

PBS Online Not Working (Offline VS No Response)

There are two common types of PBS Online problems; they are as follows:

1.1 PBS Offline

Cause:

PBS Online Client (POC) not running on your LOTS Master computer

Resolution:

- On the LOTS Master computer, confirm that the POC icon is not shown on your taskbar (Figure 1)
- Double click on “PBS Online” icon on your desktop to start your POC
- POC icon will now be shown and your PBS Online should now be working
- From LOTS Dispensary, select Utilities – Resubmit All Waiting / Unclaimed Scripts to resubmit all scripts that are currently “Waiting”
- If the issue persists, contact Corum Support on 1300 760 022



Figure 1

1.2 PBS No Response

Cause:

Your internet is not working / PBS website is down

Resolution:

- Check that your internet is working. If not, please contact your internet provider
- If your internet is working, check if PBS online service is currently down by visiting the web page below:
<http://www.medicareaustralia.gov.au/provider/pbs/online/service-status.jsp>
- If the issue persists, contact Corum Support on 1300 760 022