



User Instructions – HPECD Database Troubleshooting Guide

Quick Reference

HPECD Database Troubleshooting Guide

This guide provides information to identify which resource to contact in the event of system problems.

CHR – HPECD (MOMENTUM) INTERNET LINK NOT IN FAVORITES MENU

See reference material – Setting Login Favorites

INABILITY TO ACCESS ASSIGNED AREAS OF THE APPLICATION OR RUN REPORTS

Contact Digital Health – servicedesk@sharedhealthmb.ca or 204-940-8500

LOGIN NOT WORKING

In the event your login is not accepted it will result in an Error Warning Message.

Errors and Warnings:

Windows Authentication Failed

NOTE: Your User ID and Password will be the same as what you use to log into the computer.

If the error remains displayed contact Digital Health Service Desk to confirm your username or have your password updated.

Digital Health contact – 204-940-8500



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LOGIN NOT WORKING

In the event the system screen is frozen and will not accept data being entered, user the Ctrl-Alt-Delete from the keyboard to access the Task Manager window. Once highlighted, select End Task to abort the session.



Once the session is aborted – launch Edge again and return to your favorites menu and re-open the database.

I DON'T RECALL HOW TO COMPLETE A FUNCTION IN THE DATABASE

Reference the User Manual found on the HPECD website.