



URGENT

NOTIFICATION FOR PROVIDERS

Deleting "Cookies" in NCTracks

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This weekend, changes are being implemented in the NCTracks system. In order to prepare for these changes, an update will be made that may impact providers and operations users logging into NCTracks secure portals as early as April 23, 2021. If this issue occurs, it is advised that users should clear the cookies from the browser they are using to access NCTracks and try again.

For more information on how to clear cookies from your browser please use the following link: <https://www.lifewire.com/how-to-delete-cookies-2617981>

Providers with questions may contact the NCTracks Call Center at 800-688-6696 or NCTracksprovider@nctracks.com.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions please send an email to NetworkManagement@TrilliumNC.org

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