

Health Central Portal Java Set Up & Troubleshooting Instructions

*You should always check with your PC administrator if you are unsure of downloading or removing programs from your PC. Some administrators restrict users from downloading software to PC's.

Troubleshooting: If you encounter problems with viewing medical records Start with step 1 on this guide and check with your PC administrator if you need assistance. 99% of these problems are related to Java updates and not having the correct version of Java for Physician's Portal.

Common Portal Java Problems:

Medical records viewer freezes up

Red X displays when I try to launch a record

Step 1 check to see if you have Java/Java updates on your PC:

1. Click on **START** (located in the bottom left hand corner of the PC)
2. Click on **Control Panel**
3. Click on **Add or Remove Programs**
4. An alphabetized list of programs on your PC will display.
 - a. If you find any Java updates, click on them then click on Remove. **Remove all Java updates from your PC.**
 - b. Next look for **Java 2 Runtime Environment, SE v1.4.2** if you see this you should be ready to access the Health Central Portal. If you see other versions of Java you may need to remove them from your PC or the Health Central Portal may not work.
 - c. Restart your PC after removing Java versions.

d. If you do not see **Java 2 Runtime Environment, SE v1.4.2** on your PC you will need to download it to view medical records & deficiencies in Portal.

5. **To Load Java for Portal** go to <http://www.health-central.org/>
Click on Physician's Portal (located on the left hand side of the page)

In the Downloads section:

Click on Java2Runtime Standard Edition.exe

Click on Run

Accept the terms of the license agreement the click Next

Setup type should be Typical, click Next

Click on Finish

6. **Uncheck Java updates from your PC** to prevent future problems with the Portal viewer.

Click on **START**

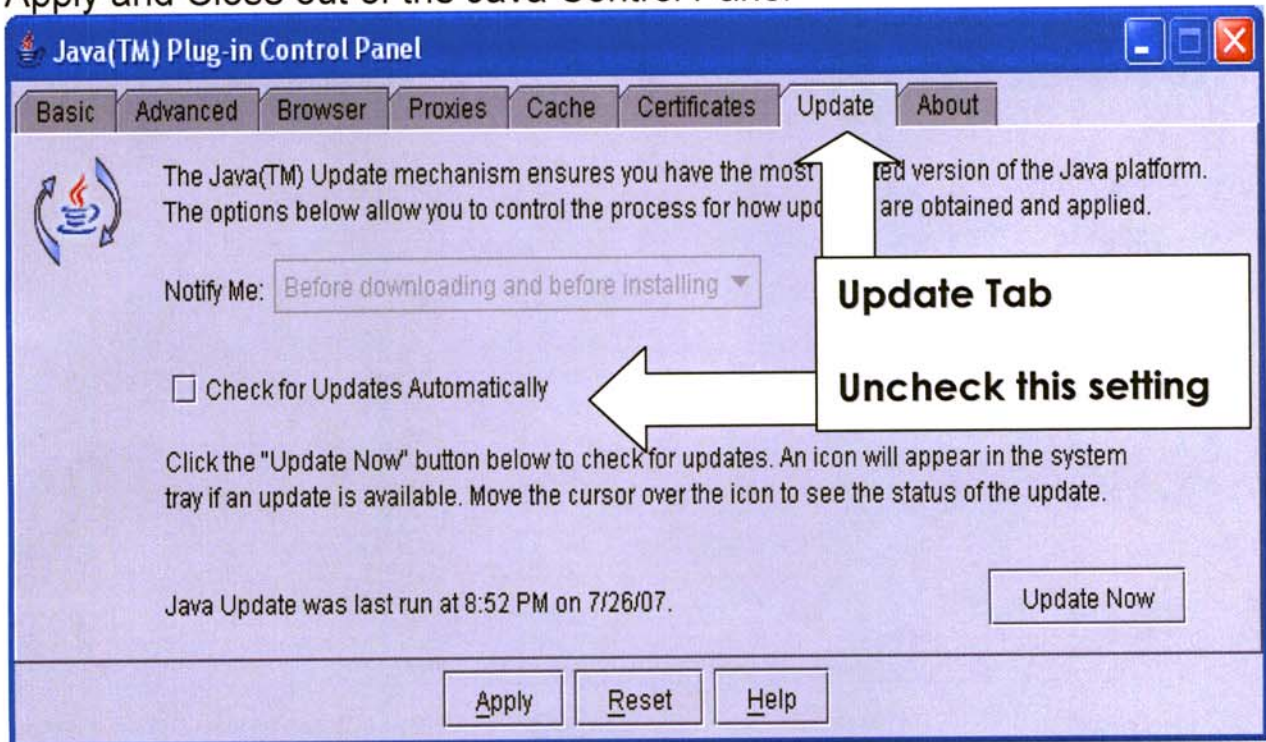
Click on **Control Panel**

Click on **Java Plug-in**

Click on the **Update Tab**

Uncheck "Check for Updates Automatically"

Apply and Close out of the Java Control Panel



6. Log into the Portal <http://portal.health-central.org/portal/site/hpp/>