

## MY Schedules Are Not Showing Up Under "MY SCHEDULES" Tab

**If your schedules are not showing up (or you are not able to click Start Assessment), please review the following:**

1. First let's make sure the schedule has not been assigned to a different employee; or the visit has not been started by a different employee. Go to **Schedule Calendar**: Look up the schedule by patient (rather than employee) to ensure that the patient isn't scheduled with another employee. Go to **Visit/Assessment** screen to make sure the visit has not already been created by another employee. If either of these are the issue, check with your supervisor or manager to inquire on why the employee change was made.
2. Go to **Schedule Calendar**: Make sure your employee number is assigned to the scheduled entries. If not, make those corrections to see if the schedules appear.
3. With the patient selected, check the bottom left of the main Barnestorm POC dashboard on the "**Recent Visits**" tab. If you already clicked to start the assessment from your schedule, it will appear here. You can click on the visit and then click the Edit button above it to re-open the visit and continue your visit documentation.
4. Make sure your computer date is correct. Look in the bottom, far, right corner of your task tray to see if your computer date is correct. If not, change it there and the entries should appear.
5. If the suggestions (above) do not resolve the issue, please start a chat and one of our technicians will assist.

**NOTE:** Only schedules with the current days date and future schedules will appear when you click MY SCHEDULES.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51417.aspx>