



An Integrated Approach to the Delivery of Community Health Services

QuikTip: Losing Power to Your Laptop/Workstation While in Cornerstone

Any time your workstation, laptop or server unexpectedly loses power while working in Cornerstone, it is possible that files may be corrupted or damaged. In the best case scenarios, you will experience no damage to your files, or only the files that were open when your computer lost power will be damaged. In the worst case scenario, all of your files can be affected.

The key to minimal problems and data loss is to contact the Cornerstone Call Center® as soon as possible. In the event that files are damaged, Cornerstone technicians are usually successful in repairing the damage and salvaging your data.

Losing Power on Your Workstation

If you lose power to your agency, call the Cornerstone Call Center immediately (before logging on to any workstations). Technicians will dial in to your server and verify that it is operational, then check all your Cornerstone files to ensure they are not damaged.

Should your agency experience a power outage during the night, it may not be obvious that the power was off. However, if files were corrupted or damaged during the power outage, a message indicating such will be displayed on your screen. Any time a message is displayed indicating corrupted or damaged files, call the Cornerstone Call Center immediately. Once again, technicians will dial in to your server and verify that it is operational, then check all your Cornerstone files to ensure they are not damaged.

While you obviously can not prevent all power outages, you can ensure that your workstation does not lose power unnecessarily by making sure all power cords are securely plugged in and out of the way of traffic.

Losing Power on Your Laptop

Cornerstone users generally lose power to their laptops by operating the laptop on battery power until the battery pack discharges completely.

Any time you lose power to your laptop while working in Cornerstone, it is possible that files have been damaged. Unfortunately, not only might the files you were using be damaged, but any subsequent data entered on your laptop might be affected as well. Therefore, it is **highly** recommended that after losing power to your laptop, you return to your agency as soon as possible and contact the Cornerstone Call Center. Technicians will ask you to connect your laptop to the network, then they will dial in and check all your Cornerstone files to ensure they are not damaged.

In some cases, it may not be feasible for you to return to the agency and you must continue using your laptop. After logging back in to Cornerstone, you may not immediately receive any messages regarding damaged or corrupted files. However, be aware that the information you enter may be affected (and messages indicating so may not be displayed until you attempt to upload).

You can be proactive in preventing power loss with your laptop. First, always ensure that the battery is adequately charged before using it, then plan your visits according to battery life. In addition, your battery will slowly drain when the laptop's power is off, so be sure to **charge the battery often**. Of course, use a wall outlet when at all possible. Not only will an AC power supply power your laptop, but it will also charge the battery.

For more information on your laptop's battery, refer to QuikTip: Laptops.