

Paused Workflows

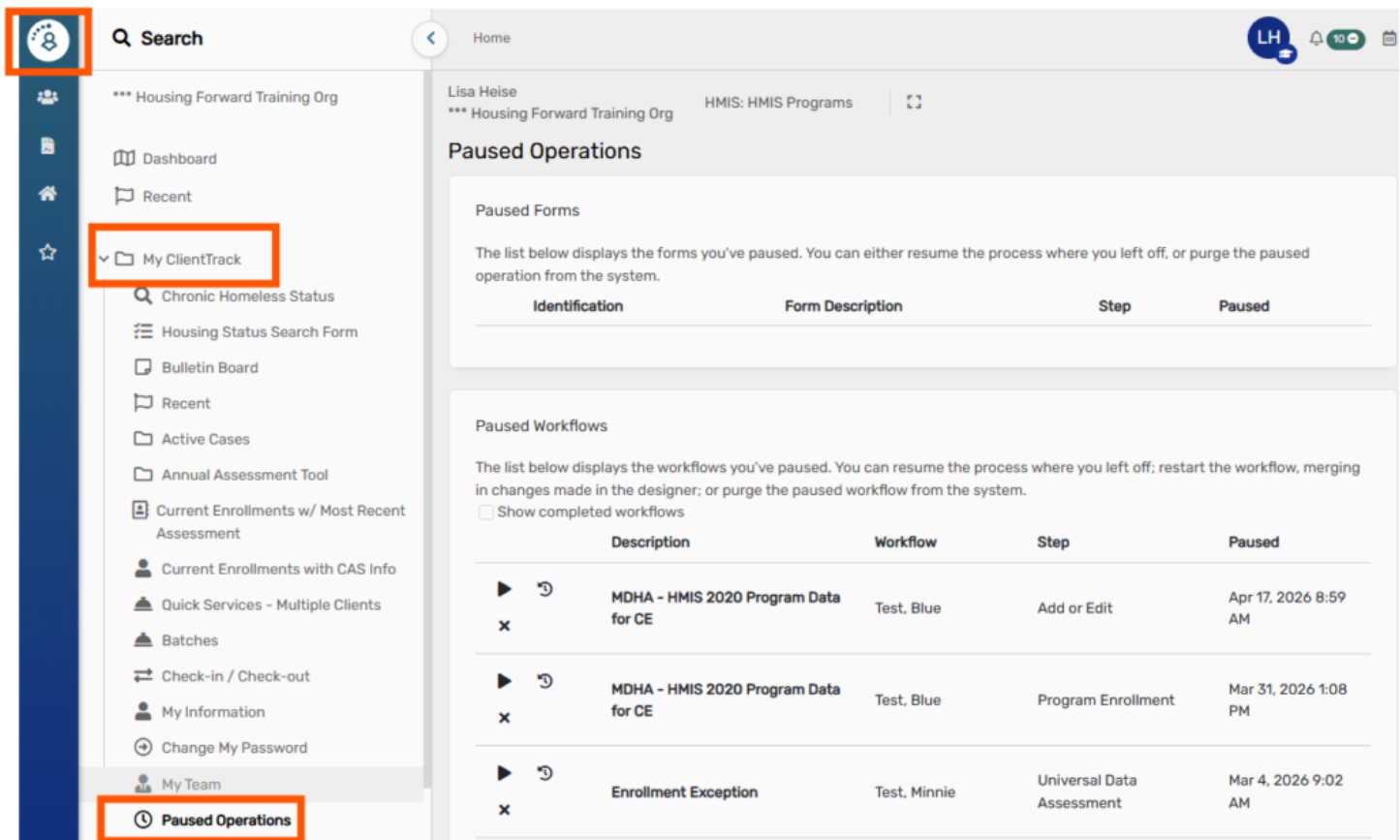
What is a Paused Workflow?

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.

Managing Paused Workflows

Log in to ClientTrack and navigate to your **Home Workspace**. Open the menu on the left if needed, navigate to the **"My ClientTrack"** menu, and then click **"Paused Workflows"**.



The screenshot shows the ClientTrack interface. In the left sidebar, the 'My ClientTrack' menu item is highlighted with an orange box. Below it, the 'Paused Operations' menu item is also highlighted with an orange box. The main content area displays the 'Paused Operations' section, which includes two sub-sections: 'Paused Forms' and 'Paused Workflows'.

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	Paused

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	Step	Paused
▶ MDHA - HMIS 2020 Program Data for CE x	Test, Blue	Add or Edit	Apr 17, 2026 8:59 AM
▶ MDHA - HMIS 2020 Program Data for CE x	Test, Blue	Program Enrollment	Mar 31, 2026 1:08 PM
▶ Enrollment Exception x	Test, Minnie	Universal Data Assessment	Mar 4, 2026 9:02 AM

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.						
☐ 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

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.

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.

If any enrollments need to be removed, please submit a help desk ticket.