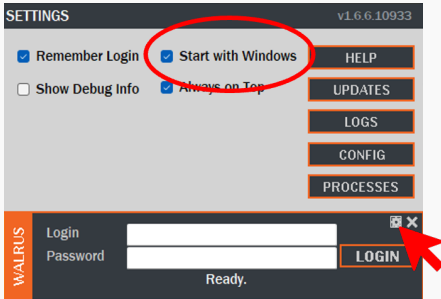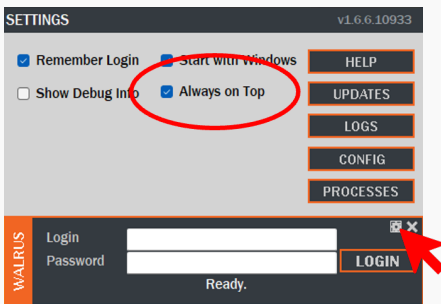# WALRUS Troubleshooting Guide

WALRUS doesn't automatically launch on start-up

WALRUS can be configured to automatically open when you start up your computer.

1. *Click the settings wheel to expand the settings window.*
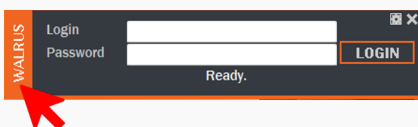2. *Check the 'Start with Windows' box.*

WALRUS disappears behind the patient record window

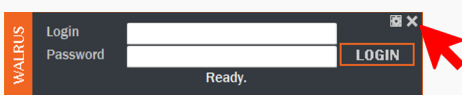The WALRUS window should always sit in front of your clinical software.

1. *Click the settings wheel to expand the settings window.*
2. *Check the 'Always on Top' box.*
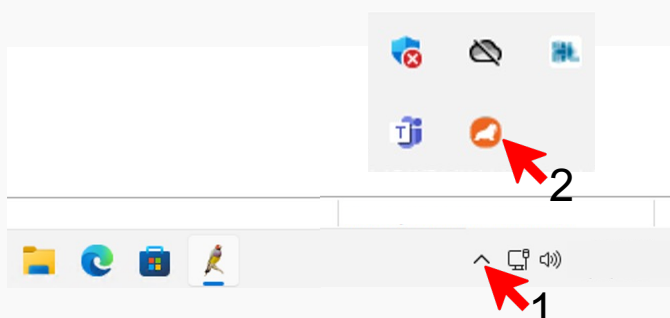
WALRUS is blocking my view

WALRUS can be dragged anywhere onscreen, using the orange tab on the left-hand side.

I closed WALRUS and now it won't launch again

Clicking the X to close WALRUS will hide its icon in the system tray of Windows.

1. *Click the ^ button on the right-hand side of the Windows taskbar to show the system tray.*
2. *Double click on the POLAR icon to launch WALRUS again.*

For POLAR or WALRUS support, contact your Primary Health Network