



- Your Account Manager is responsible for granting access to those on your team who will utilize the Pritikin ICR Provider Resource Hub. If someone who has access to the Resource Hub leaves your team, or someone new joins and requires access, please inform your Account Manager.
- Once you have received an email welcoming you to the Resource Hub, you may access it using [this link](#). We recommend whitelisting the domain and bookmarking the page for future use.

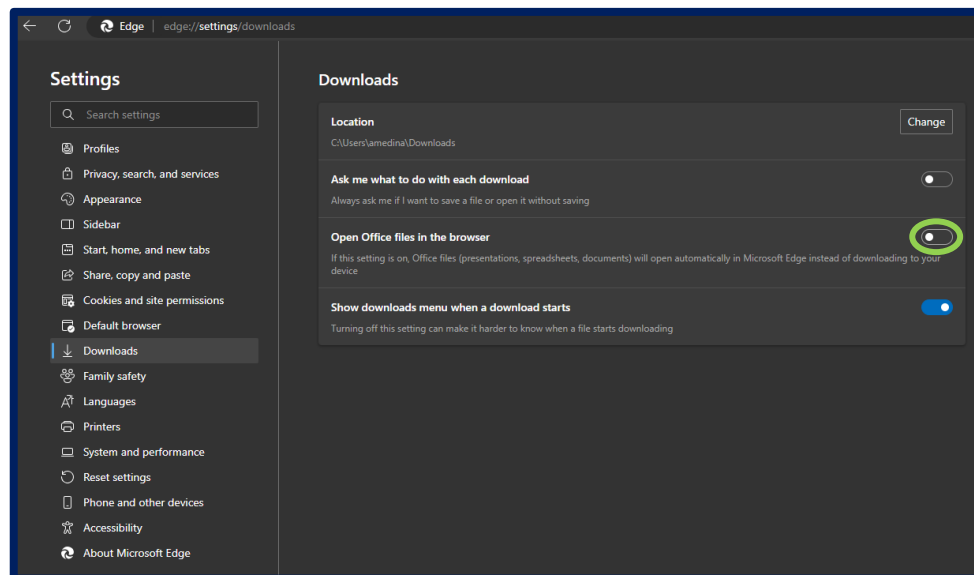
The Provider Resource Hub was designed to be user-friendly, but the FAQs outlined below address some of the most common issues you may encounter. Should you have additional questions about accessing or navigating the Resource Hub, please reach out to your Account Manager directly.

How do I access workshop files and other resources?

- All Word documents and PowerPoint presentations will download automatically once clicked.
- PDF files will open in a separate tab within your browser. To download the file to your system, click the download icon () in the upper-right corner of the page. If you would prefer to print the file directly without downloading it, click the print icon ().
- Downloaded files will automatically be saved to the “Downloads” folder on your computer. For more information about downloading and accessing saved files, follow [these instructions](#).

Why can't I open customizable Word documents and/or PowerPoint files?

- Some users have reported errors when attempting to download customizable Word documents and/or PowerPoints within the Microsoft Edge web browser. If you receive a pop-up error message which reads “*Couldn't download – No permissions*” for these two file types, try opening the Resource Hub using a different browser. **We recommend using the latest version of Chrome.**
 - If the Provider Resource Hub opens in Edge by default, open Chrome manually and paste the following text into the address bar: <https://providers.pritikinicr.com/hcms/mem/login>
 - If you are required use a browser other than Chrome, you may have to adjust your browser settings. For example, if using Microsoft Edge, navigate to the Settings menu, click “Downloads,” and then turn **off** the “Open Office files in the browser” slider as indicated below:



Why can't I open PDF files, such as workshop lesson plans?

- If you have the Adobe Acrobat extension enabled in Chrome, it **must be disabled** in order to properly open PDF documents. To determine whether you have the Adobe Acrobat extension, look at the upper-right corner of your Chrome browser.
 - If you see the Adobe icon next to the address bar as pictured below, you have the extension enabled. Follow the "*Disable the Chrome extension*" instructions available on [this webpage](#).



- Conversely, if you do *not* see the Adobe icon, you do not have the extension enabled and should be able to open PDF files without issue.