



**Helpful info & reminders from our team to yours...**

**Check out [www.chnwmd.com](http://www.chnwmd.com) frequently for service packs, new software releases and other helpful info.**

CompuHealth Northwest provides phone, web/remote access & onsite support & training for all versions of Medisoft. Training and Support are available Monday through Friday from 8 to 5 pm PST for \$90.00 per hour. There is a 10 minute call minimum. Thereafter the call is billed in 5 min increments.

**Register your Medisoft products: Internet access is required to register your software**

In Medisoft choose the register now option upon logging in, or go to the top tool bar to the word 'Help', then select 'register program'. Choose 'Register'.

~ Fill out all required information & when registering upgrade software make absolutely sure your Practice/Registration name matches your previous registered products exactly, punctuation matters!

~ Please fill in the Value Added reseller name with "CompuHealth NW" or 29716. You may leave account # blank. Verify all info is correct and hit next. Verify the provider info is correct, add or edit as needed and choose next.

~ Enter in the serial #'s for all the products you purchased. Serial #'s are on the back of the software DVD cases & also on your CompuHealth NW invoice. Serial #'s are 14 numbers. If you are upgrading from an older version also enter the serial # of your previously registered versions in the "upgrade from" column. Select next.

~ When registering software for the first time, choose 'No' to the pop up questions asking if you already have registration codes. The software will use the internet to register your software.

~ When registration is successful please print a copy for your records. Keep a copy of the registration print out with your software for future reference & if you'd like fax a copy to CompuHealth & we can record in your account.

\*\*\* If you do not have internet access on the computer running Medisoft then you may manually register your software at [www.medisoft.com](http://www.medisoft.com) and choose Register Product\*\*\*

**Backup Up Your Data!**

Backup Up Your Data Frequently! Backup directly to a USB flash drive or an external hard drive. Or backup to your desktop or 'Local Disk C', then copy the backup file (looks like "mw2-29-2008.mbk") to a re-writable CDRW. Do this daily. If you have multiple data sets be sure to backup each data set. Don't delete the previous day's backup. Keep each day's backup until they are a week old, then delete.

**Prevent Data Damage:** Power outages can cause severe data damage. We suggest that you purchase a UPS (uninterrupted power supply) to prevent interruptions & protect your hardware & software. You can buy them at most electronic & office supply stores.

**When to Run File maintenance:**

~ Remember to run File Maintenance on a monthly basis or any time you get error messages that contain or end in mapa.exe error.

~ In Medisoft go to the word 'File' then to 'File Maintenance'.

~ It opens to the 'rebuild index' tab, at the bottom check 'all files' and 'start' then 'yes'.

When this process completes you'll have to go back into File Maintenance.

~ This time choose 'Pack data' and at the bottom check 'all files' and 'start' etc.

~ Only run the Recalculate Balances when you have sufficient time to allow it to complete (This takes a long time to run!)

DO NOT run the Purge Data unless told to do so by CompuHealth NW.

**medisoft**™

**CompuHealth Northwest Inc.**

Post Office Box 745

Deming, Washington 98244

Phone (800) 592-9826 or (360) 592-0926

Fax: (800) 592-9826 or (360) 592-4595

[chnw@chnwmd.com](mailto:chnw@chnwmd.com) / [www.chnwmd.com](http://www.chnwmd.com)