



Restarting DentiMax on the Cloud

PM Support Runbook

DOCUMENT TYPE	PM Support Runbook
AUDIENCE	All
VERSION	1.0
EFFECTIVE DATE	August 3, 2026

RUNBOOK

Restarting DentiMax on the Cloud

Cloud Session Reset — DentiMax Practice Management

Applies To	Severity	Est. Time	Audience
Cloud / Windows App	Medium	5 Minutes	All

Overview

When **DentiMax Practice Management** becomes unresponsive or fails to load in a cloud environment, the user's cloud session can be reset by ending the **Windows App** process via Task Manager. The session will fully disconnect after a 2-minute timeout, after which the user can log back in normally.

Before You Begin

Confirm the following before proceeding:

1. You are accessing DentiMax through a **cloud/remote session** via **Windows App** (not a local installation).
2. Standard troubleshooting steps have already been attempted (refreshing, closing and reopening the app).

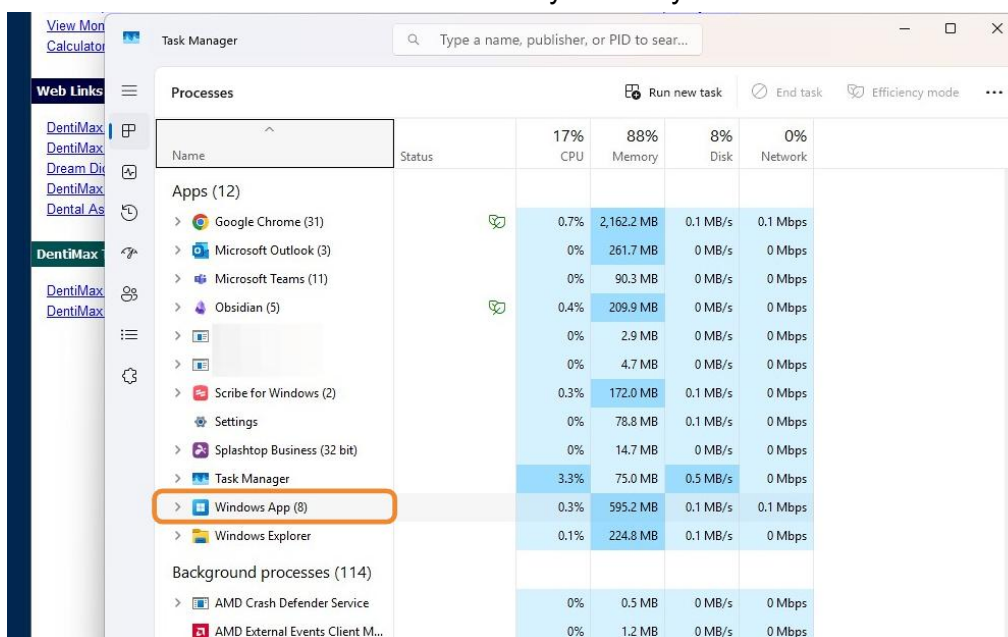
Procedure

Step 1 — Open Task Manager

- a. Press **Ctrl + Shift + Esc** to open **Task Manager**.

Step 2 — End the Windows App Process

- a. Wait a moment for all apps to load, then find **Windows App** in the Apps list. Right-click it and select **End task**. This will disconnect you from your cloud session.



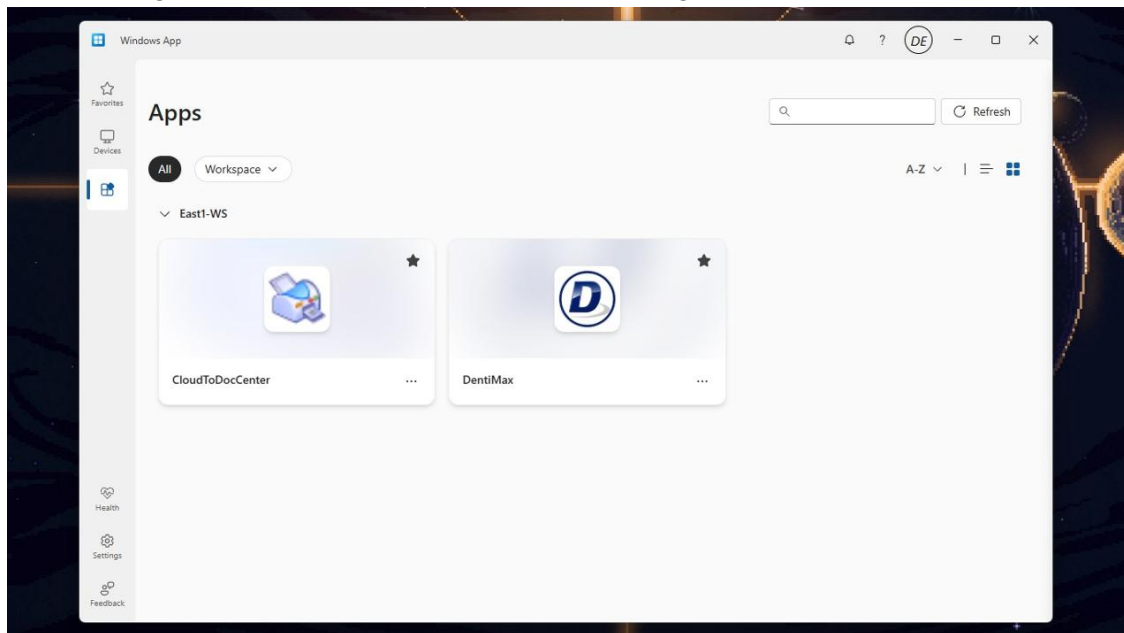
- b. Wait a **full 2 minutes** before attempting to log back in. The session is still running on the server and requires this time to fully disconnect.

⚠ WARNING

Do not attempt to reconnect before the 2 minutes have elapsed. Reconnecting too early may result in the same issue recurring.

Step 3 — Log Back In

- a. After waiting 2 minutes, open **Windows App** and log back into DentiMax as normal.



Additional Troubleshooting

Symptom	Resolution
Issue persists after re-login	The session may not have fully timed out. Wait an additional 2 minutes and try again.
Windows App does not appear in Task Manager	The session may have already disconnected. Attempt to log in directly via Windows App.
Unable to log in with cloud user	Consult your IT Admin(s) to see if the user is stuck trying to log in.
After logging back in, DentiMax opens directly somewhere in the program (chart, scheduler, patient profile, ledger, etc.) instead of the login window or Home page	Either the session didn't have long enough to fully stop, or the cloud user is logged into 2 different computers at the same time. Only one cloud user should be logged into a computer at a time. Contact DentiMax PM Support for assistance locating and switching cloud users.

For issues not covered by this runbook, or if you are unsure about any step, contact DentiMax Practice Management Support at **1 (800) 704-8494 Ext. 805** or **Support@DentiMax.com**.