



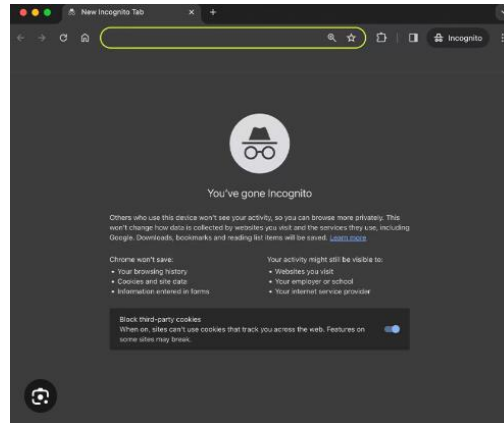
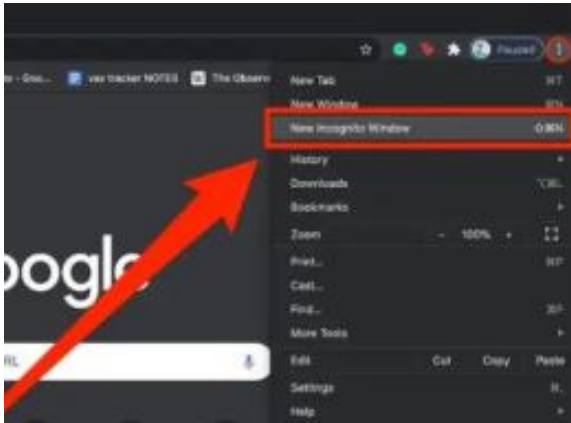
## Education Provider Support

*The smart companion to*



## LOGIN TIPS

1. If you would like to bookmark the InPlace Network website link, ensure you are bookmarking this URL: <https://us.inplacenetwork.com/> and that it doesn't route you to this: <https://auth-us.inplacesoftware.com/Account/Login?ReturnUr.....>
2. Use an incognito window. This bypasses your cache and cookies history to previous login attempts.



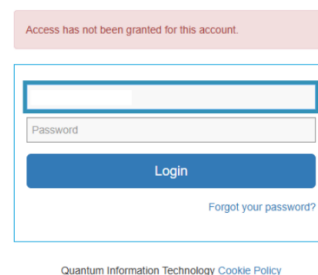
3. Use Google Chrome as your web browser to login.



**Question:** When logging in I get the error message "Access has not been granted for this account."

**Answer:** Follow the steps below:

- Open an incognito/ private window in your internet browser.
- Put the following link in the URL: <https://us.inplacenetwork.com/>
- Click on the 'Forgot Password' and enter your email to receive a recovery password link.
- Once you reset your password ensure you use an Incognito Window when logging back in and use the following URL: <https://us.inplacenetwork.com/>



**Question:** I've followed all the steps above and still can't successfully login, what to do next?

**Answer:** Please contact your Hospital Placement Coordinator or submit a ticket on InPlace Network's Education Provider Support Portal.

## **Using the Support Portal**

The [Network Education Provider Portal](#) is dedicated to providing support for technical issues. If you encounter any of the following technical problems, please utilize the portal.

- Resolving login issues
- Advanced troubleshooting and complex technical issues requiring specialized knowledge
- Providing support with bulk uploads to InPlace Network
- Troubleshooting system integration issues
- Resolving issues with the document library or communication templates
- Addressing technical problems with online forms and workflows tools
- Fixing issues with displays or filters

We also offer a comprehensive resources library filled with helpful information, including help videos, user guides, FAQs, and detailed documentation. You can access these resources via the support portal.

## **Support Items for Your Network Provider**

**For request or placement-related questions and issues, please contact your Network Provider directly, as they can provide the fastest and most effective assistance.**

The InPlace Network Support Team is **unable to action or change any of these items** as they are considered to be "owned" by the Network client.

- Requesting or managing user accounts for InPlace Network (e.g., adding/removing users, updating login credentials, or permissions)
- Updating request or placement details (e.g., placement dates, prerequisites, supervisors, or personnel changes)

You should receive an email from [support@inplacenetWORK-ep.zendesk.com](mailto:support@inplacenetWORK-ep.zendesk.com) with a subject line "Create a password for InPlace Network EP." Follow those instructions to complete the process to access your account.

Our goal is to enhance your experience with InPlace Network by providing timely and effective technical support.

Thank you for using our Education Provider support portal!

Your InPlace Network Team

## InPlace Network Education Provider Portal FAQ

### What is the Education Provider Portal?

The Education Provider (EP) Portal is a dedicated support platform designed to assist EP Coordinators with technical issues related to InPlace Network. It also provides access to a comprehensive resource library with help videos, user guides, FAQs, and detailed documentation.

### How do I access the EP Portal?

You can access the portal here: [EP Portal](#).

If you are a designated EP Coordinator, you should have received an email from **support@inplacenetwork-ep.zendesk.com** with the subject line, *"Create a password for InPlace Network EP."* Follow the instructions in the email to set up your account.

If you did not receive the email, submit an [Add Coordinator Form](#) and check the appropriate box at the bottom of the form.

### Who can use the EP Portal?

The portal is available exclusively to EP Coordinators. Students affiliated with the EP do not have access. Any student requests must be submitted by the designated EP Coordinator.

If you are an EP Coordinator and need a Zendesk account, you can do so using this form: [Add Coordinator Form](#).

## **What types of issues can the EP Portal assist with?**

The portal is specifically for technical support and can assist with:

- Resolving login issues
- Advanced troubleshooting and complex technical issues requiring specialized knowledge
- Providing support with bulk uploads to InPlace Network
- Troubleshooting system integration issues
- Resolving issues with the document library or communication templates
- Addressing technical problems with online forms and workflows tools
- Fixing issues with displays or filters

## **What is NOT covered by the EP Portal?**

Request and placement questions and updates must be directed to your Health Service Provider or Placement Host Organization (Host Organization). These items are owned by the Host Organization, and the InPlace Network Support Team cannot action or change them. Examples include:

- Requesting or managing user accounts for InPlace Network (e.g., adding/removing users, updating login credentials, or permissions)
- Updating request or placement details (e.g., placement dates, prerequisites, supervisors, or personnel changes)

## How do I submit a support request?

To learn how to submit a support request through the portal, click here: [Submit a Request](#).

Once a ticket is submitted, you will receive an automated email confirmation. If you do not receive this confirmation, please check with your designated Coordinator to ensure the ticket was submitted correctly.

## How do I view my submitted requests in the portal?

To view your submitted requests:

1. Log into your Zendesk account.
2. Click your profile icon in the top right corner of the interface.
3. Select **"Requests"** from the dropdown menu.
4. Use the search bar or status filters to find specific requests.
5. Click on a request title to view its full details, including updates and agent comments.

Please note: Tickets cannot be edited, but you can add additional information by selecting the ticket and clicking **"Add to conversation."**

## What are the portal's support hours?

- Technical assistance is available Monday–Friday, 8:30 AM–7:30 PM (Mountain Time).

## **How do I access the resources library?**

The portal includes a comprehensive resource library with help videos, user guides, FAQs, and detailed documentation. Once logged into the portal, you can access these materials directly from the homepage.

## **What should I do if I encounter technical issues with my Zendesk account?**

If you encounter problems logging into the portal or accessing your account, ensure you have set up your Zendesk account using the email instructions. If the email was not received, submit an [Add Coordinator Form](#) and check the appropriate box at the bottom of the form.

## **What should I do if I forgot my password for the EP Portal?**

1. Go to the [EP Portal login page](#).
2. Click “Sign in” in the upper right corner.
3. Click “Forgot password?” on the login screen.
4. Enter your registered email address and submit the request.
5. Check your email for a password reset link and follow the instructions to create a new password.

### **If you don’t receive the password reset email:**

- Check your spam/junk folder.
- Ensure you’re using the correct email address registered with the Zendesk portal.
- If you still can’t reset your password, submit an [Add Coordinator Form](#) and check the appropriate box at the bottom of the form.