

Access and Set Up - Closing Frozen Powerchart Sessions



This Quick Reference Guide will explain how to:

Close a frozen PowerChart session

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

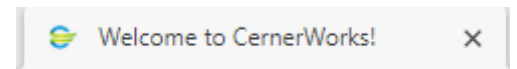
1. Minimise the computer screen using the minimise icon in the top right hand corner



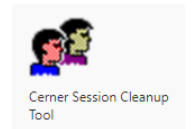
Or click into Microsoft Edge



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



3. Click on the Cerner Session Cleanup Tool



4. Use the arrow next to the Impacted Application to select the impacted application – Powerchart

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

Click Submit

Cerner Session Cleanup

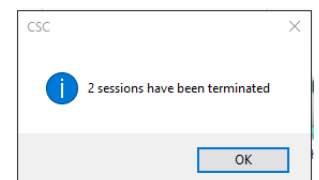
Clicking Submit will Terminate all Cerner Sessions opened by WHCN\vennonba. Session cleanup may take up to 2 minutes to complete.

Impacted Application:

Issue Description:

Session Cleanup Status:

5. Any open EMR sessions will be terminated



6. The EMR can be reopened

