Troubleshooting FAQs

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Can't access Help Center?

If you are not able to access the Help Center and you using an on-premise terminal server check your default internet browser. If your default browser is Internet Explorer make sure you change your default browser to Chrome or Firefox due to the high default security settings on Internet Explorer that can block the Help Center from loading correctly.

How do I check my OP version?

Check Version of OP

Path: Help tab > About button > Build Number
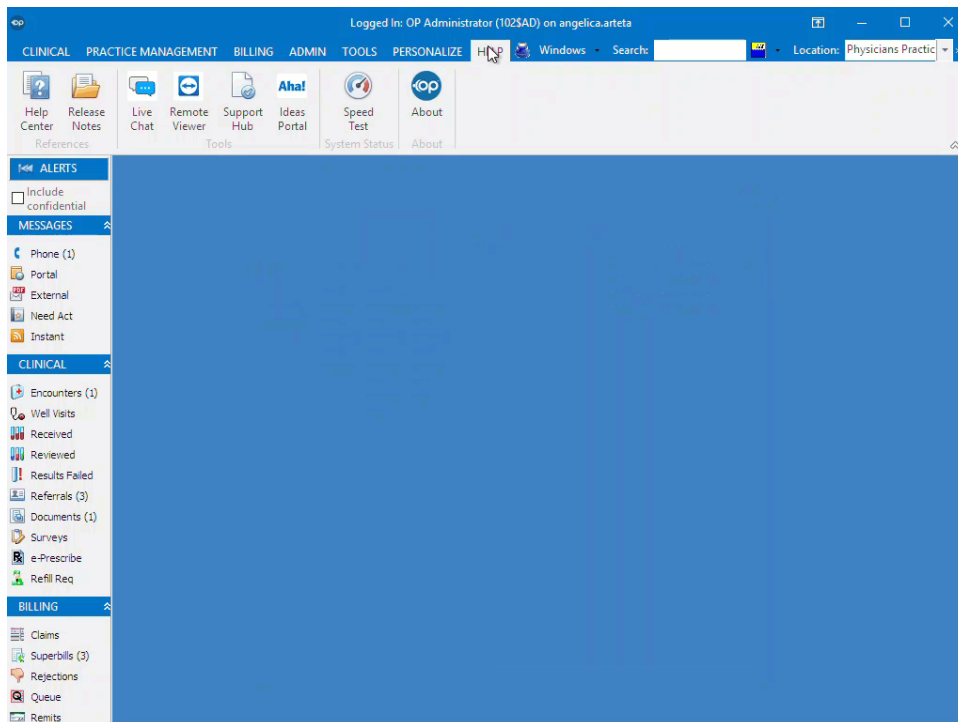
How do I fax from OP Cloud?

A fully-integrated and secure eFax solution is available by contract with OP. Visit **eFax Overview** to learn about this solution and to see a high-level overview of the Inbound and Outbound Fax workflows.

Dataset not in edit or insert mode?

In order to modify records in OP 14, the record needs to be in Edit mode. Some records will automatically enter Edit mode when you begin typing. When a record is not in Edit mode and you attempt to modify the record or save the results after a change, you may receive this message. The message is typically not an error. Instead, it is a message informing the user to explicitly set the record to edit mode and then make the change.

Where do I save files I export from the Cloud?

Why does the OP software appear to freeze up?

There can be many factors for why the OP software freezes your system (such as PC resources consumed by other applications), but one common function that can temporarily freeze your control of the main OP application is the activation of a modal window within OP.

Modal windows are graphical control elements that work in conjunction with the application that is being used on the workstation. They pop up when there is an important function opened/activated that needs to be performed at that moment on your workstation (such as giving permissions or editing an important particular piece of information). These modal windows can create disruptions to the normal workflow of the application until a resolution to that window is complete (such as preferences set, privileges administered, information input).

If you open or activate a modal window, simply locate the modal window, perform the action requested, and continue with your normal workflow. Most Modal windows can also be closed by clicking the X button in the upper-right corner. To help determine what Modal windows might be open, try clicking on the Windows dropdown menu in the top right of your OP. A list of currently active windows will appear to help you determine which Modal window may be freezing up your system.
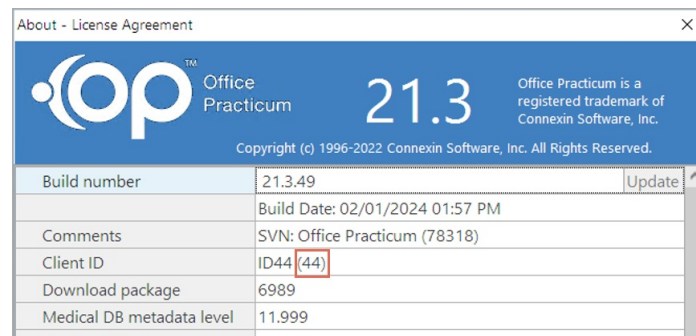
Some modal windows in OP include:

- About License Agreement (from the About button)
- Add a New Diagnostic Test Order (In-House, Send-Out, or Legacy)
- Add a New Survey
- Add Developmental Milestones
- Add or Edit an Allergy/Reaction
- Add or Edit Billing Notes
- Add or Edit a Medication
- Add or Edit Miscellaneous Notes
- Add or Edit a Problem
- Add or Edit a Referral/Transition of Care
- Add or Edit a Task
- Add or Edit Charges (from the New Claim button)
- Address Book Specialty Description
- Archive Medical Records (from the Archive Records button)
- Backup Confirmation (from the Backup Logs button)
- Batch Billing Statements (from the Bulk Statements button)
- Capitation Payment Single Entry
- Consent Record Types
- Contact Manager
- CPT-4: Physicians' Current Procedural Terminology (from the Procedure (CPT) Codes button)
- Customize Patient Care Plans
- Diagnosis Code Management (from the Diagnosis Codes button)
- Edit Address (from the Address Book)

- E-Prescriber Allergy Data: Map to Standard ICD9 Codes (from the Allergy Codes button)
- EPCS Access Control
- EPCS Provider Dashboard
- HL7 Error Logs
- Insurance Payer Details (from the Insurance Payer Code dropdown)
- Medication Finder (from the Medication Favorites button)
- Messaging - Search for Documents (from the Attachments button)
- Messaging - Choose Recipients (from the Choose Recipients from Grid button)
- Messaging - Phrase Construction
- Patient's Credit Account (from the New Credit button)
- Patient's Credit Account (from the Refund button)
- Phrase Construction (from the Phrases button)
- Prescription (from the ePrescribing Center Edit button)
- Report Criteria
- Search for Documents (from the Documents Management Search button)
- Search for or Add A New Address Book Entry
- Security Settings (from the Security Administration button)
- Superbill - Pending Procedures (from the New Superbill button)
- Utility to Update LOINC Codes in the Diagnostic Test Result Table (from Synchronize LOINC Codes)
- Vaccine Inventory (from the Manage Vaccine Inventory button)
- Vaccine Inventory Forecast
- Vital Signs Table
- Workgroup Administration (from the Workstations button)
- Worklist (from ePrescribing Center ePrior Auth)

How do I find the OP MED ID?

1. Navigate to **Help tab > About button**. The **About- License Agreement** window opens.
2. Locate the **Client ID** field. The number in parentheses is the **OP MED ID**.

How do I make the font larger in OP?

While there is not a place to increase the font within OP on a user by user basis, users can adjust their screen resolution in their display settings to increase the font size. To do so, right click on the desktop and select **Display Settings**. Lowering the screen resolution will result in an increased font size.

Tip: OP's System Requirements recommendation state that the screen resolution be 1920X1080 for clients on a version of 14.19. For clients on lower versions, OP's System Requirements recommendation state that the screen resolution be 1024x768. Changing the resolution on a user's display may cause some information to be cut off on the screen.

What should I do if I get a Database connection has dropped error?

📌 **Note**: This error will *only* occur for on-premise clients.

A user's device can get disconnected from the database from time to time. This problem first arose in 14.19.8, released on 8/29/19. The issue affects On Premise (not OP Cloud) practices with devices that frequently drop connections to the database server.

If you see the database error message below, it is safe to click the **Retry** button once.
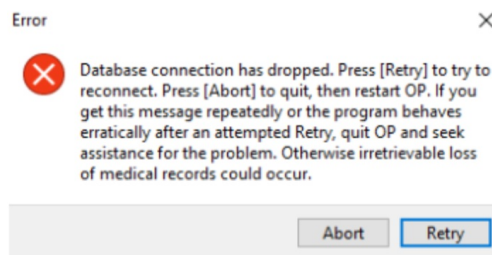
If you keep getting the error message, the network connection should be investigated by your IT professional. If just one person in your practice is getting the error, there could be a problem with their device. If the issue occurs in one room, then there could be a wireless access issue. If everyone if the office gets the error, it could be a network card on the server or something central to your network.