

Resolving Paused Workflows

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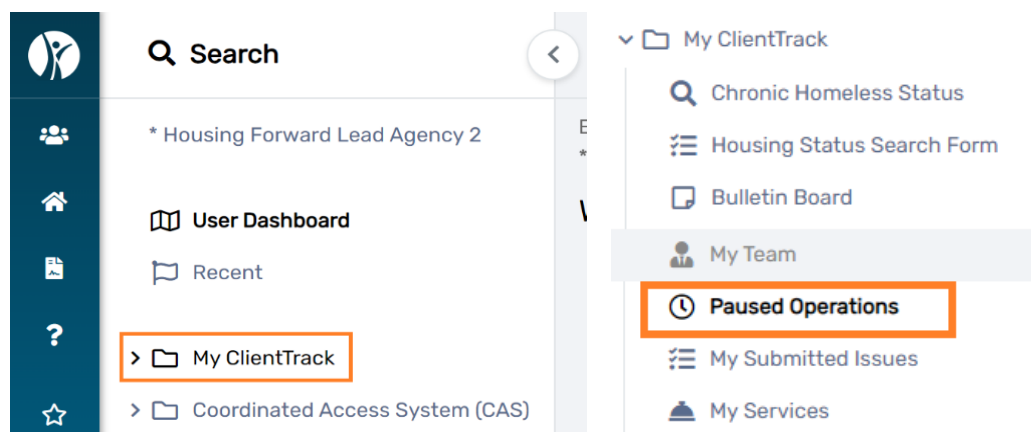
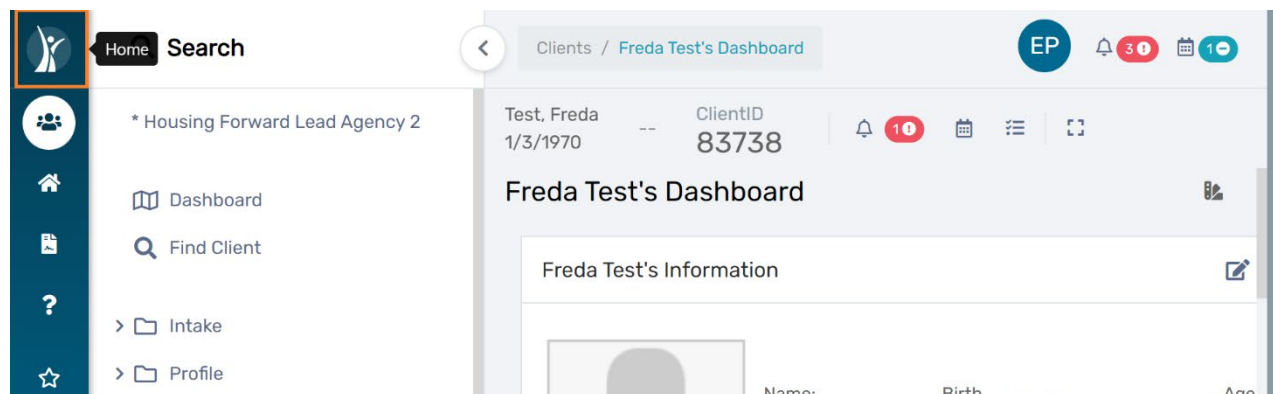
What is a Paused Workflow?

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.

If you have any Paused Workflows, RESUME them with the *Play icon* ▶

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.					
<input type="checkbox"/> Show completed workflows					
	Description	Workflow	Step	Paused	
	  MDHA - HMIS 2020 Program Data for CE	Test, Kristen	Universal Data Assessment	Mar 17, 2025 3:24 PM	
	  Diversion	Test, Duncan	Add or Edit	Mar 10, 2025 5:25 PM	
	  HMIS Program Data Update Annual Assessment	Test, Bobby	Enrollment	Mar 10, 2025 5:23 PM	

3. Note: The Restart icon  allows you to restart the workflow, the X icon  allows you to delete 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.