

RESOURCE GUIDE

ACS Quality Portal (QPort)

Login Troubleshooting Tips and Tricks

Purpose

This resource guide provides a list of helpful recommendations to try when you cannot log in to the ACS Quality Portal (QPort).

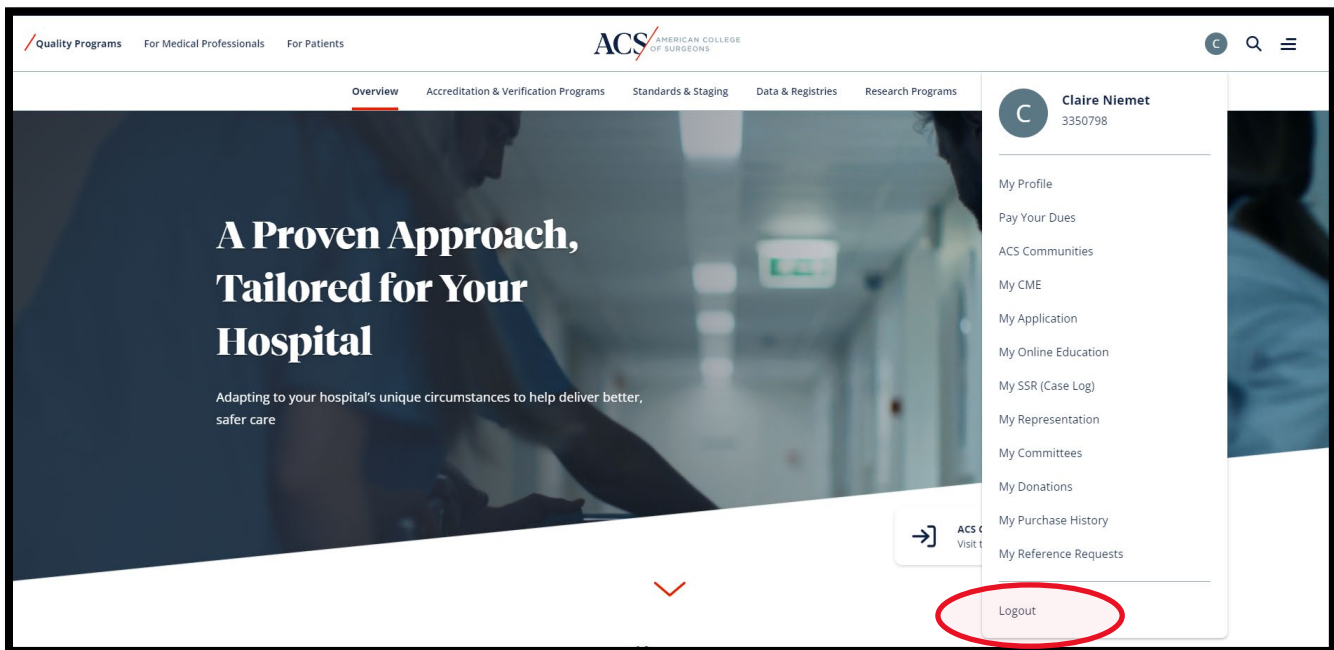
It is recommended that you use Chrome or Firefox when logging in to QPort. Please turn off any pop-up blockers installed on your browser, as they can prevent applications from loading.

Recommendations

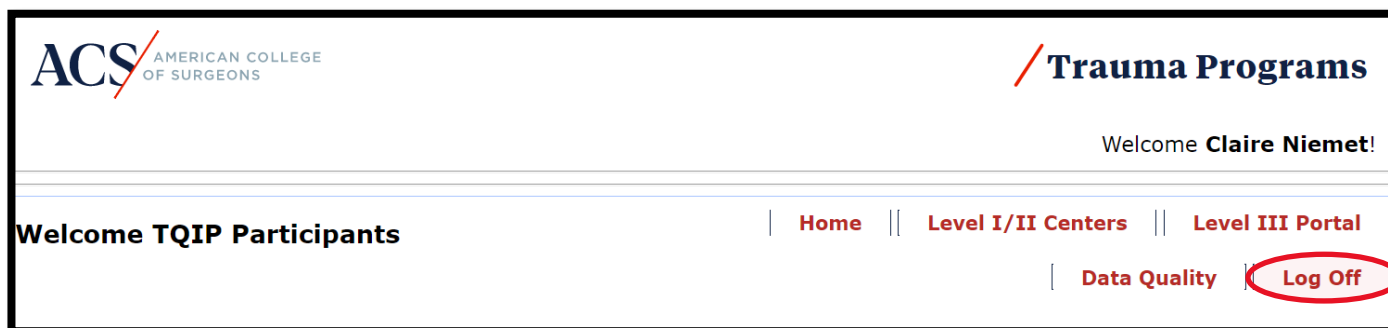
Recommendation #1

If you are logged in to either the ACS website at facs.org, the Data Center or the TQIP Education Portal, please be sure to log out of these sites before logging in to QPort.

ACS website



TQIP Education Portal



ACS / AMERICAN COLLEGE OF SURGEONS

/ Trauma Programs

Welcome Claire Niemet!

Welcome TQIP Participants

| Home || Level I/II Centers || Level III Portal

| Data Quality | **Log Off**

Recommendation #2

Try clearing your internet browser's cookies ([this website](#) instructs you on what do to depending on which browser you use.) *Please select "All Time"* from the time range menu. All cookies will be deleted instead of just cookies saved during a specific time limit.

Then click on the [QPort](#) button and try to log in.

Recommendation #3

Go to the [TQP Participant Hub](#), click on the [QPort](#) button. Under the login webpage for QPort, you will see "Forgot password?" option (screenshot below). Please click the link, and type in your email address. You will then receive an email with instructions on how to reset your password.

You will have a 5-minute time limit to reset your password. If you do not see the email, please check your Spam/Junk folder.

ACS
AMERICAN COLLEGE
OF SURGEONS

Sign In

Username

Password

Keep me signed in

Sign in

Forgot password?

Help

New User?

Recommendation #4

Open your internet browser in [Private Mode](#), and then try to log in to QPort.

Recommendation #5

If you continue to experience QPort login issues, please contact us at traumaquality@facs.org. Please provide the following information:

- Specify you are trying to log in to QPort
- Hospital name
- Username (if you know it)
- Screenshot of the error message