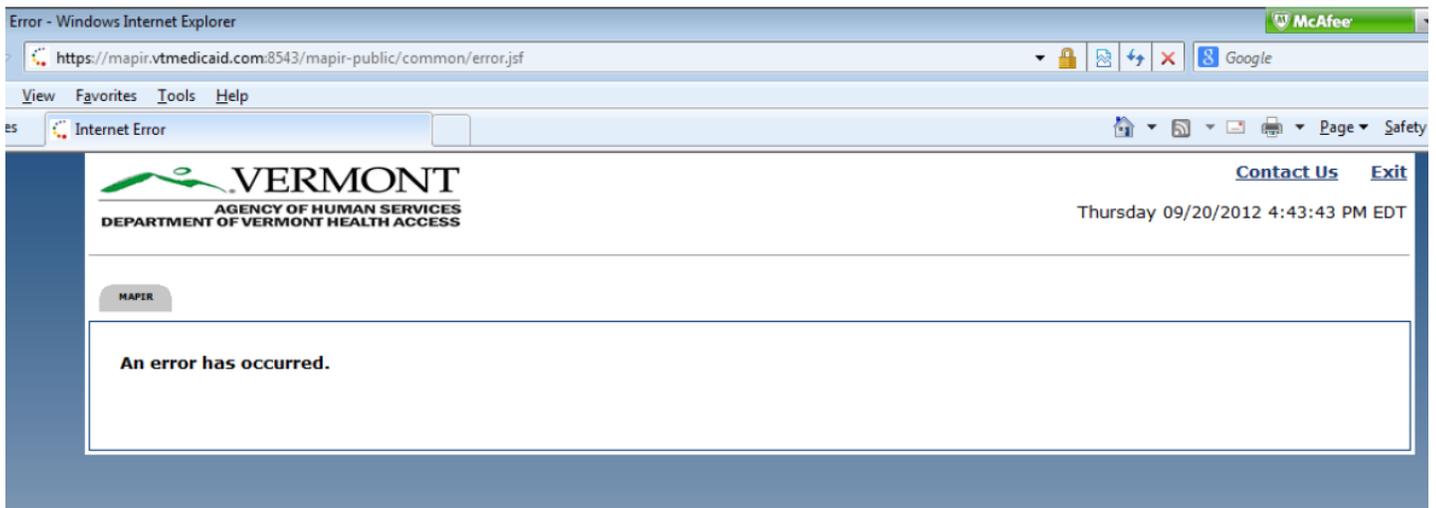


VT Medicaid EHR Incentive Program: Unable to Connect to MAPIR

A few issues to consider: As of September 2012, the MAPIR application has been on a different network, with a different URL and IP address, and it has been using a different port (8543) as part of its communications. We have found that this access problem is very specific to the local system that the user is trying to connect in from. Please try the following steps and contact the EHRIP Team (contact information below) regarding your troubleshooting results, and how best to resolve your issue.

Please try the following steps and contact the EHRIP Team (contact information below) regarding your troubleshooting results, and how best to resolve your issue.

1. Please attempt to open the following URL or web address in your browser:
<https://mapir.vtmedicaid.com:8543/mapir-public/common/login.jsf>
2. If you are successful in opening the above web address, you will see an page that looks like the image below with our departmental logo on it.



3. Note whether you are able to see this image.
 - a. If you are able to see the image, **clear your browser cache**, close the browser. Re-open the browser and connect to the VT MAPIR application through your login on the VT Medicaid Web portal (do not use a shortcut), and again note the result.
 - b. If you are not successful in opening the above web address, you will likely get a generic browser error message indicating that the browser cannot display the webpage, **and you will not see our departmental logo**. If that is the case, please forward this email to your IT staff and ask them to investigate what it is about your local system configuration (e.g., your local PC, software settings, or firewall settings) that might be preventing you from opening it. A common finding that has helped to resolve the error for providers' systems is the information in the first paragraph about port 8543. **8543 is a non-standard port that needs to allow traffic from your organization, outbound, to work properly.**
4. Contact the EHRIP Team to follow up: ehrip-support@vitl.net