



Having Trouble Accessing Jane?

Let's Troubleshoot Together!

Did you know...

... you can check Jane's System Status page?

In the very rare event that Jane goes down, we'll be sure to keep you updated there. See the guide below on how to check Jane's status!

Let's walk through the most common reasons you may be having difficulty accessing Jane:

START ★ HERE

Check your internet connection

Is there an issue with your internet connection?

See below for some troubleshooting tips!

Yes

Oh no!

If our tips don't do the trick, you may need to contact your provider.

No

Check your internet speed

Is there an issue with your internet speed?

See below for some troubleshooting tips!

Yes

Oh no!

If our tips don't do the trick, you may need to contact your provider.

Double check your account URL

Are you logged into the patient side of Jane rather than your practitioner or admin account?

If you're not sure how to tell, there's a guide below to help!

No

Yes

Whoops!

See below for how to log in as a practitioner.

Clear your cache

Have you tried clearing your browser's cache?

No

Let's try!

Not sure how? See below for help.

Yes

Update your software/browser

Are you running the latest version of your operating system and internet browser?

No

Let's try!

Not sure how? See below for help.

Restart

Have you tried turning your device off and turning it back on?

(sorry, we had to ask!)

No

Let's try!

Not sure how? See below for help.

Yes

Refresh your homepage button

If you use a homepage button, have you tried deleting and re-adding it?

No

Let's try!

Not sure how? See below for help.

Still not able to connect?

Please get in touch! We'll do our very best to get you up and running again ASAP.