

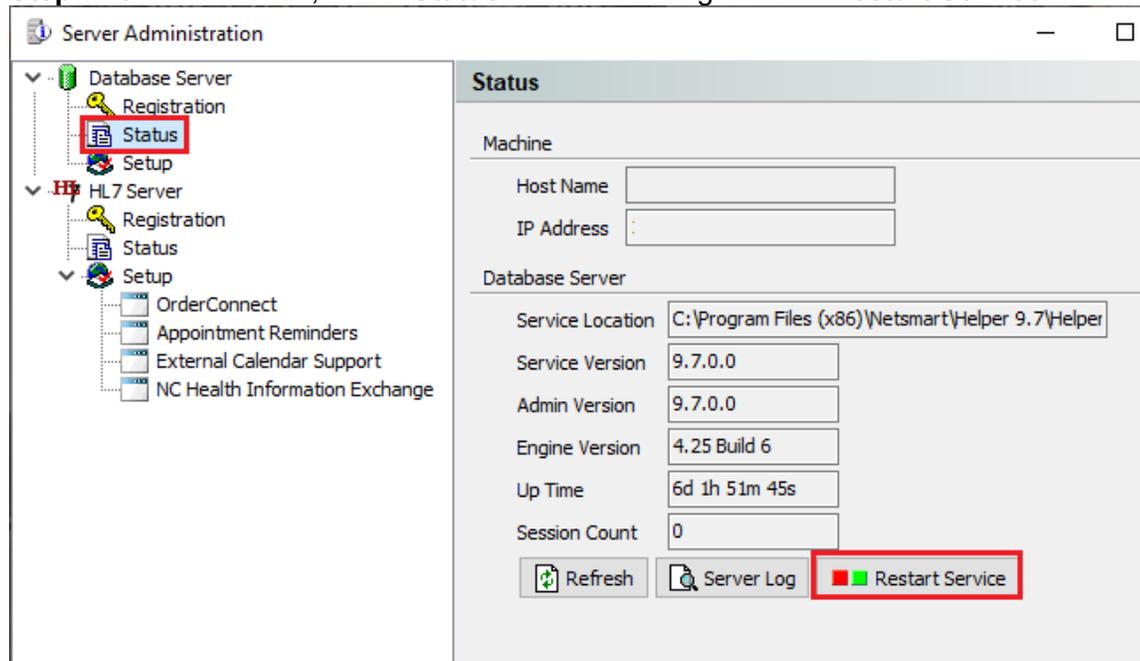
Restarting Helper Services

Restarting the Helper Service may be necessary in troubleshooting issues with services that rely on it, such as text message appointment reminders or patient data sync with OrderConnect ePrescribing. It is also sometimes necessary after installing a Windows update from Microsoft.

Step 1. Open Helper Server Admin (Windows Start menu > Helper Software > Helper Server Administration) or you may have an icon on your desktop.

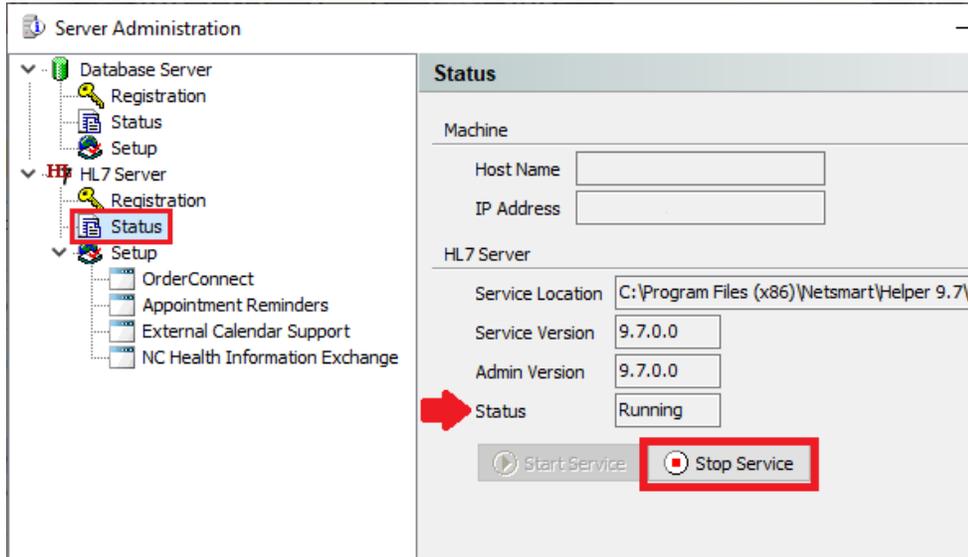


Step 2: On the left side, select **Status**. Then on the right select **Restart Service**.

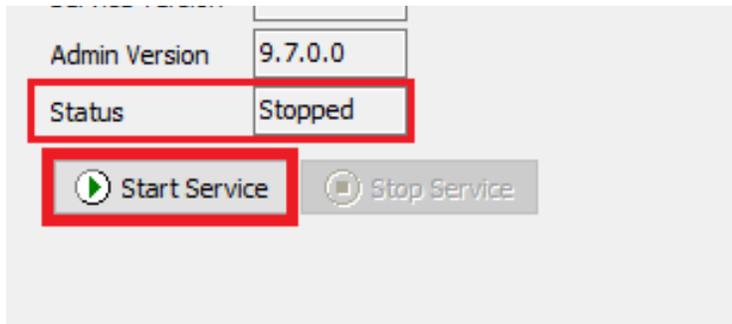


The screenshot shows the 'Server Administration' window. On the left, a tree view shows the 'HL7 Server' expanded, with 'Status' selected and highlighted by a red box. On the right, the 'Status' page is displayed. It includes fields for 'Machine' (Host Name and IP Address) and 'Database Server' (Service Location, Service Version, Admin Version, Engine Version, Up Time, and Session Count). At the bottom, there are three buttons: 'Refresh', 'Server Log', and 'Restart Service', with the 'Restart Service' button highlighted by a red box.

Step 3: Select the second Status page on the left (lower on the list) and then click **Stop Service** on the right.



Step 4: When Status (on the right) changes to *Stopped* wait 3 seconds and click **Start Service**.



Step 5: Once Status changes back to **Running** click the **Close** button on the lower left. The Services have been successfully restarted.