

# Resolving Paused Workflows

## [YouTube Video Tutorial](#)

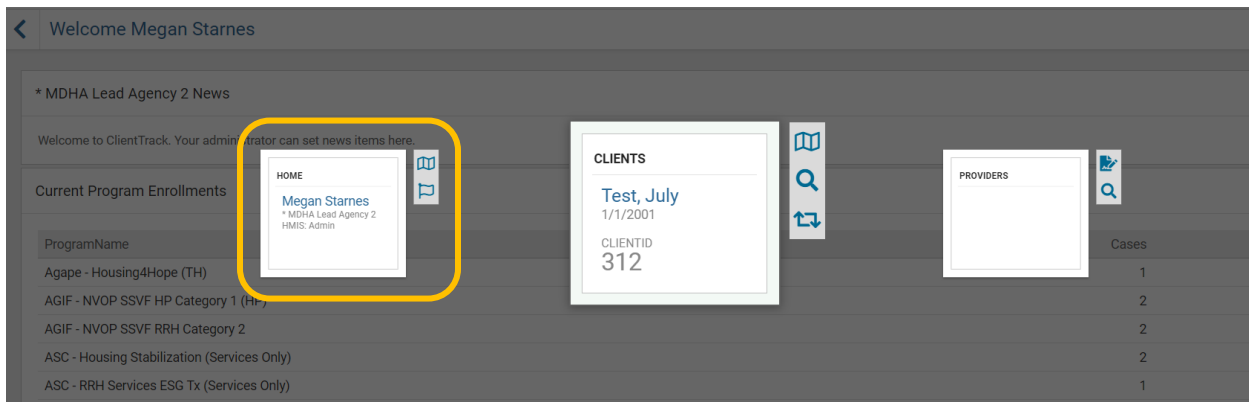
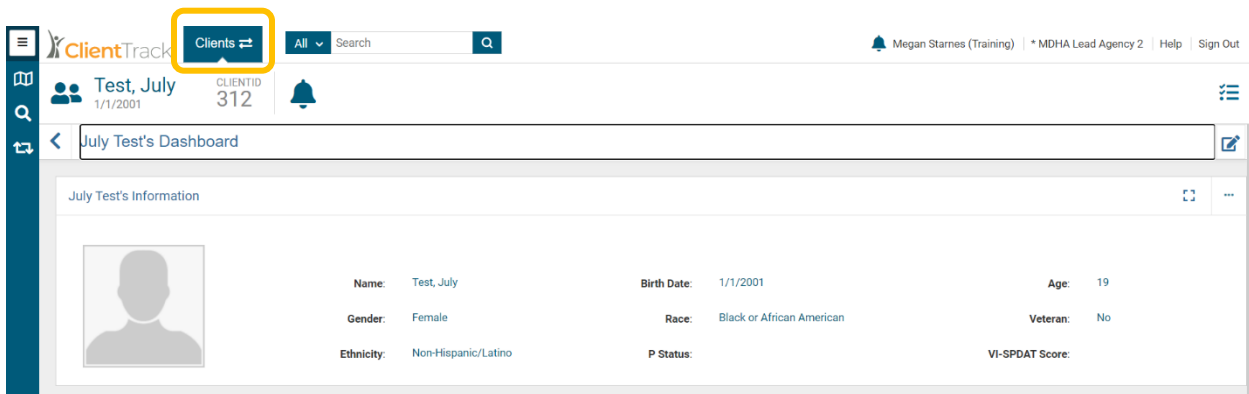
### What is a Paused Workflow?

Paused workflows are incomplete assessments. You are likely to create a paused workflow if you begin an assessment (entry, update, annual, or exit) and then navigate away from the assessment, pause or cancel the assessment, click the Back arrow, or log out without completing the assessment. These actions are highly discouraged because paused workflows can result in incomplete data and inaccurate reports.

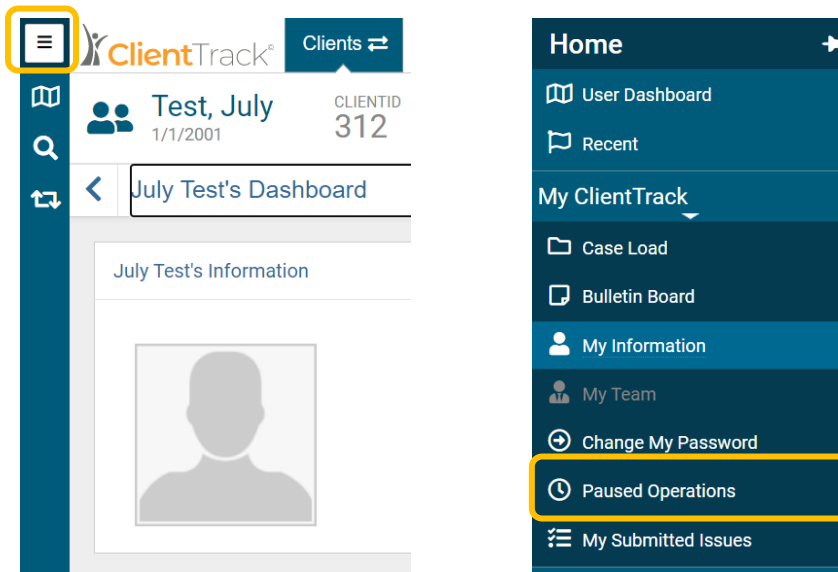
The HMIS Team recommends that you regularly check your Paused Workflows to ensure data quality by deleting the workflow and reviewing the client's record.


### Reviewing Paused Workflows

1. Log into ClientTrack and navigate to your Home workspace.



2. Open the menu on the left if needed, and click on Paused Operations.



3. If you have any Paused Workflows, delete them with the blue X icon. 

Paused Operations

Paused Forms

The list below displays the forms you've paused. You can either resume the process where you left off, or purge the paused operation from the system.



Identification	Form Description	Step	Time Paused
<a href="#">x Cancel</a>			

Paused Workflows

The list below displays the workflows you've paused. You can resume the process where you left off; restart the workflow, merging in changes made in the designer, or purge the paused workflow from the system.

Show Completed Workflows

Description	Workflow	Closed
Test, Benny	Enrollment Exception	

**NOTE:** The Folder icon  allows you to resume the workflow, and the Arrow icon  allows you to restart the workflow, but these options are not recommended.

4. Return to the Client workspace and review the client's record to be sure that all assessments recorded there are accurate and up to date.