

Tecsys CDUI Timeout Troubleshooting

In order to be HIPAA compliant, Tecsys has a timeout function and will automatically log users out of an open case within the CDUI tab of eStar after a period of inactivity over two hours. After a timeout you will see a Tecsys login screen within eStar. If this occurs, follow these steps:

Tecsys CDUI Timeout

1. Ignore the Tecsys login screen. Instead **close out the patient record** within EPIC.
2. Wait for 1-2 minutes, then **Reopen the patient record**.
3. Select the **Tecsys tab**. Then continue documenting procedure within **CDUI**.

