



Tips & Tricks Weekly

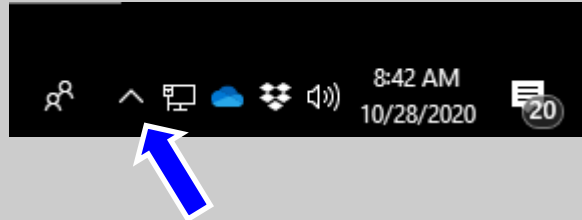


Frozen in the EHR?

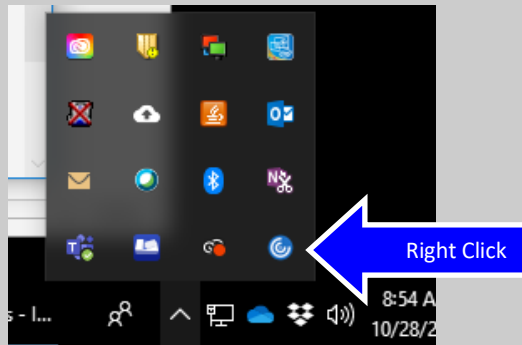
Use the Citrix Connection Center

If you suddenly freeze up while documenting in Touchworks EHR, you can log off of your Citrix session in order to unfreeze yourself without having to call the Helpdesk.

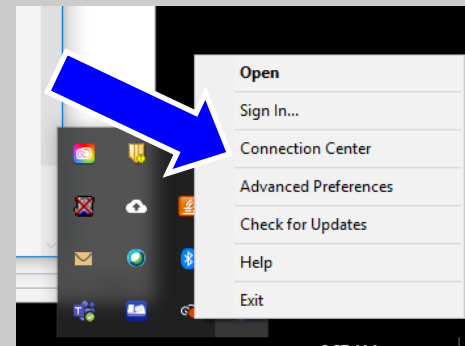
1. To log off of your Citrix session if you are frozen, navigate to the toolbar in the bottom right of your screen. Click the white **up** arrow:



2. **Right** click on the **Citrix icon**. It should be a blue or black circle that resembles a target:



3. Click on **Connection Center** from the pop up menu:



4. Highlight the server name (MEATWX1APV....) by single clicking it, and then click **Log Off**. You will be logged out of Citrix and can log in again, where you should no longer be frozen.

