Front Desk

Practice Management System

Upgrade Guide

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smartsoft

The instructions below detail how to upgrade an existing installation of the Front Desk® Practice Management System.

Please allow approximately 10 minutes to upgrade each machine.

Upgrade requirements

- Administrator access to all computers with the Front Desk software installed, noting which of your machines host the Front Desk database.

- A current support and upgrades plan (Front Desk Care Plan), including access to the Smartsoft Upgrades page.

- A suitable time where the Front Desk system can be unavailable. As the upgrade can be completed simultaneously on multiple machines, the process typically require less than 15-20 minutes downtime for a practice.

- Perform a Front Desk backup prior to the starting the upgrade process.

- The Front Desk program should be closed across all machines before starting.

Important:

As part of the upgrade process your Front Desk database will be upgraded to a new version. All installations of Front Desk® will need to be upgraded to the same version before they are able to connect to the database and use the software.

Step 1 - Confirm your Front Desk version

From within Front Desk, click on the help menu and select **About Front Desk**.
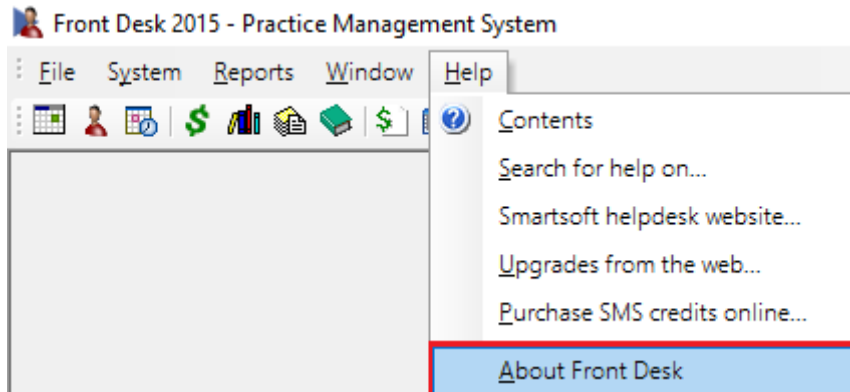
This will display your product information including version number.

Step 2 – Open the Smartsoft upgrades page

Open a web browser and go to http://www.smartsoft.com.au/support.

Using the **Username** and **Password** assigned to your practice, login to the Front Desk Upgrades portal as below.

If you do not have a login or have forgotten your details, select request a login and password for this site.

Step 3 - Download the Front Desk upgrade

Once logged in, the upgrade portal will display the latest **Production** and **Pre-Release** versions of the software available, including the changes made in that version.

Select a version of Front Desk greater than the version you currently have installed, and click **Download**.

Front Desk Upgrade 16.9.4

Changes

- This version includes the November 2015 Medicare Benefits Schedule.
- Added an Export to CSV / Excel function to the Medicare Claims window. This will export details of all claims in the current view.
- Enhanced printing for more reliable performance in Remote Desktop environments.
- To continue using Tyro integration, Front Desk users must install the latest version of the Tyro Terminal Adapter alongside Front Desk version 16.9.4. This software is supplied by Tyro. All support enquiries regarding this interface should be directed to Tyro on 1300 966 639. Click here to download the Tyro Terminal Adaptor software.

more...

Download

Version: 16.9.4

Type: Production

Date: 11/11/2015

Size: 40MB

Dependency/Compatibility:

- Web Appointment Book 4.3.4 - 4.3.8
- Patient Booking Gateway 4.1.1 - 4.1.3

Front Desk Upgrade 17.0.7

Changes

- Added the ability to turn off compression when backing up Front Desk. This makes the backup and restore process considerably quicker.
- Improved the accuracy of progress bars and responsiveness of Front Desk during backup and restore processes.

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Download

Version: 17.0.7

Type: Pre-Release

Date: 25/10/2016

Size: 60MB

Dependency/Compatibility:

- Web Appointment Book 5.0.0 (and above)
- Patient Booking Gateway 5.0.5 (and above)

Depending on the web browser, the download may appear in different locations. For most browsers pressing **Ctrl + J** will show recently downloaded files.
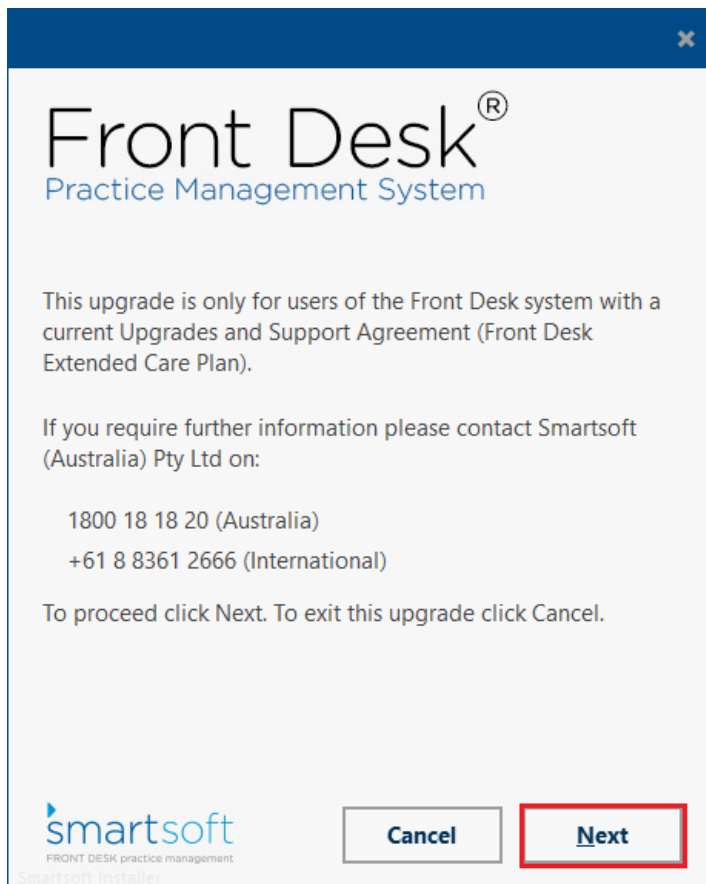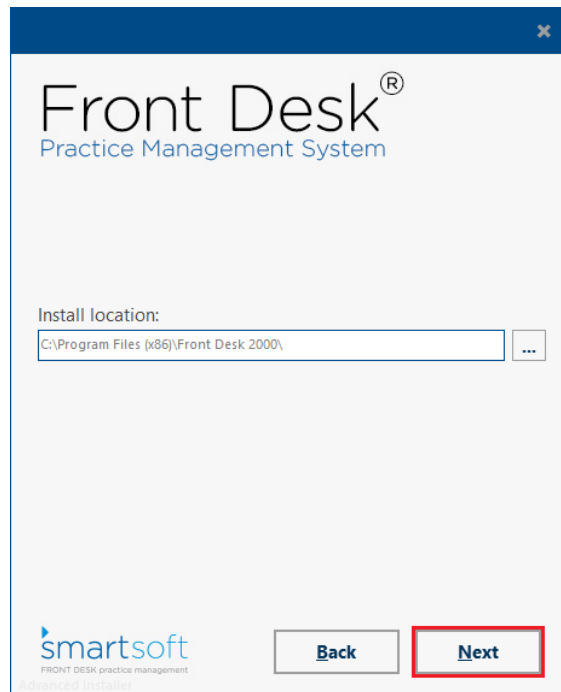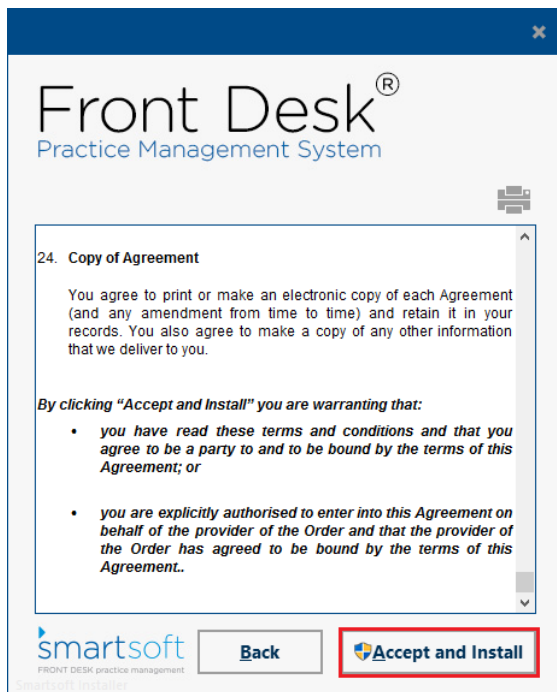
Step 4 - Install the Front Desk upgrade

With the upgrade downloaded, you can now **Open** or **Run** the file to install.

We recommend upgrading the primary database machine first, as this will speed up the upgrade process.
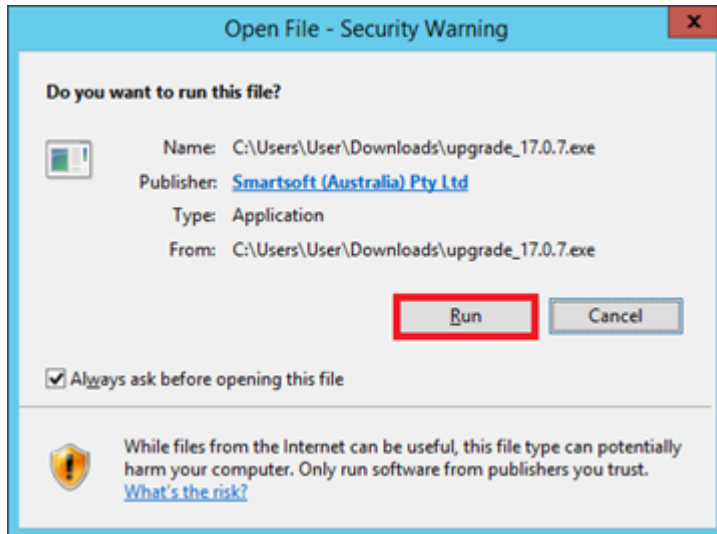
Follow the prompts displayed on screen.

You may also receive a **User Account Control** prompt. Select **Yes** to allow the installation.

Once the installation has completed, open Front Desk on this machine. This will begin the process of upgrading the database to match the new program version.

Please allow this process to complete before proceeding to the next step and upgrading other Front Desk machines.

Step 5 - Upgrade remaining machines

Repeat **Step 2** through to **Step 4** on the remaining Front Desk machines.

The remaining computers can be upgraded simultaneously to save time, and Front Desk will be ready to use immediately after the upgrade has finished installing.

For practices with slow or limited internet connections, the upgrade file can be moved to a USB storage device and copied to each computer individually if preferred.

Success! Your Front Desk® Practice Management System has now been updated.
If you are using any Front Desk add-on products such as the Web Appointment Book or Patient Booking Gateway, please continue to Step 6.

Step 6 - Upgrade add-on products

With the upgrade of Front Desk complete, there may also be upgrades available **or required** for your add-on products.

Note most add-on products are only installed on a single machine in your practice, which is typically the same machine hosting your Front Desk database.

To upgrade an add-on product, navigate to http://www.smartsoft.com.au/support and login with your practice credentials.

Under each add-on product available, note the **Dependency/Compatibilty** section which will detail which version(s) of Front Desk are to be used with this product.

Front Desk® Web Appointment Book

Platform:
Windows Vista Home Premium (or above), Windows 7 Home Premium (or above), Windows 8/8.1, Windows Server 2008/2008 R2/2012/2012 R2, Windows 10
Instructions:
Click on the Download button and save the file to a removable disk or to your hard disk. To perform the installation, run the file and follow the on-screen instructions.

NOTE: Read the installation instructions before installing.

Web Appointment Install 4.3.8
Changes
- The Web Appointment Book will now detect the appointment type for an appointment based on the patient, practitioner or clinic defaults.
more...

[Download]

Version: 4.3.8
Type: Production
Date: 25/11/2015
Size: 7.5MB
Dependency/Compatibility:
- Front Desk 16.3.0 - 16.9.9

Web Appointment Install 5.0.1
Changes
- When hovering the mouse over an appointment, next recall details, treatment details, and SMS reminder details will now be displayed.
more...

[Download]

Version: 5.0.1
Type: Pre-Release
Date: 24/06/2016
Size: 6.5MB
Dependency/Compatibility:
- Front Desk 16.9.12 (and above)

Download and install the appropriate version to complete the upgrade.

Optional - Release notifications

Smartsoft releases software updates on a regular basis, which are announced on our Smartsoft Community forum.

If you would like to be notified on all announcements from Smartsoft, including the latest upgrades and features, please subscribe via the **Smartsoft Community** at http://www.smartsoft.com.au/announcements.

After registering an account, simply navigate to the **Announcements** category (linked above) and click **Follow** to start receiving email notifications.

If you would like our assistance with upgrading your Front Desk software, please open a support case at http://www.smartsoft.com.au/support or call us on 1800 18 18 20.