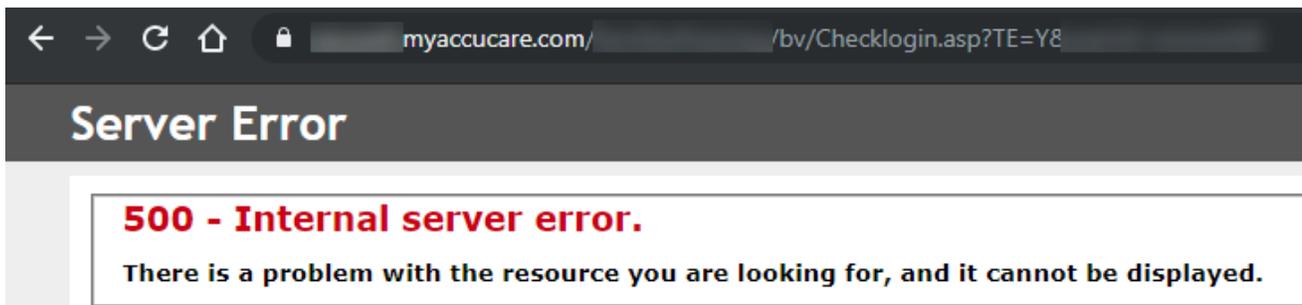**Possible Reasons for a 500 System Error**

And

How to Fix It

If you have received a server error similar to this screenshot, please review the four reasons this error may have occurred. The first three reasons can be fixed by you. If you receive this error please contact AccuCare Support (see the last page).

Reason #1 – Your web browser cache is full and not clearing out properly

Reason #2 – Your browser is attempting to update itself causing the 500 error to occur

Reason #3 – If you click on an old bookmark that has been updated by the vendor

Reason #4 – The web site connection you are trying to access might be experiencing some technical issues

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Fix #1- How to Clear your Google Chrome Cache

What is browser cache?

Browser cache is what your web browser uses to remember how the web page looks so next time you visit the same site the page comes up faster. As you visit more sites the browser starts to fill up. When your cache gets full, the items that haven't been used in a while are discarded to make space for items that you using now. Sometimes this doesn't happen, so when you visited the site yesterday it worked fine but today it now gives you a 500 System Error.
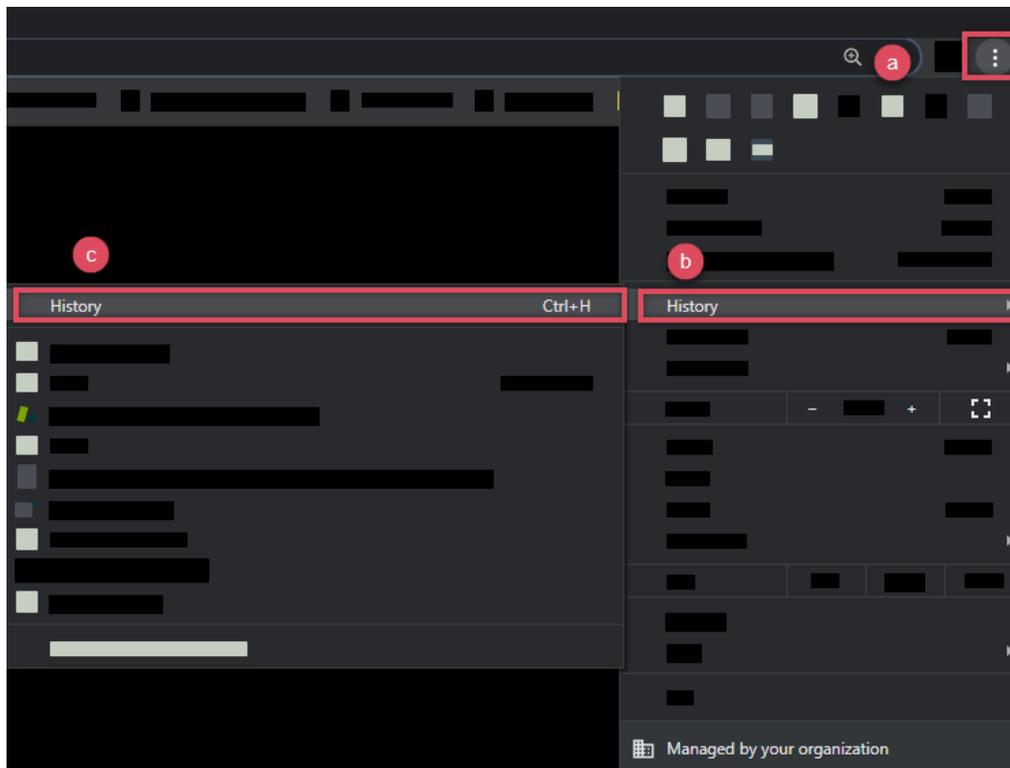
How do I clear my Chrome browse cache?

Step 1: Close all your browser pages.

Step 2: Open a new browser page.

Step 3: Look for the three vertical dots in the upper right corner of your browser

   a) Click the three dots
   b) Move your mouse [**History**] and click on it
   c) Next, move your mouse to the second [**History**] and click on it to open your History browsing data
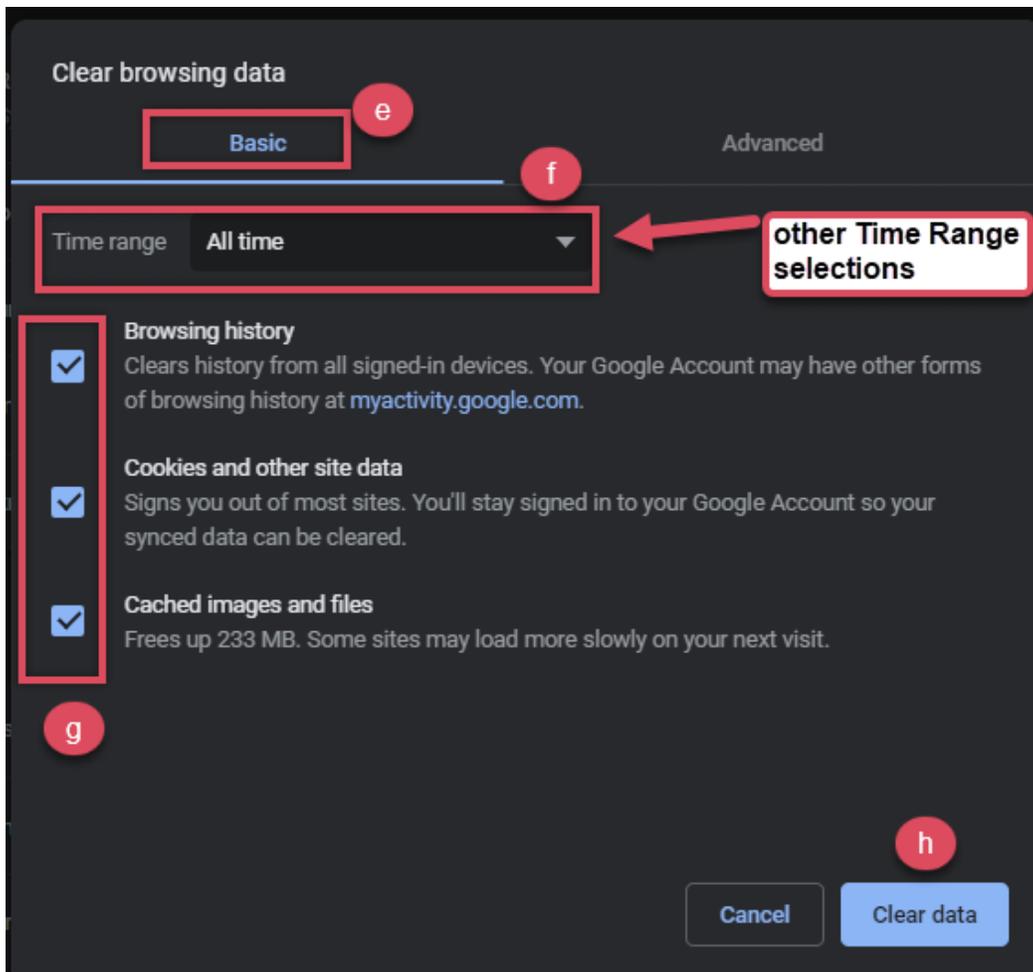
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Possible Reasons for a 500 System Error

And

How to Fix It

d) Move your mouse over to the left to click on [**Clear browser data**]
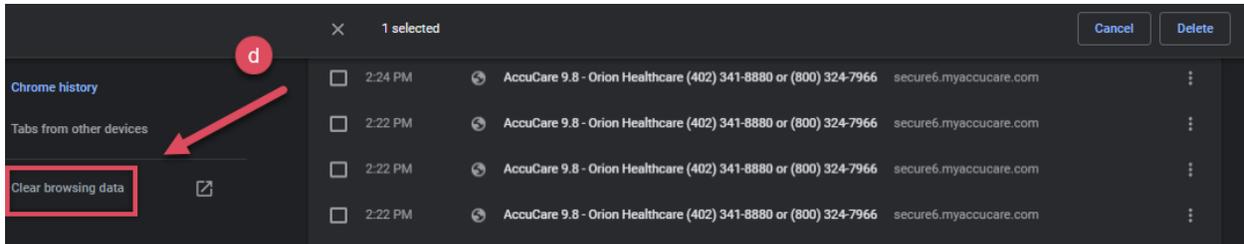
e) Under column Basic
f) Time range = Choose [**All Time**] or you choose less by clicking the down arrow
g) Check all three boxes
h) Click [**Clear data**] button

Fix #2 - How to see if you Browser is Attempting to Auto Update

As Google Chrome to continue to improve updates are sent to your computer to update your browser to ensure continued security. Sometime, when the update is pushed out you might be in the middle of accessing the website such as www.myAccuCare.com. Although rare is can happen resulting in a 500 System Error.

Here is how to check if you browse is trying to update itself and what to do.

Step 1: Look for the three vertical dots in the upper right corner of your browser

a) Click the three dots
b) Move your mouse to [**Help**] and click it
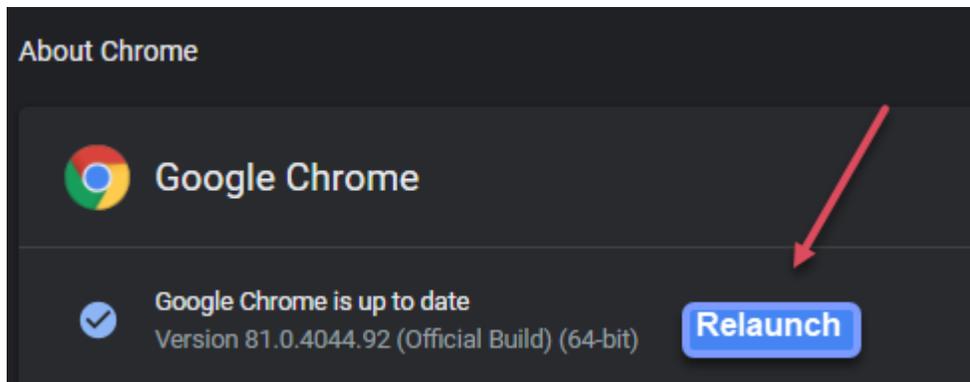c) Next move your mouse to [**About Google Chrome**] then click it

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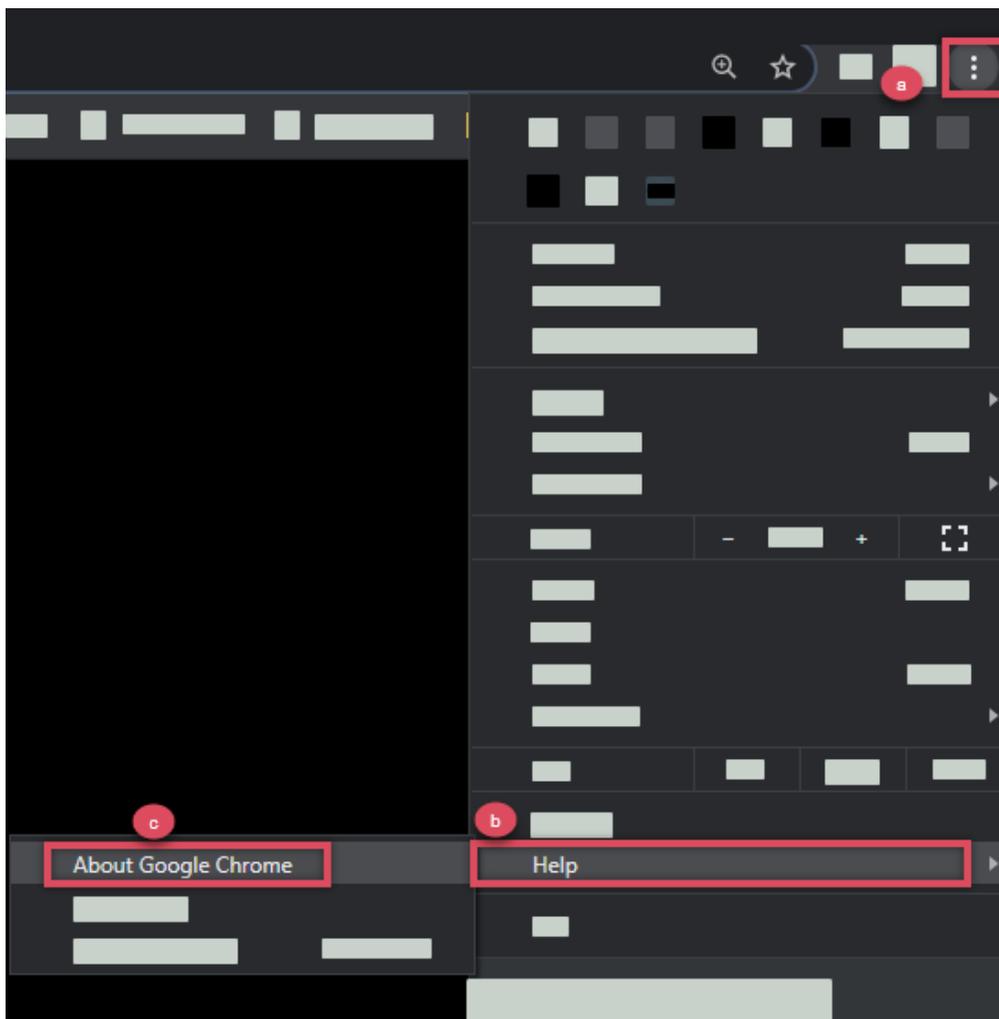
Step #2A: You will either see Google Chrome is up to date so no action needed
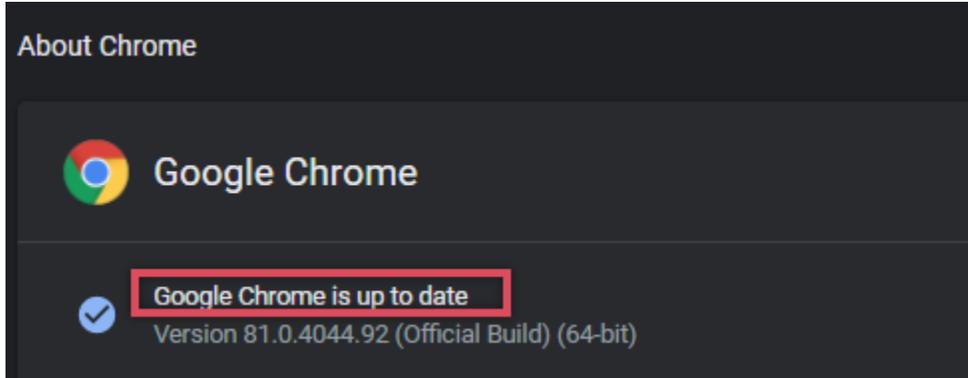
OR

Step 2B: You will see a **[Relaunch]** button which you will need to click

__Important note: The Chrome Browser relaunch will update Chrome and re-display all the previous browser pages. Recommend giving it a minute before attempt to open Chrome__.

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Possible Reasons for a 500 System Error

And

How to Fix It

Fix #3 - How to Bookmark www.myAccuCare.com to your Chrome browser

If you have clicked on a google bookmark in the past you may have experienced a message like "This Site cannot be found" or "500 System Error". The best solution would be to create a new bookmark by typing in the web address then bookmarking the new link and deleting the old.

Here are instructions on how to add a new Bookmark to your Bookmark Bar

Step #1 – Type in the web address of the website for example www.myaccucare.com

Step #2 – Once on the web site right-click and drag a copy of the web link to your bookmark bar
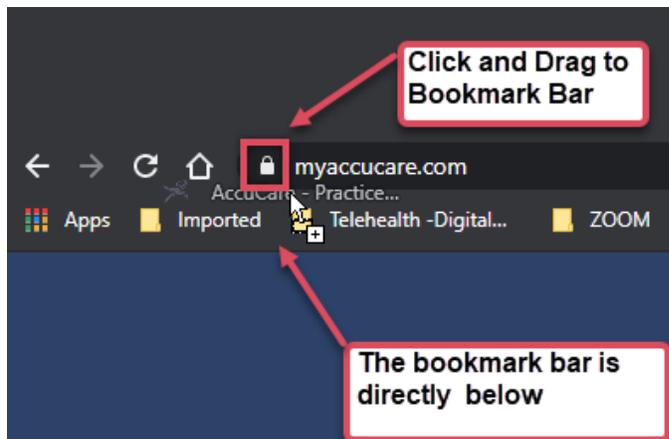
Step #3 – You now use this new link to access www.myaccucare.com

If you are still receiving 500 Server Error or 500 System Error after going through Fix #1, Fix #2 and Fix #3

Please contact AccuCare Support at 800-324-7966 or email support@orionhealthcare.com and we will be happy to assist you!

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