

# Frequently Asked Questions

In this section, you will find some questions most commonly asked by people using the All of Us HealthPro application. As additional questions come in, the FAQs will be updated. If you have any questions not addressed here, please send them to the All of Us DRC Support Center at [allofus-hpo-support@pmi-ops.org](mailto:allofus-hpo-support@pmi-ops.org)

## [General HealthPro portal recommendations](#)

[My HealthPro portal is frozen or unresponsive. What do I do?](#)

[I forgot my login information to HealthPro. Where can I get that information?](#)

[HealthPro is not accepting my password and I am sure it's correct](#)

[My computer starts operating extremely slow when I'm using the HealthPro application. How can I fix that?](#)

[While using HealthPro, my system suddenly displayed a blue screen.](#)

[I forgot my password. How many attempts does HealthPro allow before disabling access?](#)

[I'm getting a "page cannot be displayed" screen when trying to access HealthPro.](#)

[I can't find the Participant or Order Lookup page?](#)

[While I was working in a participant's record, HealthPro froze/power went out](#)

[Participant ID not found](#)

[The barcode scanner is not functioning correctly](#)

[My printer is broken/will not come online.](#)

[My printer is working but I can only get the requisition and labels to print by downloading and opening in Adobe Acrobat.](#)

## General HealthPro portal recommendations

1. The recommended browsers for HealthPro are Chrome and Firefox. If you run into issues using a different browser, e.g. Internet Explorer, try using Chrome or Firefox.
2. Save data frequently as you are entering physical measurements or creating biospecimen orders.

## My HealthPro portal is frozen or unresponsive. What do I do?

1. Give the portal a few minutes to process. It may appear to be frozen, but it's actually processing a task.
2. See if the computer can respond to anything by pressing the Caps Lock key on the keyboard and watching the Caps Lock LED (light) to see if it turns on and off. If nothing happens, restart your computer.
3. Once restarted, open up your Internet browser and access <https://www.pmi-ops.org/> as you normally would.

## I forgot my login information to HealthPro. Where can I get that information?

Please use your @pmi-ops.org account and password to log in to HealthPro. If you don't know your @pmi-ops.org Account password, please contact your local HealthPro User Management Administrator to reset your password

## HealthPro is not accepting my password and I am sure it's correct

Follow these steps:

- Ensure that you are using your correct HealthPro username and password.
- Check that Caps Lock/Num Lock isn't on by mistake.
- Check that your password is what you're expecting it to be by typing it into the username box. This allows you to see what you are entering in case your keyboard is set to another locale, for example.
- Check that the network cable is securely plugged in at both ends (if applicable).
- Clear your web history/cache and restart the browser. Close all other open web browsers. Try logging in again.
- Try logging into HealthPro on another computer to see if your account works there. If another HealthPro user is available, ask them to logout of their account and then you may use that computer to login to your account to see if it's related to your account or the HealthPro application.
- If none of the above work, reset your password by contacting your local HealthPro User Management Administrator

## My computer starts operating extremely slow when I'm using the HealthPro application. How can I fix that?

*All of Us* HealthPro is not known to cause any such issues. If your computer has not been rebooted recently, please make sure to reboot it. Save your data before you attempt to reboot. You can also use any trusted software to scan your computer for malware and virus. Please make sure your browser is up-to-date. If this issue persists, please contact your local computer IT department.

## While using HealthPro, my system suddenly displayed a blue screen.

Windows may automatically restart after displaying a blue screen. You may also get a Windows startup menu upon reboot. If you do, choose 'Start Windows Normally' and see if the problem goes away. If Windows hasn't automatically restarted after displaying a blue screen, press the Ctrl & Alt & Del keys on your keyboard at the same time to restart the machine. You may need to press and hold the power button on the machine to force it to turn off. Switch it back on and, if you get a Windows startup menu upon reboot, choose 'Start Windows Normally' and see if the problem goes away.

If Windows does not start successfully or repeatedly displays a blue screen, contact your local computer IT department.

## I forgot my password. How many attempts does HealthPro allow before disabling access?

If the incorrect login information is entered when trying to access HealthPro, a CAPTCHA message may appear. This is used to verify that the user is not a robot. If this continues to happen and you are still having trouble logging in, please contact your HealthPro User Management Administrator as too many failed login attempts at this point may lock the user account.

## I'm getting a "page cannot be displayed" screen when trying to access HealthPro.

There are many reasons why your page cannot be displayed. Please close your window and open a new window to log back into HealthPro. If your screen is still displayed "Page Cannot Be Displayed" please consider the following options:

- Browser may be in "private mode" and cookies are blocked.
- Some add-ins/plugins may be incompatible.
- Settings not compatible with defined administrative/group policies.
- Confirm you have network connectivity

If this issue persists, please contact your local computer IT department.

## I can't find the Participant or Order Lookup page.

On the HealthPro welcome page, users should have access to Participant Lookup, Biobank Order Lookup and Help. The Participant Lookup and Order Lookup are located on the top left corner of the homepage and is also next to BioBank Order Lookup. You can also click on the *All of Us* HealthPro icon to access Participant Lookup and Order Lookup.

## While I was working in a participant's record, HealthPro froze/power went out.

If the page was not saved before the incident took place, it will need to be started over upon logging in again.

## Participant ID not found.

Ensure that the ID being entered is a Participant ID, and not a Biobank or kit order ID. Alternatively, you may search for a participant using the participant's last name and DOB.

## The barcode scanner is not functioning correctly.

Please refer to your SOP, and/or contact the *All of Us* Biobank ([allofusbiobankqualityteam@mayo.edu](mailto:allofusbiobankqualityteam@mayo.edu) or **507-538-2486** (8am-5pm CST)). As an alternative, you can manually enter the Order ID in the Order ID field.

## My printer is broken/will not come online.

Please refer to your SOP, use the Zebra's manual for instruction, or consult the owner, *All of Us* Biobank([allofusbiobankqualityteam@mayo.edu](mailto:allofusbiobankqualityteam@mayo.edu) or **507-538-2486** (8am-5pm CST))

## My printer is working but I can only get the requisition and labels to print by downloading and opening in Adobe Acrobat.

Please try another browser. The recommended browsers are Chrome and Firefox. Older versions of Internet Explorer have caused this issue in the past.