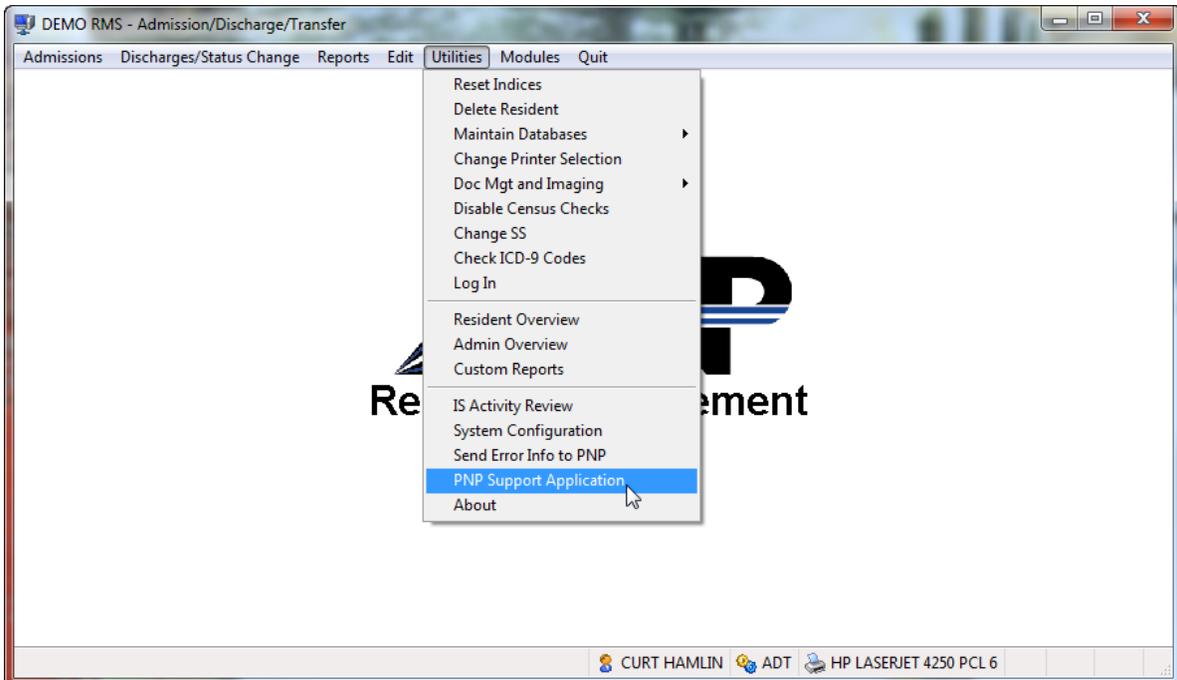


## PNP Support Application

To make it so that P&NP can communicate with your machine, you may be asked to bring up PNP SUPPORT. If you can get into RMS, then try step 1a below. If you cannot, try step 1b or 1c below.

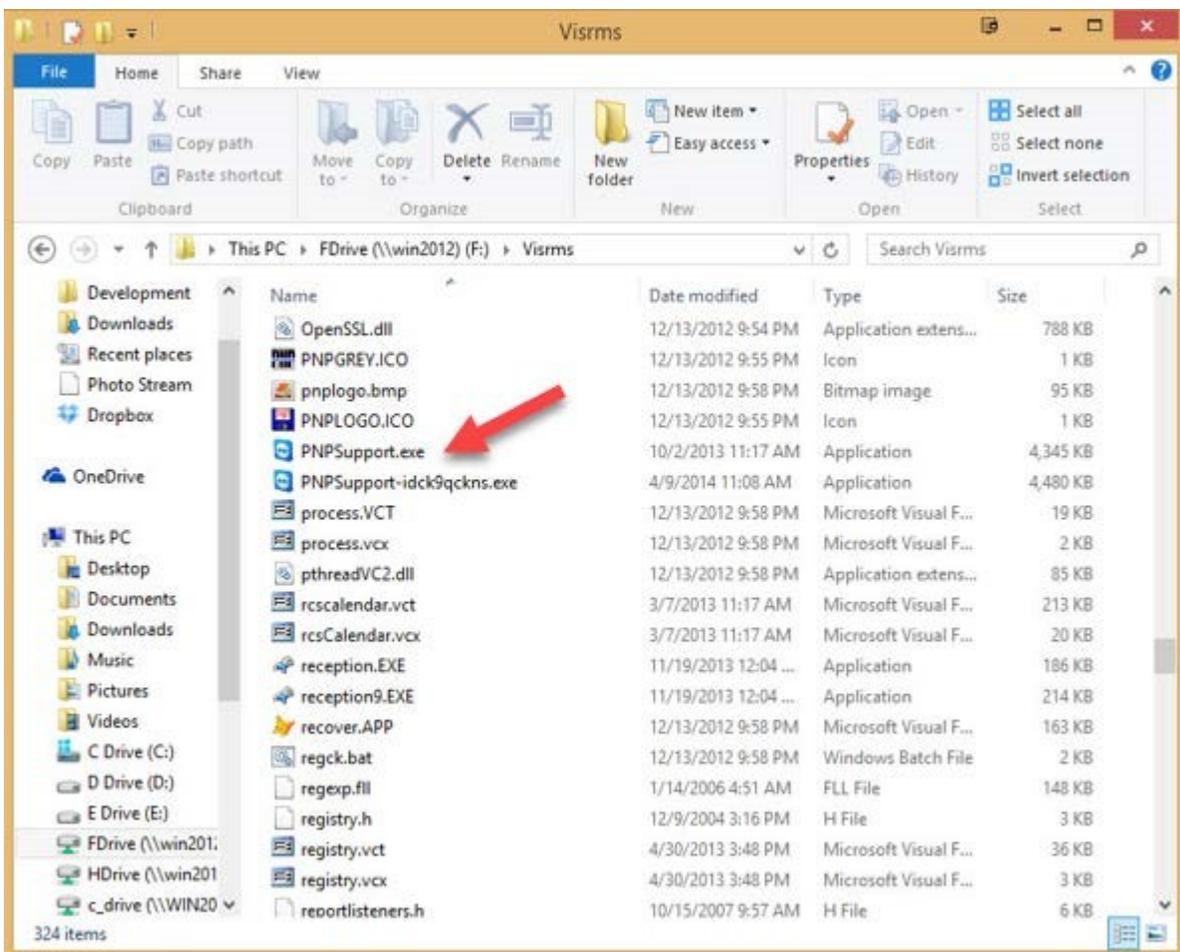
### Step 1a:

In order to do this, you need to go to the Admission/Discharge/Transfer module . . . under UTILITIES . . . you will see an option for **PNP SUPPORT APPLICATION**. Use your mouse and left click on this option.

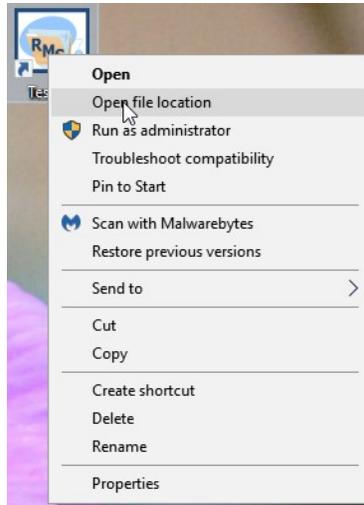


### Step 1b:

If you need to bring up PNP SUPPORT and you cannot access Visual RMS to pick it off the menu, start File Explorer and make sure that the current folder is where Visual RMS is installed. You should see something similar to the following:



If you do not know how to use File Explorer, **right** mouse-click the icon and select **OPEN FILE LOCATION** from the menu. This will then give you a screen similar to the one above.



Make sure that the NAME column is selected to show all the files in alphabetical order. Then scroll up or down until you find **PNPSupport**. It will have a TYPE of **Application**. You may just see “PNPSupport” or “PNPSupportidck9qckns” (or similar), that is fine. **Double left** mouse-click either one.

### Step 1c:

Here is another option if you are having an issue with method A or B. Visit the site, <https://get.teamviewer.com/6y966z2>

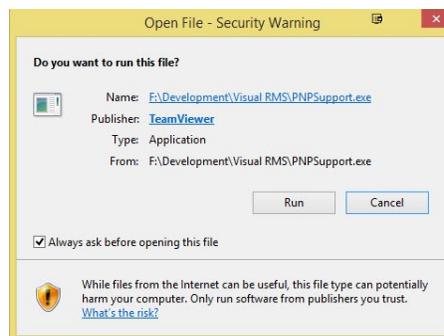
When prompted, click **RUN** at the bottom of the window,



Once it launches, you should see a screen similar to Step 3 below.

### Step 2:

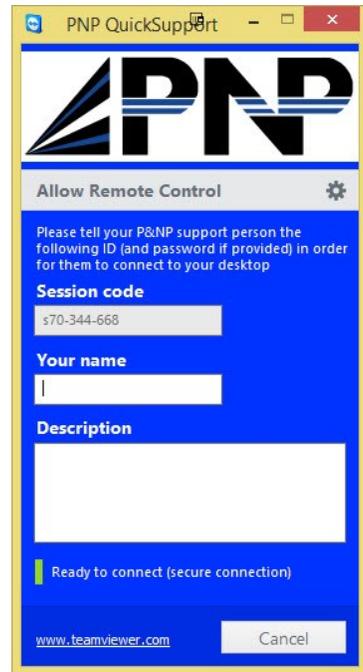
It will tell you that it is trying to load the program. You may get a security warning similar to the following:



Just select the **RUN** option.

### Step 3:

When it finally comes up you will see a screen similar to one of the following:



You can type your name and description into the boxes but that is not necessary. Call and/or e-mail P&NP with the information of your id/password or session code depending on which screen above you see.

**Do NOT close the application until the P&NP Support person has completed giving you assistance.**