

# Error Message on Home Page

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## Why do I get a Not Connected error On the Home Page?

This means that your system is unable to connect to your practice manager software. This can be caused by various reasons, such as:

1. Your server has lost it's connection to the internet
2. Your server is turned of
3. There is a power failure at your practice
4. Your practice has a new server
5. Updates or back-ups are running on your server
6. The server firewall has blocked Patient Communicator

Be sure to contact your Support team if you're unable to determine or resolve the issue.