Troubleshooting Issues With Interpretation Reports

Last Modified on 10/30/2025 2:07 pm PDT

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Summary

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This article will take you through the steps of troubleshooting errors and issues when trying to create an Interpretation Report

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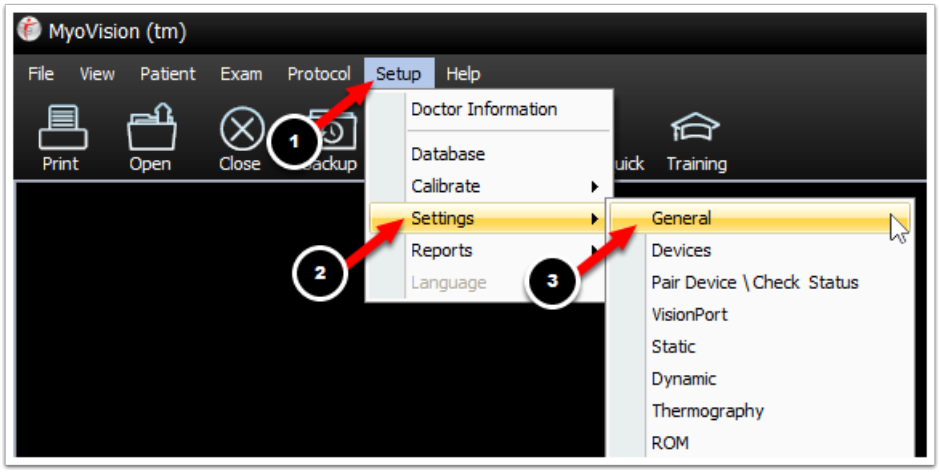
Check for Updates

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If there are pending Windows updates, it can cause an error when trying to make interpretation reports. To check if you are fully updated, go to the Microsoft support article here: https://support.microsoft.com/en-us/windows/install-windows-updates-3c5ae7fc-9fb6-9af1-1984-b5e0412c556a

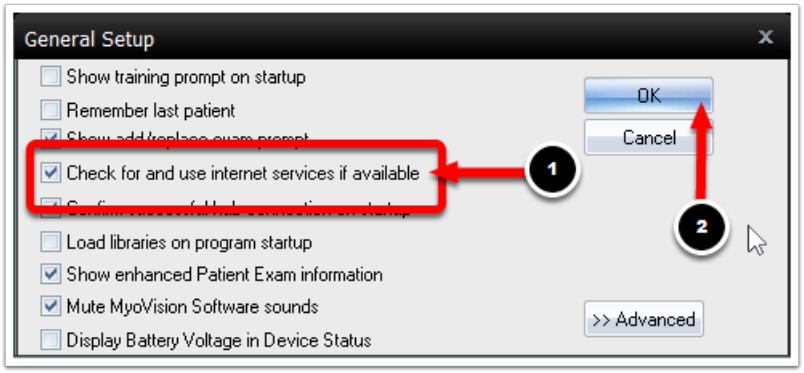
You will want to make sure that the online service is enabled.

1. Locate the "toolbar" at the top of the software and left-click "Setup", go down to "Settings", and select "General".



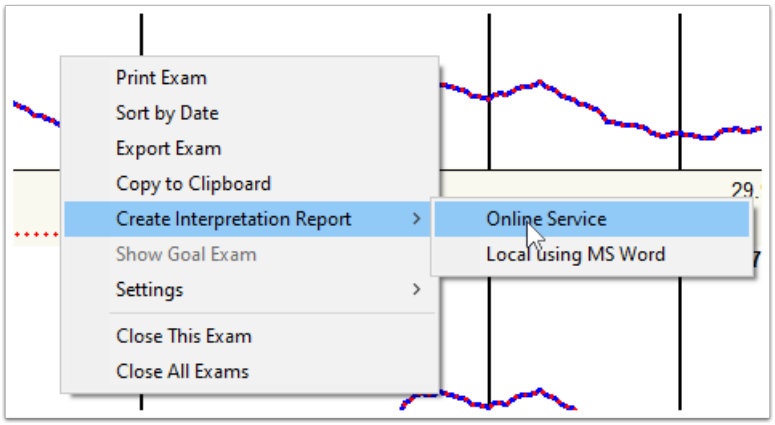
2. Make sure that the check box next to "Check for and use internet services if available" has a check

mark. If it does not, left-click the box to place a check mark. Click, OK.

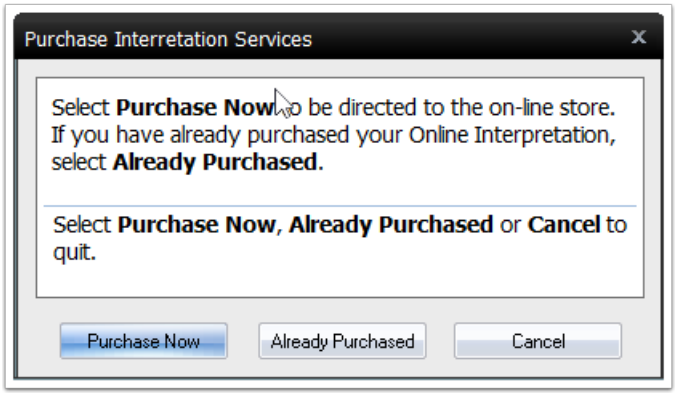


Now try sending an exam for online interpretation. Make sure that the exam that you want to send off for online interpretation is open.

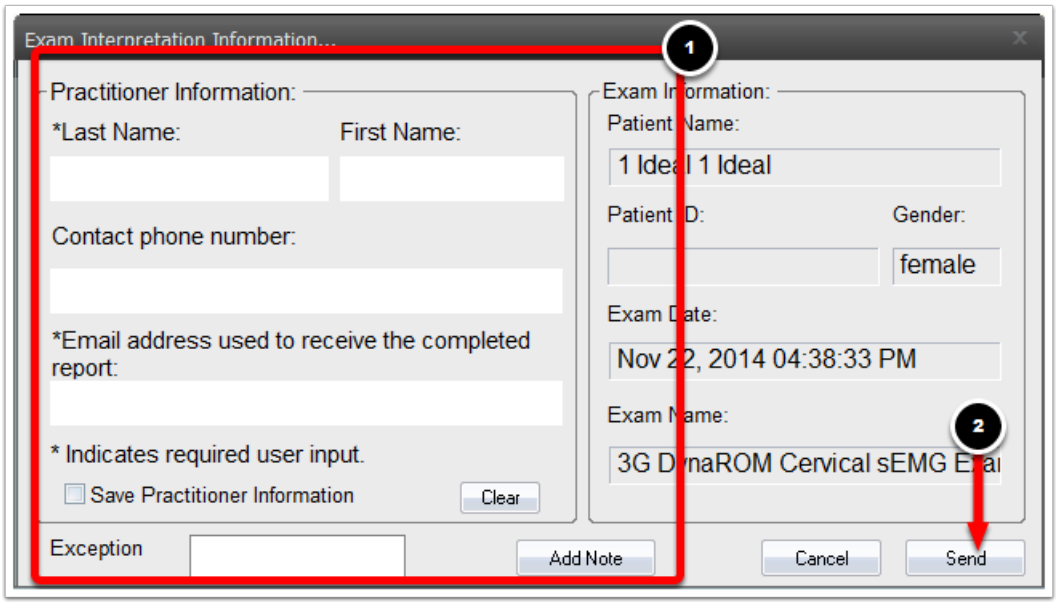
1. Right-click the exam, move the mouse so that the cursor is over "Create Interpretation Report" and select "Online Service".



2. In the window that opens select whether you have "Already Purchased" your online interpretation service or whether you would like to "Purchase Now" your online interpretation service.



3. Fill-out the "Exam Interpretation Information" fields. When, you are ready, click "Send".


Exam Interpretation Information...
1
Practitioner Information:
*Last Name:
First Name:
Contact phone number:
*Email address used to receive the completed report:
* Indicates required user input.
Save Practitioner Information
Clear
Exception
Add Note
Exam Information:
Patient Name:
1 Ideal 1 Ideal
Patient ID:
Gender:
female
Exam Date:
Nov 22, 2014 04:38:33 PM
Exam Name:
2
Cancel
Send