



PROCEDURE FOR TROUBLESHOOTING ISSUES

REFER TO:

1. Quick Start Reference Guides
2. Training Vignettes
3. Training Manual link on the facility dashboard on-line
4. Troubleshooting Guide
5. Back up Procedures
6. EMR Call List

TROUBLESHOOTING GUIDE

1. **I cannot log in to the laptop-** When Windows loads, choose EMR User. Recheck the facility's password and type it in when prompted when the laptop is first turned on.
2. **I forgot my EMR website and Offline MAR Password or Login ID –** Refer to the EMR Call List. (Do not attempt to log in if you forget your password. You will be locked out of the system.)
3. **I can't log-in to the EMR website (username)-** Check to be sure you typed "ach\" before you enter your username. Example ach\chart
4. **I can't log-in to the EMR website (password)-** Be sure you do not have the "caps lock" button activated when typing your password. It is case-sensitive and also includes numbers and special characters.
5. **I can't find the EMR website-** On the desktop, there is a shortcut named "EMR" or refer to your facility's list. Example website: <https://fakenamecountyin.inmateemr.com>
6. **I can't find my progress note after I created it –** It can be assigned to the nurses' task list to be reviewed and completed or sent directly to the practitioner to sign. It also is available in patient's chart under the tab "progress notes." Click the PDF icon to view the note in the viewer.
7. **I can't find the medication order form–** The medication orders will be held until you click "Process Drug Orders" under the Medical Tab or by using the link on the quick launch task bar on the left-hand side of the patient search screen. These will be compiled to a PDF document for printing and faxing. The orders will also be held under the tab labeled "Drug Orders" in case you need to go back later and print/fax them.
8. **I can't find where to enter the Chronic Clinic due date –** Go to Detainee Information, Search and Select Detainee, Select the "edit" icon, enter the chronic clinic due date, click save. OR- you may use the referral option for Chronic Clinic within progress notes and medical history documents.
9. **What is the procedure for faxes that come in from other facilities and providers? –** These will remain on paper until the Practitioner reviews them. Then, the nurse/medical records staff may then scan and assign these documents into the EMR.



10. **The system has crashed** – Please use the EMR call sheet. **Also, see “Back-up plan.”*
11. **The OfflineMAR doesn’t sync or there is a sync error** – Please refer to the EMR call sheet right away and report the error that is displayed.
12. **I can’t find a chart for a detainee who has been released-** Under Patient Information, the patient list includes radio boxes to select active, inactive, or both.
13. **The progress note won’t save-** Note the error message if able. Utilize the EMR call sheet.
14. **The drug order won’t fax-** after you click the “print” button (which also designates to the fax machine) check to be sure you have selected the appropriate printer name. The same printer may have several names, for instance- Canon4500printer, Canon4500fax, Canon4500imagewriter etc. If you still have problems, you will need to check with the county’s designated person to troubleshoot the fax machine.
15. **For any issue-** please note the error or issue, with details, and use the EMR call sheet.
16. **Be familiar with the Teamviewer link-** you may need to allow DetainEMR Technical Support to share your screen from time to time to make updates to the laptop as well as view/fix problems.