


Tableau Troubleshooting tips:

- Make sure you are logging into the MEDIC Tableau server by clicking [here](#) or by

clicking  on our website

- Forgot your username?
 - Your username is your first initial and last name (Ex: JSmith).
 - In rare cases, if there is already someone with that username, you may have a 1 at the end (Ex:JSmith1). If you have continued trouble logging in, please submit a Tableau help request via [Zendesk](#).
- Forgot your password?
 - Click [here](#), or click the “Forgot your password?” hyperlink on the Tableau login page where you will be prompted to enter your username.



- You should then receive an email from reporting-no-reply@arborresearch.org within 30 minutes that contains a link to reset your password (you may need to check your spam folder). If you have continued trouble logging in, please submit a Tableau help request via [Zendesk](#).

All other questions related to Tableau can be submit to the MEDIC Coordinating Center via [Zendesk](#).