**VCWS FAQ’s**

1. **Demand Print – Demand print job is going to wrong printer**
	1. Where a user starts their VCWS session is considered their default printer location. If a user starts their VCWS session on floor A and travels to floor B, if the users starts a print job on floor B, their print job will still print to floor A printer
	2. 2 ways to fix a print job going to wrong printer:
		1. From the desktop click “Restart VM”, this will end the virtual session. The user will log back in from new location, the new location becomes the default printer location
		2. Upcoming Pharos rollout – Uses Smart Badge technology, a user will tap their badge to a reader (on the printer) and select where they want their print job to print to. Still in development at this time
2. **Lock screen – log in time is longer than expected**
	1. VCWS allows for 1 documentation session at a time. If a user locks their screen, then re-logs in from a different computer, the log-in time will be longer by 3-5 seconds. The delay is because the current device has to trigger a termination of the previous device before the current session can go forward
	2. **Use the red X to log out** for faster logging back in
3. **Why are we teaching staff to use StarBrowser?**
	1. StarBrowser has the single click icons to navigate to other clinical programs and the inpatient whiteboard, otherwise StarBrowser behaves just like StarPanel
4. **Why doesn’t StarBrowser auto-load like the conventional documentation session?**
	1. Auto-loading programs in VCWS is not available at this time, to resolve this issue the StarBrowser icon was installed on every desktop throughout all hospitals at Vanderbilt.
5. **Why does the screen have to be refreshed?**
	1. Once a user accesses the VCWS documentation session, the session is considered always active. New input cannot be updated while a program is active, therefore, the user must click refresh to see the most up to date info, orders, requests, etc.
6. **How long does the VCWS documentation session last?**
	1. Until there is 6 hours of inactivity
7. **What’s the best way to change census?**
	1. “Select which bed to show” link on the inpatient whiteboard. In the VCWS session, there is the ability to change locations and see the correct columns and indicators for a specific floor
8. **Why only use the Inpatient Whiteboard to view my patients census?**
	1. Order notification and acknowledgement is done in the Inpatient whiteboard
	2. Correct columns & indicators are on the inpatient whiteboard and not on the inpatient census