

# FAQ Files

**Q:** *I have been trying to open a document, but the display window says “cResults encountered an error while processing your request. Please contact your administrator.” What do I do?*

**A:** The error you are seeing is a routine error that occurs when your portal session times out of the document server. This is easily fixed by starting a new session with your browser!

To fix this issue, complete the following steps:

1. Log out of your account in the portal  
(Note: It is important to log out first and not just close the browser window or tab)
2. Close the browser program
3. Reopen the browser program
4. Log back into your account
5. The last patient you were working on will be at the top of the list in the “Recent Patients” link on the left. Open the patient then locate the document you were trying to view. The document should load right away!

**Q:** *I followed those steps but I am still getting the same error message! What do I do now!*

**A:** The next step would be to clear your internet browsing cache. If you are not sure how to do this, contact your internal IS team or HealthInfoNet Customer Care.

If you are still getting the cResults error, please contact HealthInfoNet Customer Care at the following:

- Email: [customercare@hinfonet.org](mailto:customercare@hinfonet.org)
- Phone: 207-541-9250