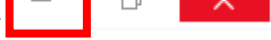




## EMR Quick Reference Guide

### Troubleshooting - Closing Freezing PowerChart Sessions

If your PowerChart session has frozen, follow the steps below to unlock the session:

1. Minimise the computer screen using the minimise icon in the top right hand corner  or click into

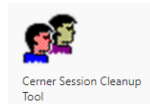
Microsoft Edge



2. Click on the tab located at the top of the screen



3. Click on the Cerner Session Cleanup Tool



4. Cerner Session Cleanup

Clicking Submit will Terminate all Cerner Sessions opened by WHCN/Vernonba. Session cleanup may take up to 2 minutes to complete.

Impacted Application:

Issue Description:

Session Cleanup Status

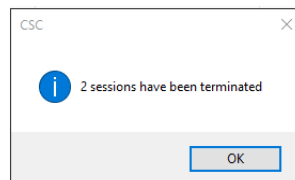
Submit Cancel

Use the arrow next to Impacted Application to select the impacted application - PowerChart

Add a brief description of what you were doing in the EMR when the freeze occurred

Click Submit

5. Any open EMR sessions will be terminated



6. The EMR can be reopened

