



Vim Connect troubleshooting tips

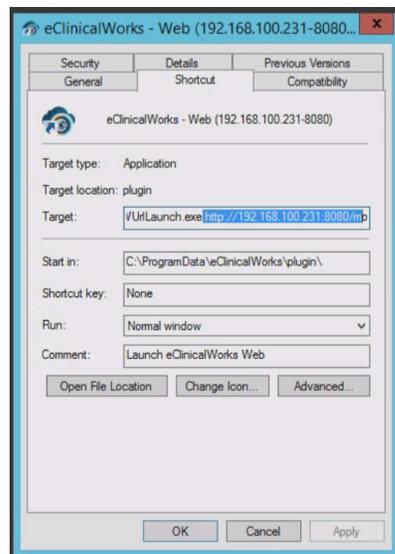
Most frequent issues

1. Vim Connect icon is not visible in the Windows application tray

- a. Ask the user to search for Vim in their Windows start menu
- b. Once found ask the user to click on the icon to run the Vim Connect application

2. Vim Connect for eCW appears in Chrome but not in the plug-in

- a. Ask the user to close out all instances of eCW completely and close out Chrome.
- b. Find the Vim Connect icon in the application windows application tray.
- c. Ask the user to right-click on the icon and select Exit.
- d. Relaunch the Vim Connect application from the Windows start menu or search bar.
- e. Wait 20 seconds and ask the user to retry logging into the eCW plug-in.
- f. If the issue persists, confirm the target URL for the plug-in matches what is listed for the organization in console by following these steps:
 - i. Ask the user to right-click on the eCW plug-in icon
 - ii. Select 'Properties'
 - iii. Under the 'Shortcut' tab the URL is listed in the 'Target' field.
 - iv. The URL is the second argument listed and starts with 'https://...'



3. The Vim Connect extension is not visible in Chrome

- a. Close out of Chrome completely
- b. Check if the Vim Connect MSI is installed by checking if the icon is visible in the application tray and searching for Vim Connect in the Windows search bar.
- c. If Vim Connect is in the application tray, close it out by right-clicking and selecting Exit.
- d. Relaunch Vim Connect from the Windows menu
- e. Wait 20 seconds and reopen Chrome
- f. If the issue persists, ask the user to redownload the latest version of the Vim Connect MSI from the download link and reinstall it (the user should not need to uninstall the previous version).
- g. Once the installation is complete, close Chrome completely and reopen it.

4. The overlay is visible for some users but not for others

- a. Log in to the Vim Console
- b. Find the organization and verify that the user has been added correctly to the organization.
- c. If necessary, remove the user and add them again.
- d. Ask the user to log out and back into the EHR once complete.

5. The Vim Connect extension is installed in Chrome but is labeled “disabled”

- a. Verify the URL that the user is logging in with matches the URL for the organization in the Vim Console.
- b. Verify the username matches the user set up for the organization in the Vim Console.
- c. Closeout Chrome and reopen it, then ask the user to log back into the EHR.

6. Error message during MSI installation

- a. Verify that the user is installing the latest version of the MSI by downloading the latest version from the download link
 - i. eCW: vim.health/ecw_desktop
 - ii. Athena/Practice Fusion: vim.health/vim_connect
- b. Delete the 'vim-ehr-agent' folder from the user app data folder.
 - i. You can find the user AppData folder by searching for '%appdata%' in the Windows search bar.
- c. Delete the the Vim Connect folder from the 'Program files' folder
- d. Attempt the installation again.
- e. If the issue persists, ask the user to send the MSI installation log to support@getvim.com
 - i. The MSI installation log can be found by navigating to the '%temp%' folder and finding the file titled 'MSI####.LOG' (it will be the most recent file if the installation was just attempted. The # are random numbers with a letter at the end)

Opening a ticket to Vim Support

- If the steps above don't resolve the issue, please open a ticket with Vim Support.
- In order to investigate an issue, we need the following
 - Description of the issue
 - Time of occurrence - as exact as possible
 - EHR username
 - Practice Vim Console Identifier (available through Vim Console)
 - Application name (if specific)
 - Patient or gap details (We do have a BAA with Zendesk so this can be shared)
 - Any screenshots that explain the issue