

# Updating Doctors Access

**\*For High-Speed Internet Users\***

## Prior to downloading DA Upgrade:

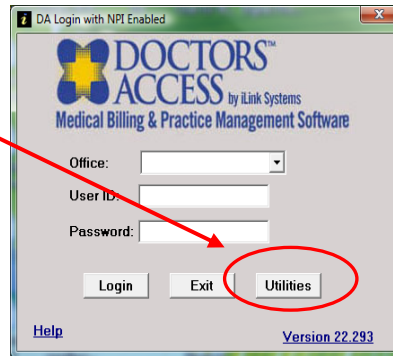
1. It is strongly recommended to have everyone Logged OUT of Doctors Access
2. You must download upgrade from your main computer/server.

**NOTE:** Some networked computers have special Administrative login/passwords to allow changes/add on Programs, check with your office Administrator if that affects your system.

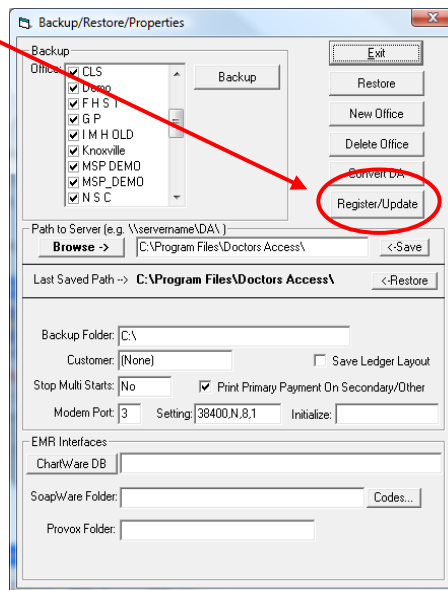
Some firewalls have to be temporarily disabled to allow this process to occur. You can contact your Tech to assist with the firewall issue and ensure that future updates can be received via the internet.

## From the log in screen of Doctors Access:

1. Click Utilities



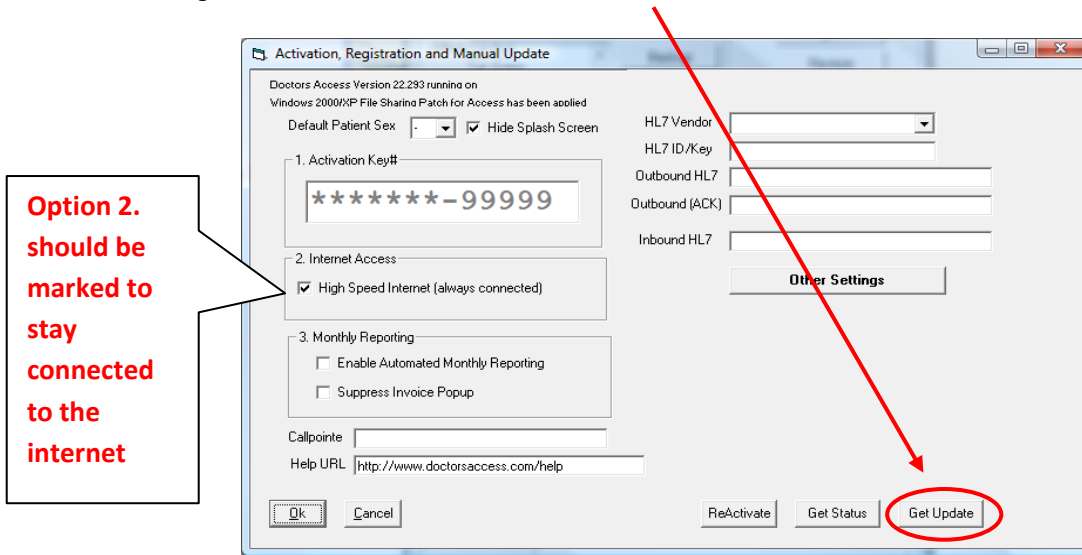
2. Click Register/Update



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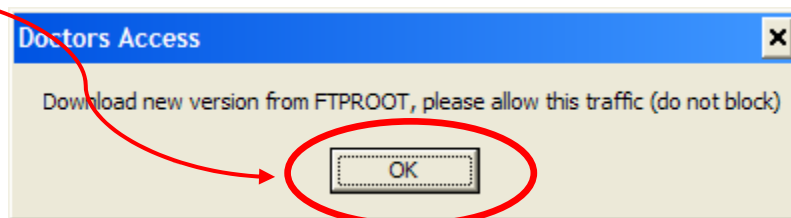
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3. In the bottom right corner, Click **GET UPDATE**

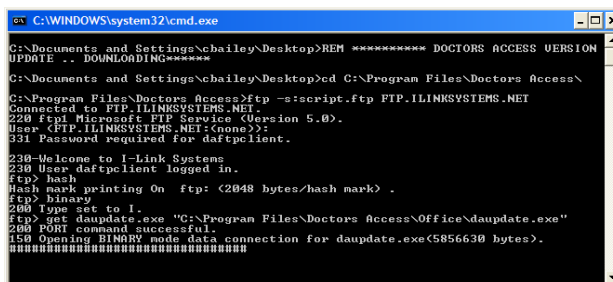


**NOTE:** If the system presents a message that you are already up to date, Click **“OK”** and then click **“Get Update”** again. If you still cannot get the update, go to [www.doctorsaccess.com/help](http://www.doctorsaccess.com/help) and click **“Live Support”** to chat with a customer service representative.

4. Click **“OK”**



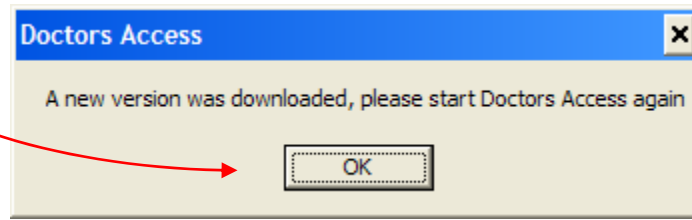
5. You will see a window appear where it is connecting and pulling the new version across with multiple #####.....signs.....



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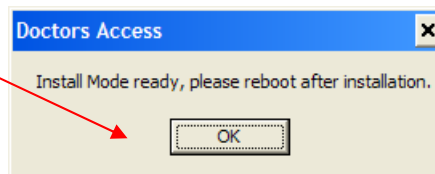
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6. Click on “OK”

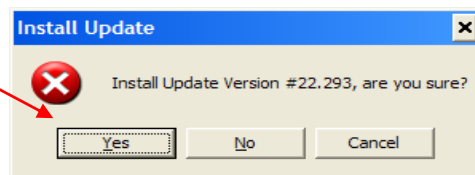


7. **Restart the Doctors Access program again by clicking on the DA desktop Icon.**  
You will see a series of screens and instruction prompts, follow and answer those accordingly.

**Answer OK**



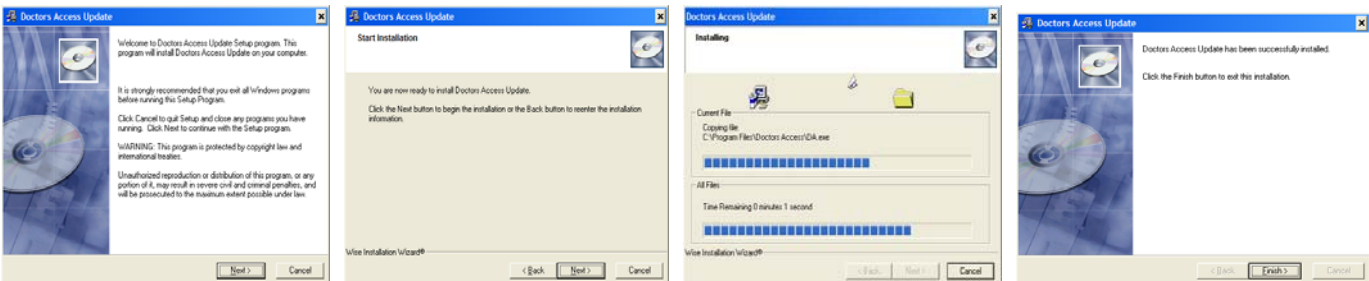
**Answer Yes,** (the version number will change from installation to installation)



This will begin.....



Answer the prompts on each screen thru to the **FINISH**.

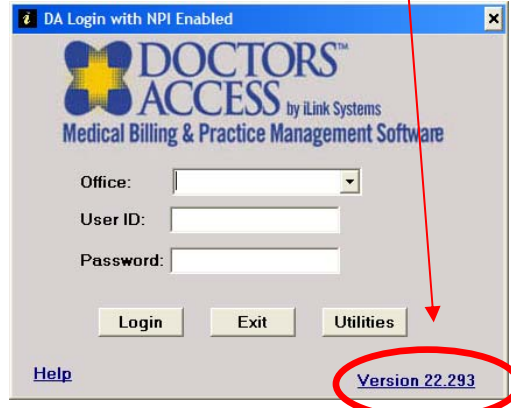


**\*\*Once the update is complete, you may be prompted to reboot or re-start the Server.**

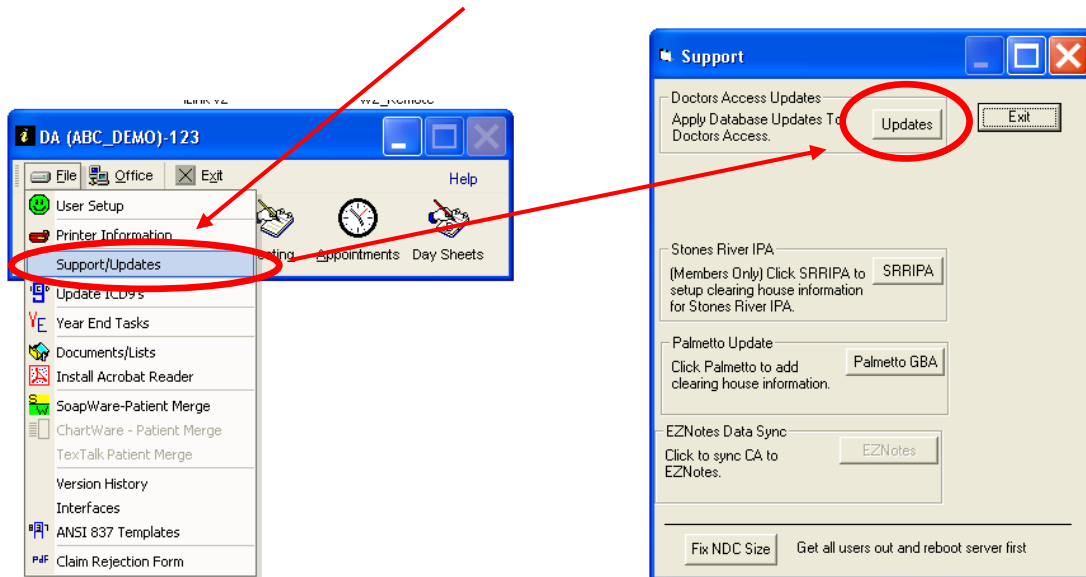
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After the server reboots, you can verify that the program has updated by clicking on the DA Icon on the desktop again and reviewing the latest version in the bottom right hand corner.



**Note:** It is also helpful to log into the server at this point while all the other users are still logged out of the system & run a **SUPPORT/UPDATE** thru the **FILE** menu. This applies the latest changes in the updated version to your data.



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## WORKSTATION UPDATING

By **CLICKING** on the DA icon on the workstation desktops (after the server is updated), they too should be prompted to apply the update. Follow the same prompts **as listed under Step #7**, to automatically update the other workstations in the network.

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**Note:** If these updating processes will not auto-update after clicking on the GET UPDATE button, contact a customer service representative at [www.doctorsaccess.com/help](http://www.doctorsaccess.com/help) or email us at [Support@doctorsaccess.com](mailto:Support@doctorsaccess.com) for us to refresh your client account number with the latest update.

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