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What can I do if Novari ATC is down?

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The connection to Novari ATC is typically more complex than it appears. Because of this, there are many potential points of failure whenever you find you cannot access the application.

Whenever you cannot access the application, the most effective way to help resolve the issue is to contact your Novari ATC administrator and IT help desk at your site and provide them with as much information about the problem as possible. Some key characteristics of your particular issue could include answers to the following questions:

- Do you see the Novari ATC logo, anywhere on the screen?
- Were you already in the application when it became unavailable?

Novari Health's team of technical experts will coordinate with your IT help desk and site administrator to resolve the issue, but the information you give them can be instrumental to quickly resolving the issue.