MD Snapshot-Prescribing Troubleshooting

Did you attempt to access your report through your cell phone or iPad?
There are known issues with accessing Analytics when using iOS (e.g., iPhone or iPad) or Android devices; therefore, use of these devices is not recommended. Please use a desktop/PC or laptop.

Are you using a Mac?
If using a Mac, try using Firefox or Chrome as the browser. If using Safari, the settings may need to be changed:
- Click on *Safari > Preferences > Privacy >* then uncheck "Prevent cross-site tracking".
- Refresh the browser. **MD Snapshot-Prescribing** should then load.

Are you using an Ad Blocker?
If you have an Ad Blocker enabled on your browser, try temporarily disabling it while using the Analytics site.

Have you enabled third-party cookies?
Enabling third-party cookies may help with continued access issues. [See if you have third-party cookies enabled and for a how-to guide for your browser](#).

Do you have the latest version of Windows or MacOS?
If you've tried all other solutions, please note the version of Windows or MacOS that you have may be affecting your ability to access your Analytics.

When is the last time you cleared your cache?
If the Analytics site is not loading, try clearing your device's browser history. Having multiple tabs open or applications running on your device could also impact your ability to access your Snapshot.

Are you currently outside of Canada or the US?
The Analytics site is only accessible in Canada or the US. If you are trying to view your Snapshot from another country, or if you have a VPN on your device changing your virtual location, you will not be able to access MD Snapshot-Prescribing.

Still not able to access your MD Snapshot-Prescribing?
If you continue to have problems retrieving the report after trying the troubleshooting suggestions noted above, please email CPSA at AIR.Inquiries@cpsa.ab.ca, or call either 780-969-4935 or 1-800-561-3899, extension 4935. To help us resolve your access issues, please include the version of Windows or MacOS you are using.

We apologize for any inconvenience in not being able to access your MD Snapshot-Prescribing.