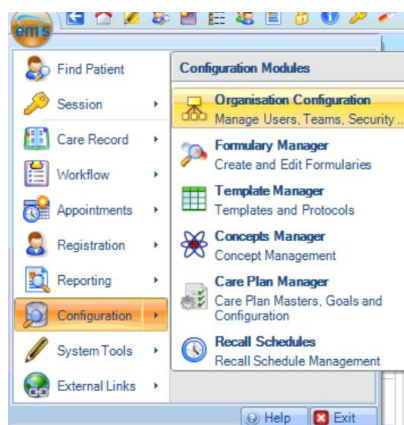


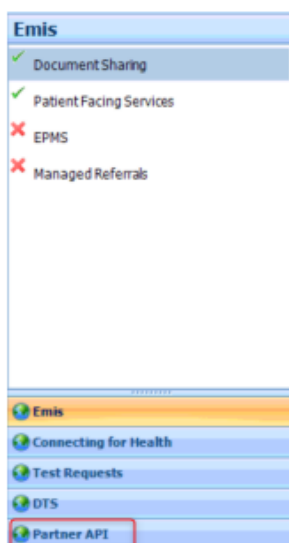
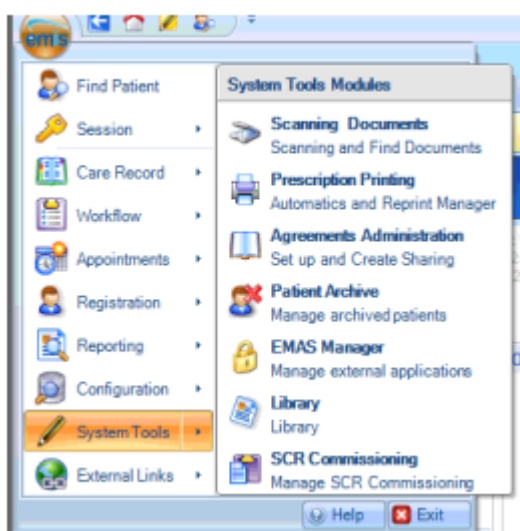


## Valida Locked Partner Product troubleshooting steps

1. With EMIS open and your Smartcard inserted
2. Go to user management



3. Find the Better SCPA user
  - a. If you cannot find the user, please check your deactivated user list as well and re-activate the user if it has been deactivated
4. Reset the user's password. Please remember this password.
5. Save
6. Go to the EMIS bubble
7. Go to System Tools – EMAS Manager (see below image)
8. Click Partner API (see below image)
9. Find 'Better SCPA' (see below images)



10. Click the red cross up the top that says 'Deactivate Application', **wait 10 seconds**.



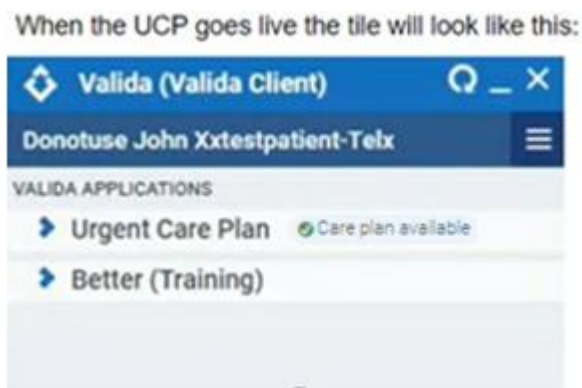
11. Click the tick up the top that says 'Activate Application'



12. Select a test patient in EMIS

13. Press the retry button on the Valida Client

14. You should see the following:



15. If you do not see this or have an error message, please reboot your machine.

If this does not resolve the issue, please [Contact](#) the UCP Support team or respond to your UCP Support Ticket advising you were unsuccessful and they will provide next steps.

**UCP Valida Support Line: 020 3880 0285**