

**PROVIDER ADVISORY #2026-001**  
***ICONNECT SYSTEM ISSUES***

**EFFECTIVE DATE: JANUARY 28, 2026**

The Agency for Persons with Disabilities (APD) is aware of an issue impacting users when logging into the iConnect system. Intermittently, upon first logging in, users may experience an error message and/or long loading screen waiting times, which prevents usage of the system.

APD is working with the iConnect system vendor to resolve this issue as expeditiously as possible. The APD Service Desk is aware of the issue, so if you're experiencing these issues, there is no need to submit a service desk ticket currently.

In the meantime, please follow the following instructions if you run into this issue:

1. Close all open web browsers on your computer
2. Click the following link to clear the iConnect cache on your machine:  
<https://hssflapdprod.wellsky.com/humanservices/Pages/flushcache.aspx>
3. Login to the [APD.Direct user portal](#) and click on the iConnect icon to launch the application again

APD will update this advisory when the issue is resolved. For any additional questions, please reach out to your regional [iConnect Trainer](#) or APD regional staff. Click [here](#) for APD staff contact information.