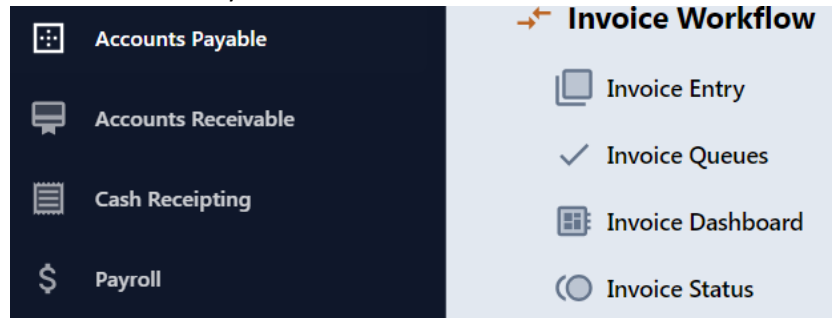# Troubleshooting miViewPoint

1. Invoice was changed after it was downloaded to Connect – it appears in workflow and shouldn't

   a. Log into miViewpoint

   b. Go to Accounts Payable – Invoice Workflow- Invoice Dashboard

   c. Select the invoice from the Dashboard listing
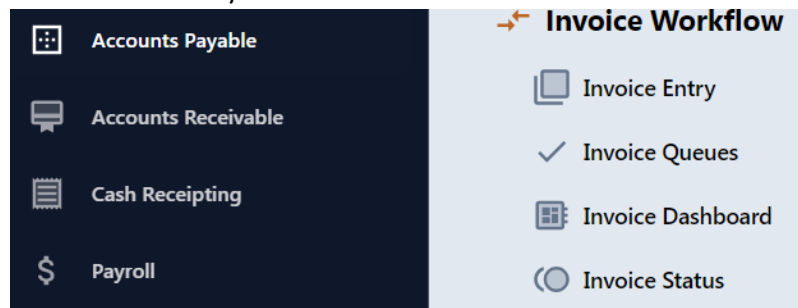
   | Arthur, Chester | 1024 | 9/12/2023 | 9/12/2023 |

   d. Click Remove from Workflow

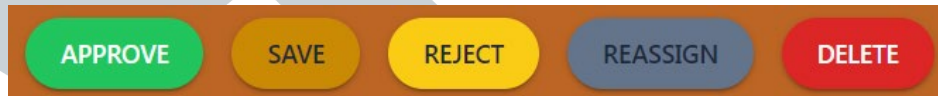2. Invoice was entered in error – don't want to pay

   a. Log into miViewpoint

   b. Go to Accounts Payable – Invoice Workflow- Invoice Dashboard

   c. Select the invoice from the Dashboard listing

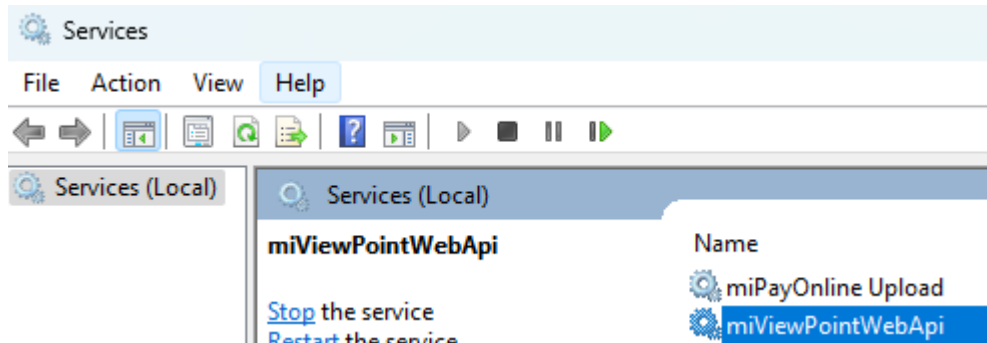 | Arthur, Chester | 1024 | 9/12/2023 | 9/12/2023 |

d. Click Remove from Delete

3.

Unable to connect to miViewPoint Web Service. Please contact your IT department

    a. Log onto your server

    b. Click on the start menu and search for Services

    c. Scroll down to find miViewPointWebApi

    d. Click on the service and then click Restart the service (on the left)

4. Can log in but no data displays

    a. Have IT restart the service (see #3 above)

    b. Verify databases are mapped

        i. Go to Administration – Organization

        ii. Click on Database Settings

        iii. Verify/Update databases

    c. Verify user rights (see user rights handout)

5. Same email used by former and new employee

    a. Log into miViewpoint

    b. Go to Administration – Users

    c. Click on user that should no longer have access
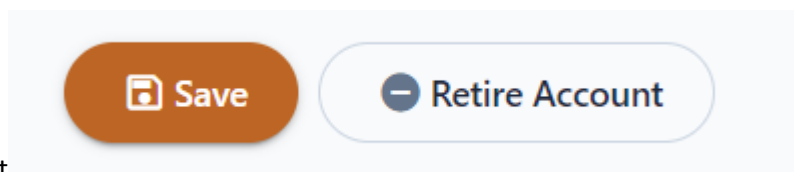
    d. Click Retire Account

6. Search/Filter not showing expected results

a. If using Search boxes make sure you clicked the Search button

Keyword

Type a keyword to search invoice detail descriptions

Search   Clear Filters

b. Use search options in grid

Invoice No ⇳	Date ↑ ⇳	Descript... ⇳	Vendor Name ⇳	Merchant Name ⇳	Amount ⇳

c. Clear search fields – Click Clear Filters if using search boxes or click ✕ above grid