
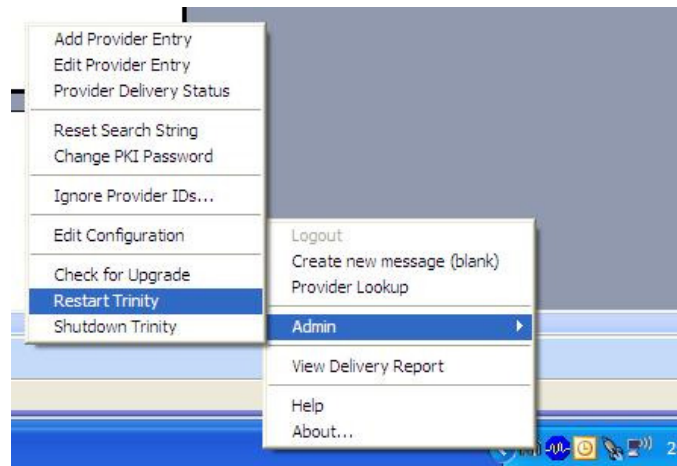


Restarting Trinity

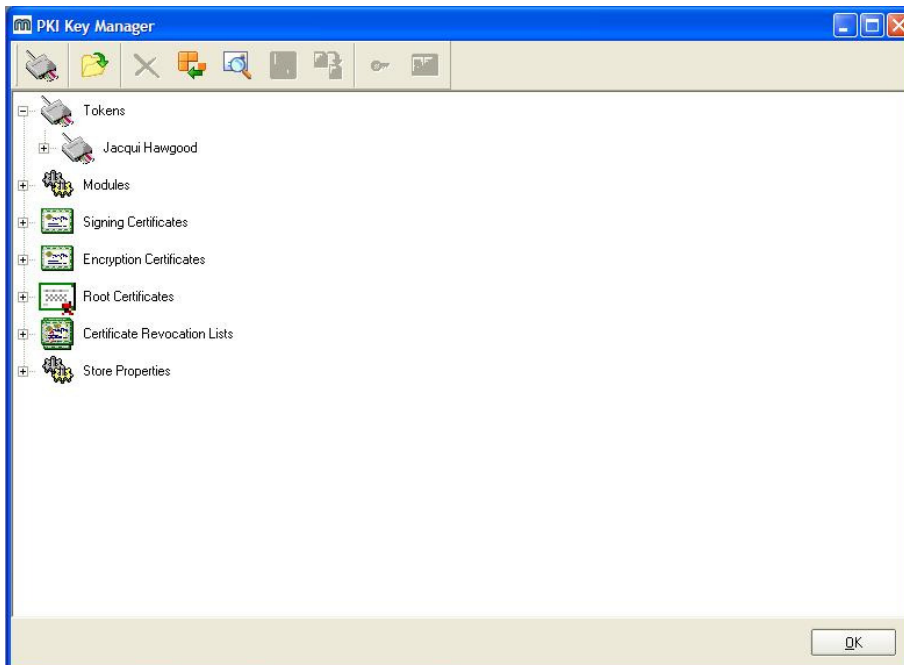
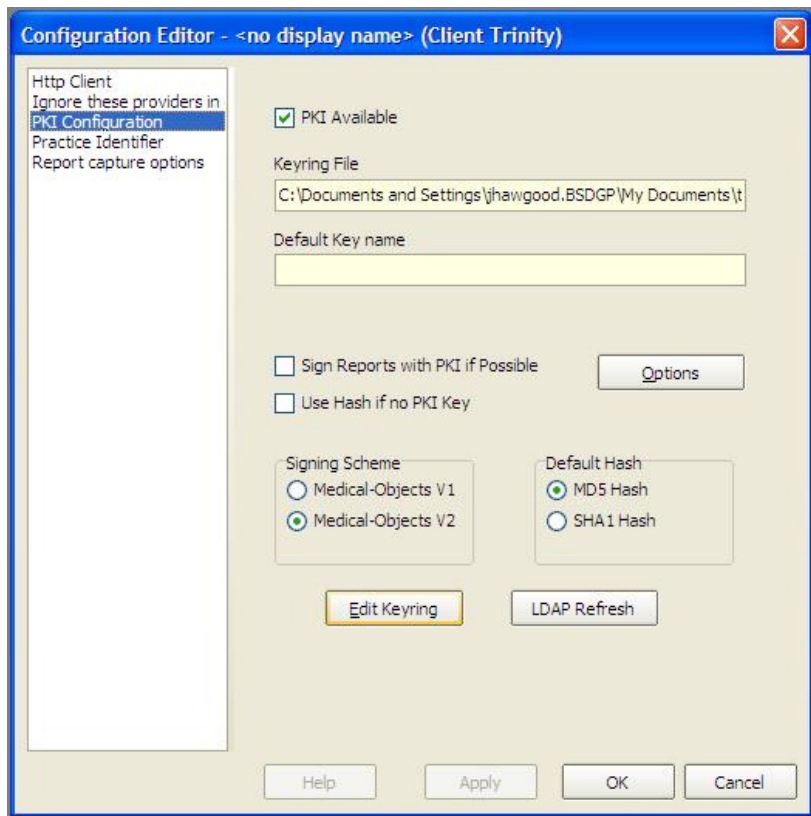
The following situation is one that might be resolved by simply restarting Trinity;

- If Medical Objects does not recognise your Individual Key, simply restart Trinity. If this does not work, contact Medical-Objects or the Medicare ebusiness helpline.

1. Right click the  in your tool tray in bottom right of your screen, highlight over 'Admin' and then click 'Restart Trinity'.



2. The big "M" will appear for a few seconds and the little "m" in the tool tray will disappear
3. Once your little "m" reappears after approximately 30s – 2mins, Trinity has been restarted.
4. To check whether MO has recognised your PKI key, do the following;
 - Click on Tool tray 'm', highlight 'Admin' and click on 'Edit Configuration'.
 - On the left hand side, click on 'PKI Configuration', then 'Edit Keyring'.
 - Click on the '+' symbol to the left of 'Tokens' and your PKI name should appear underneath. If there is a '-' instead of a '+', or your name does not appear, restart Trinity again or contact Medical Objects or Medicare.



Medical-Objects Helpdesk Number: phone (07) 5456 6000