

PS Suite

Office workflow knowledge regarding PS Suite.

- [PS Suite EMR: Restoring a Missing Desktop Shortcut](#)

PS Suite EMR: Restoring a Missing Desktop Shortcut

Occasionally, the desktop shortcut for **PS Suite EMR** may go missing from a Windows workstation. When this occurs, it can cause unnecessary workflow interruptions for staff. Generally, a missing shortcut can be attributed to one of two common scenarios:

- **Accidental User Deletion (Most Common):** The shortcut was inadvertently dragged into the Recycling Bin or deleted by the user while navigating the desktop.
- **System or Profile Glitch:** The shortcut file was removed, corrupted, or failed to render due to a temporary Windows profile issue, software update, or local cache glitch, even though the user did not interact with it.

If the shortcut was simply deleted by mistake, it can usually be restored directly from the Recycling Bin. However, if the file is truly gone or was removed due to a system anomaly, you will need to manually recreate the shortcut by copying it from the official PS Suite installation directory on the local machine.

Recreating and Customizing the Shortcut

If the shortcut cannot be recovered from the Recycling Bin and needs to be manually regenerated, follow these steps:

1. **Log in to the Correct User Profile:** Ensure you are currently signed into Windows under the specific user profile where PS Suite is normally used.
2. **Navigate to the PS Suite Directory:** Open File Explorer and browse to the following path (replace `<user_profile>` with the active Windows username):

```
C:\Users\<user_profile>\.pss\172.16.1.10
```

3. **Send the Shortcut to the Desktop:**
 - Locate the `Ps_Client` shortcut within this folder.
 - Right-click the file, select **Send to**, and choose **Desktop (create shortcut)**. Alternatively, you can copy and paste the shortcut directly onto the desktop.
4. **Apply the Custom Icon:**
 - Go to your desktop, right-click the newly created `Ps_Client` shortcut, and select **Properties**.
 - Navigate to the **Shortcut** tab and click the **Change Icon...** button.
 - Browse to the custom icon directory located at:

C:\Users\<user_profile>\.pss\172.16.1.10\Resources\images

- Select the **cross icon** file from this folder, click **Open**, then click **OK**.
- Click **Apply** and **OK** to save the shortcut properties.