

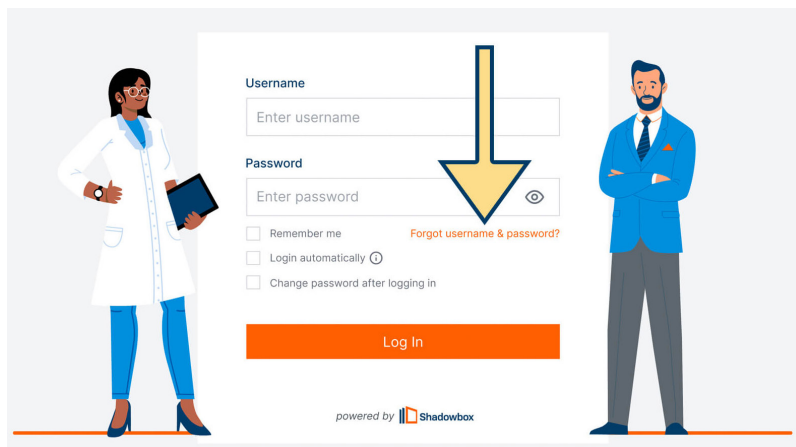
# Troubleshooting

Updated on October 1, 2024 • 2:30 minutes to read

The troubleshooting section covers login issues, password resets, viewing results, and tips for improving performance.

## I am having trouble logging in

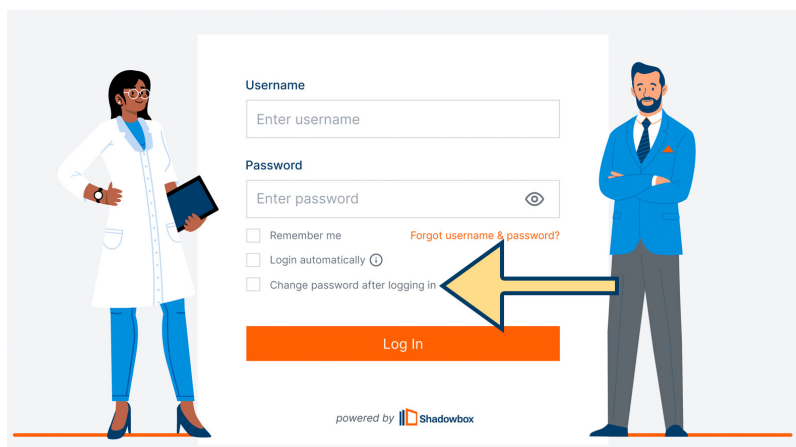
If you are having trouble logging into Shadowbox, you may be using an inaccurate username or password. Select “Forgot username and password?” in the login screen.



You will be directed to a “Forgot Password” screen. Input your account’s email address and select “SEND RESET LINK.” You will receive an email to reset your password. Note that the email provided must belong to an end user that has been previously set up with Shadowbox.

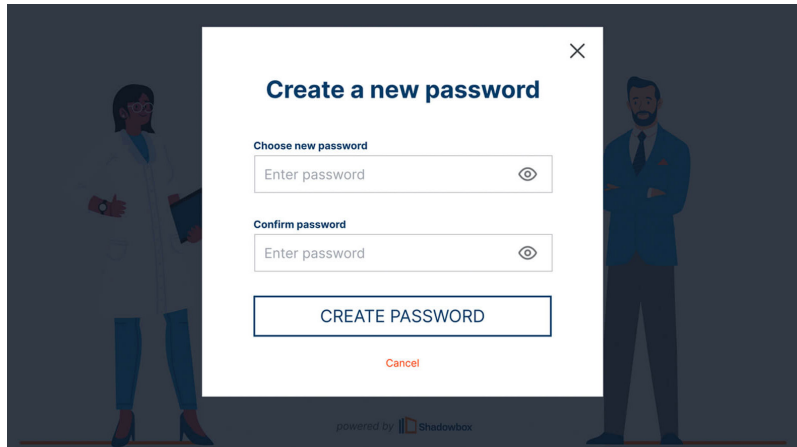
## I need to reset my password

When you first log into Shadowbox, select the check-box next to “Change password after log in.”



## I need to reset my password Continued...

Once logged in, you will be directed to create a new password.



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## I've submitted an order and I need to edit it

Please contact your ancillary service provider for instructions to edit an order after it is placed. This function is not yet available within Shadowbox.

## I am having trouble retrieving results

To review results, select the “results” box at the top right corner of the screen. If no results are in the queue, you will receive a message noting that there are no results available.

## I cannot access my EHR

Please reach out to your system administrator at your facility to reset your password or unlock your account. To verify your password is correct, it can be helpful to login to your local browser (such as Google Chrome), go to the EHR Login Page, enter your credentials and verify you are able to login. If you can login via browser but not via Shadowbox, please contact [support@shadowbox.com](mailto:support@shadowbox.com).

## The run time to process an order is slow

If you are running Shadowbox on a machine that does not match the specifications noted in our “Getting Started” instructions, the runtime may be slower than usual or expected. To maximize the speed, consider closing other applications while running the application.