

BRIDGE Troubleshooting

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User Unable to Access

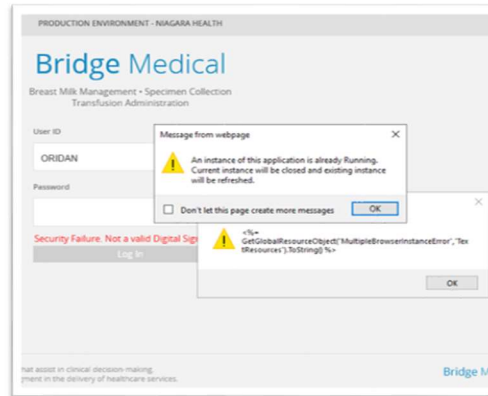


ORACLE BRIDGE WAS CLICKED MORE THAN ONCE
Or Bridge was already open in the background

Fix:

CLICK ONCE and wait

It may take 25-35 seconds for Bridge to launch
Close Bridge when done documenting; relaunch with
ONE CLICK when ready to document again



BRIDGE Troubleshooting

Server Error/User Locked Out



BRIDGE SHOULD NOT REQUIRE YOU TO LOGIN WITH PASSWORD

Do not attempt to log in

Bridge should launch automatically from patient's chart in Millennium

This screen will appear when Bridge has been clicked multiple times

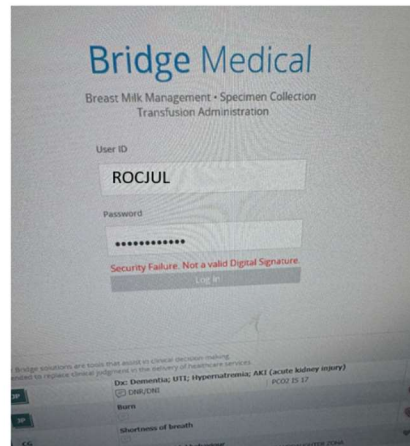
Fix:

Close any / all Bridge windows

Wait 10 seconds

Relaunch Bridge by clicking ONCE and waiting

*If user accidentally logged in, user is reset automatically after 70 seconds



BRIDGE Troubleshooting

Fail to Scan



Scanning issue

Most common reason: caps lock was on

Fix:

Ensure Caps Lock is OFF

Delete entry in the field, rescan

Wristband: Cover all barcodes except FIN, rescan

Blood bag: Cover other barcodes, rescan

Reconfigure scanner

