eWhiteboard SOP

- Occasionally DIT will ask colleagues to shutdown and restart the PC supporting a ward eWhiteboard.

- **Why?**

  - To support DIT colleagues when trying to resolve technical IT issues.

  - To reduce the number of eWhiteboard PC failures caused by a scheduled Blackstart power test.

- **Challenge**

  - The PC supporting the ward eWhiteboard does not have a keyboard or mouse!

- **Who** can shutdown and restart a ward eWhiteboard PC?

  - **Anyone** can do it.

  - No IT knowledge is required to shutdown or restart the ward eWhiteboard PC.

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eWhiteboard SOP – How?

- **Shutdown Process**

- How to shutdown a ward eWhiteboard PC?

  - To safely shutdown a ward eWhiteboard PC
  - **Simply press and hold the device power button on the PC for 2 seconds.**
  - The PC will now start a clean shutdown process
  - The eWhiteboard ward view should close down and the PC turn off.

- **Restart Process**

- How to restart a ward eWhiteboard PC after a shutdown?

  - To safely power on a ward eWhiteboard PC
  - **Simply press and hold the device power button on the PC for 2 seconds.**
  - The PC will now start a clean start-up process
  - The eWhiteboard ward view should load automatically.

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eWhiteboard SOP

- As we have various models of ward eWhiteboard PC the device power button can look different and be in different places.

- The location of the power button on the most common type of eWhiteboard PCSs is shown in these pictures

eWhiteboard SOP – Issues?

- **Shutdown Process**

- The eWhiteboard PC does not shutdown?

  - Try the shutdown process again, but hold the power button for longer. DIT recommend that the power button should be held in for a maximum of 5 seconds.

- **Restart Process**

- The eWhiteboard PC does not restart?

  - Try the restart process again, but hold the power button for longer. DIT recommend that the power button should be held in for a maximum of 5 seconds.

- The eWhiteboard ward view does not start when the PC has restarted?

  - Try the shutdown-restart process again. There is a known error where occasionally the eWhiteboard ward view does not always start.