double check the original email sent from the NCP Pro system to verify the access code is accurate. Consider copying and pasting the ENTIRE access code rather than retyping it. Make sure when you copy it that it captures ALL characters but NO ADDITIONAL SPACES before or after the access code.

**-The access code has already been used.** Each access code is unique and can ONLY be used once. Either you have already entered the access code or the access code has been used by another student.

Use CONTACT US. Copy your access code into the message and tell us the name of the case that should be activated with that access code

