

Support and Troubleshooting

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We are sorry you are experiencing issues with Tricefy.



Please check our Status Page at: <https://trice.statuscast.com/> to make sure the issue is not on our end. Although issues are uncommon, sometimes IT happens and we always post any service issues on our Status Page.

Otherwise, browse our Support articles below to see if we can help you.

If your issue is not listed, click the big, blue [Contact Tricefy's Help Center](#) button to open a Help ticket.

Uplink Issues:



Refer to your [Uplink Details](#) (in [Account Settings](#)) for helpful troubleshooting information.

[Help installing Uplink](#)

[Why is my Uplink offline?](#)

[Help activating Uplink \(Uplink Not Found\)](#)

[Is my Uplink working?](#)

[Uplink won't activate on older Apple computer](#)

[How to setup Uplink on a new computer](#)

Tip: Make sure your ultrasound is connected to internet (check Ethernet cable or WiFi connection)

Login Issues:

[I need help logging into Tricefy or resetting my password](#)

Study List Issues:

Study Details

? 11 ? 10 ? 1 ? 2

[Delay in studies appearing in Tricefy](#)

[Images not displaying in viewer](#)

[Studies not showing on Studies screen](#)

[Videos do not play on iPhone](#)

Patient Issues:



[Patient cannot access images](#)

[Cannot find patient when searching](#)

Additional Help:





[Icon Dictionary - Explaining all the little Tricefy icons](#)

[Contact Help - Instructions for contacting our wonderful Customer Success Team](#)
