

***FAQ – “I’ve lost my patients in the snapshot system, how do I find them?”***

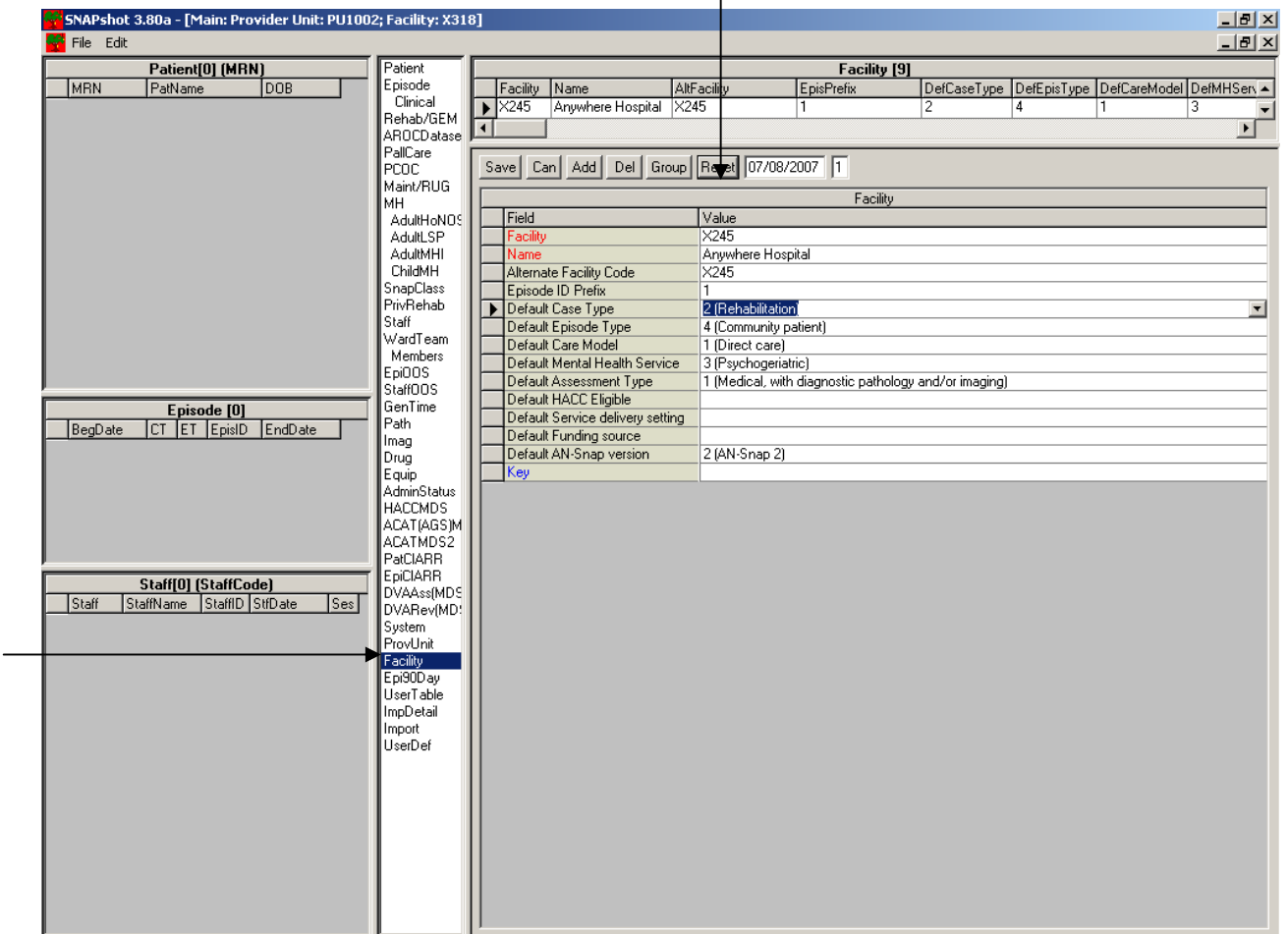
***If, on opening up the main screen and logging on, you do not see any data, you will need to reset which Facility and Provider unit SNAPshot should be focusing on. To do this, simply highlight Facility in the set list and then click on Reset (this button can be found in the middle of the right hand window), refer to Figure 1, now highlight ProvUnit in the set list and click Reset again, refer to***

***Figure 2***

***. At this point your data should 'magically' reappear (see***

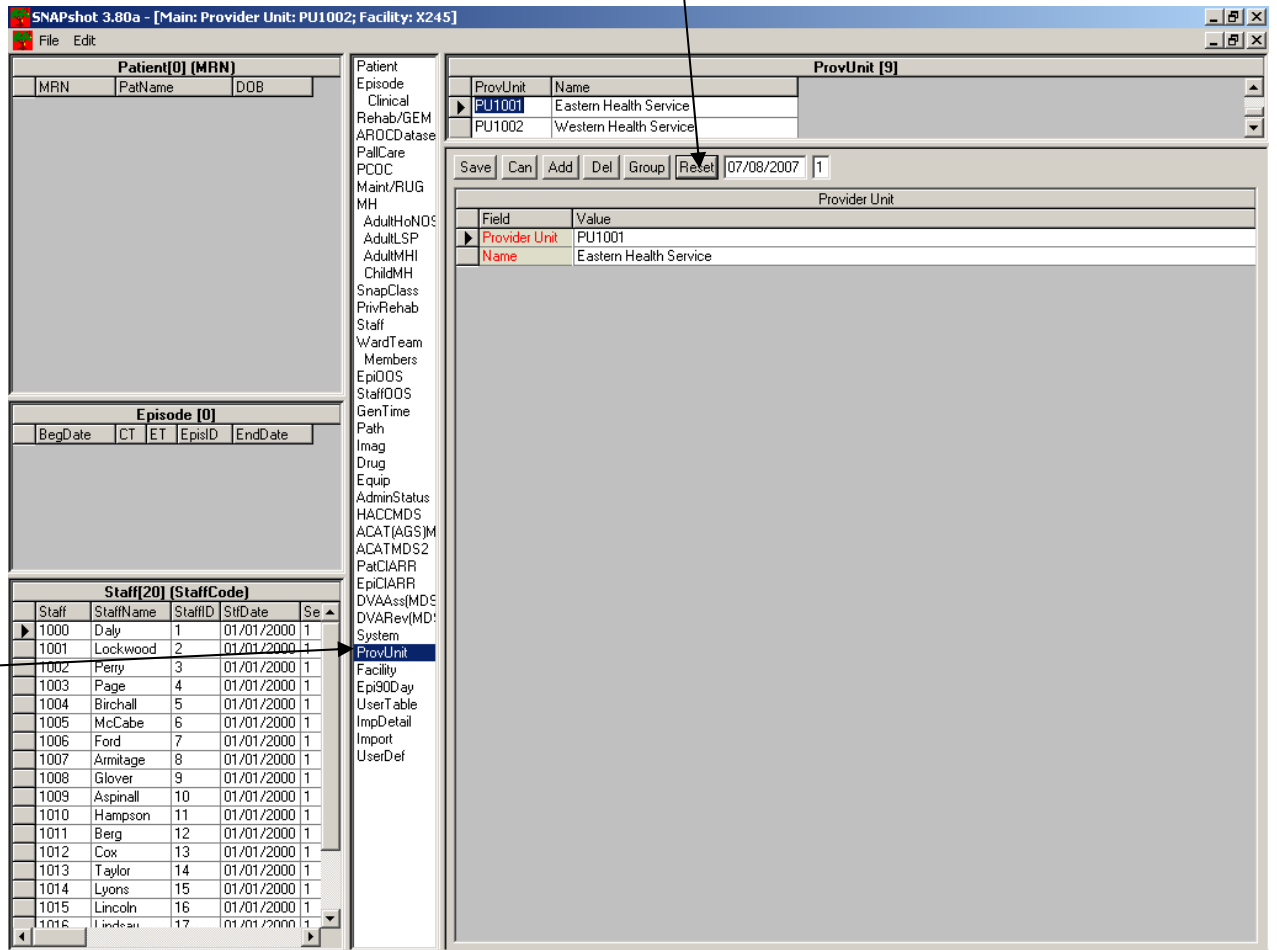
***Figure 3). If you have more than one Facility or Provider Unit you will need to also select the appropriate Facility/ProvUnit in the multi list (top right hand window)]***

**Figure 1 Resetting the Facility**



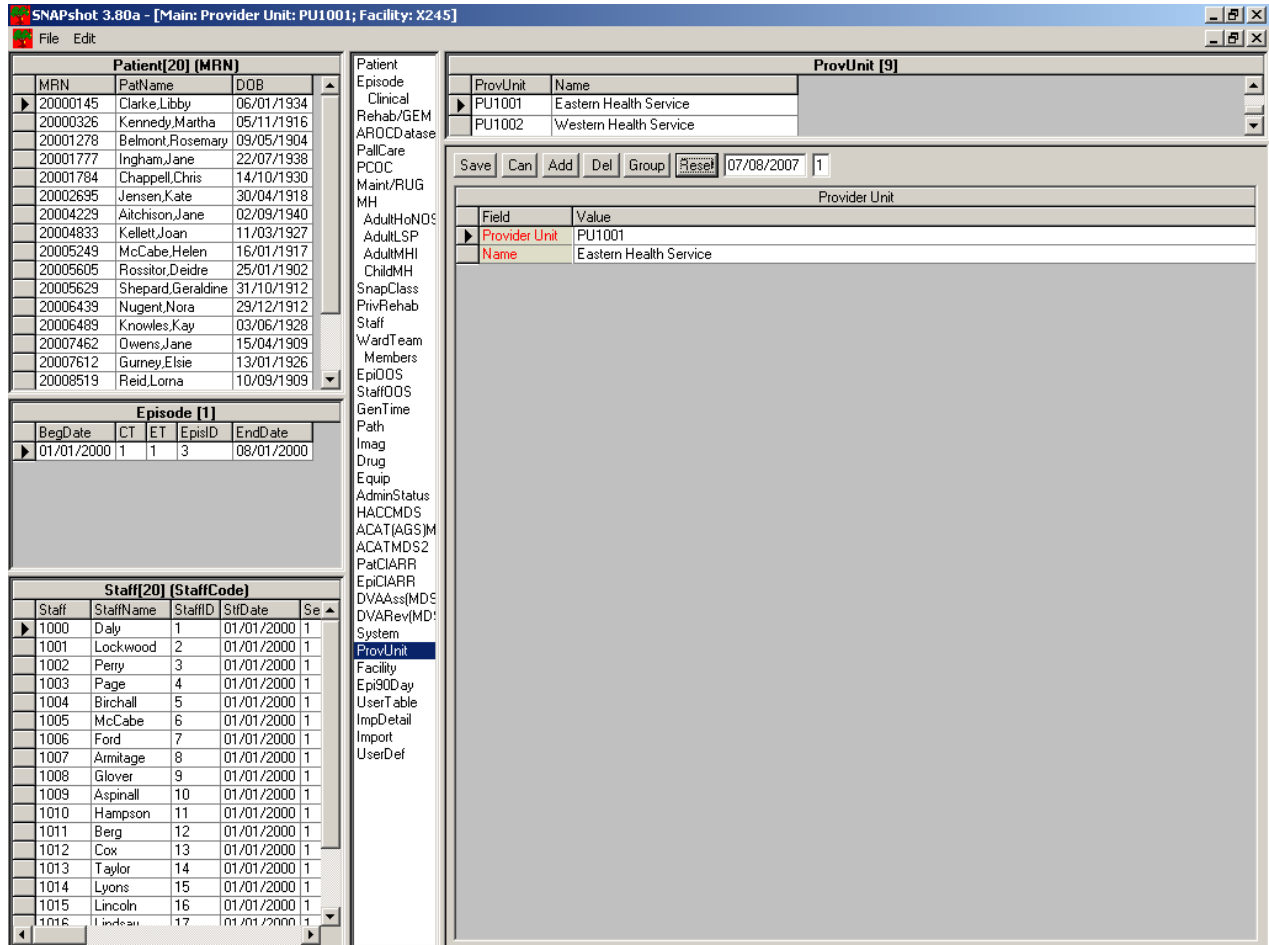
Once the Facility has been reset, the Facility wide data items will be visible.

**Figure 2 Resetting the Provider Unit**



Once the provider Unit has been reset the data sets under that provider unit will be visible.

**Figure 3 After resetting the Facility and Provider Unit**



If you require any further assistance, please contact your PCOC Quality Improvement Facilitator.