Q. Can I turn off the power or reboot the station?

DO NOT TURN OFF THE POWER TO NUCLEUS!
Please contact the Automation Help Desk if the station needs powering off or rebooting.

Q. What is the default password?

The default password is nucleus123.

- Passwords may only be reset by a user with proper access rights or by the Automation Help Desk.
- Nucleus passwords must be between 6-11 characters and are case sensitive. Passwords must contain a combination of letters and numbers.

Q. How do I re-launch the Nucleus application?

Click on the Nucleus icon. This icon may be located anywhere on the desktop, but it will always display the Nucleus logo, and press the enter key once. If this fails to restart the application, please contact the Automation Help Desk.

Q. What can I do to fix the label printer?

The label printer can be reset by clicking Support from the home screen then Reset Printer. This will often resolve printer issues.

Q. How do I assign an item from the station?

- Log in, select Inventory Management, then Assignment.
- Search for available items and click on the item.
- Click the drop down for Doors and select Door Number.
- Select an empty position and click Assign.
- A min and max is required to continue.
- Use the Item Access tab to turn on/off Auto Re-order, NDC Tracking, etc.

Q. Can I reprint labels and receipts?

Yes, Nucleus can reprint labels and receipts including return and waste amounts when reprinting labels. All items and/or procedures included in a given dispense will be included on the reprinted receipt.

- Log in, select Dispense.
- Search by patient name or patient ID.
- Select the patient, press History.
- Select item(s).
- Select Print Label or Print Receipt.