Dental Exchange Error due to username or password

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Overview

If you are experiencing an error submitting claims with the following message:

"There was a problem uploading claims- Error: Authorization failed. Please check the username and password in the eclaims setup form."

It is possible that, beyond the ordinary solution,s such as problem with internet connection or having the wrong username and password entered, it could be due to the username or password you have selected.

Details

How TDO communicates with Dental Exchange:

The password is passed in the URL, which then means that we cannot have specific symbols in the username or the password. Those symbols include %, \, &, = and ?. There may be more.

Solution

At this time, do not use any of the characters listed above in either a username or a password

Online URL: https://kb.tdo4endo.com/article.php?id=710