Front Desk 2018
Practice Management System

Web Appointment Book Install Guide

smartsoft

INSTALLING THE FRONT DESK WEB APPOINTMENT BOOK

Front Desk - Practice Management System includes a web-based appointment book which can be used to view the Front Desk appointment book via a web browser. This can be upgraded to the WebPlus Appointment Book allowing the adding, editing and deleting of appointments.

The Front Desk Web Appointment Book is compatible with the following operating systems:

- Windows Server 2003
- Windows Server 2008 R2
- Windows Server 2012 / 2012 R2
- Windows Server 2016
- Windows 7 (Pro / Enterprise / Ultimate)
- Windows 8 / 8.1 (Pro / Enterprise)
- Windows 10 (Pro / Enterprise)

There are three main steps to install the Web Appointment Book.

1) Download the Front Desk – Web Appointment Book
2) Install the Front Desk Web Appointment Book
3) Configure Port Forwarding in your Modem/Router

Step 1 – Download the Front Desk Web Appointment Book Installer

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.

Locate the Web Appointment Book installer and click **Download**.

Please note the compatible Front Desk version listed on the right of the download.

Step 2 – Install the Front Desk Web Appointment Book Utility

Open the Front Desk Web Appointment Book installation file, and the following dialog will appear. Click **Yes** to continue.
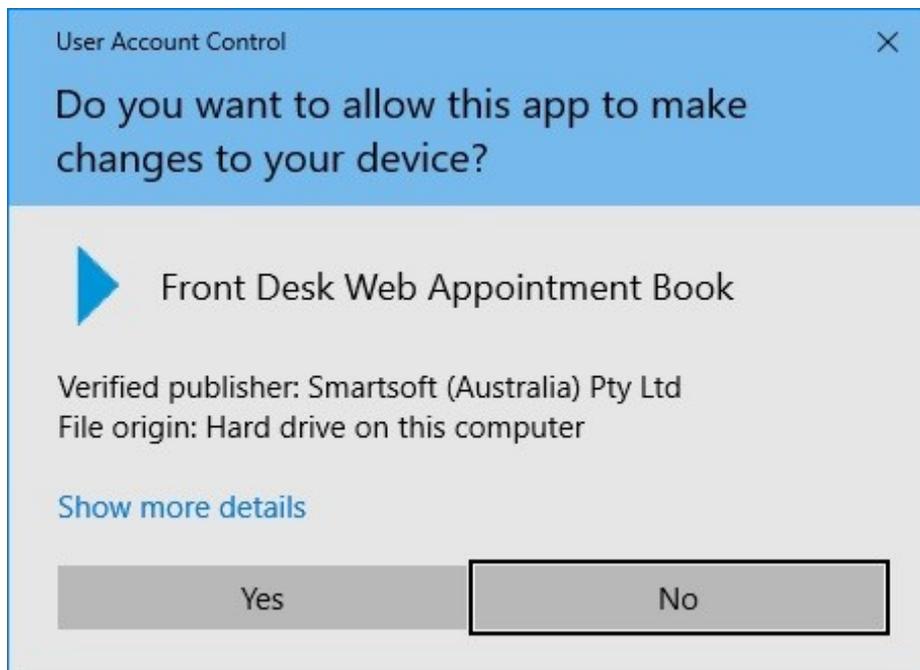
We recommend that you install the Web Appointment book in the default destination folder. Click **Next** to continue.

Please read and accept the End-User License Agreement and then click **Accept and Install**.

This install should take approximately 5-10 minutes. Click the Finish button when prompted.

Once you have successfully completed the installation you will find the **Front Desk Web Setup** icon under the Smartsoft program listing.
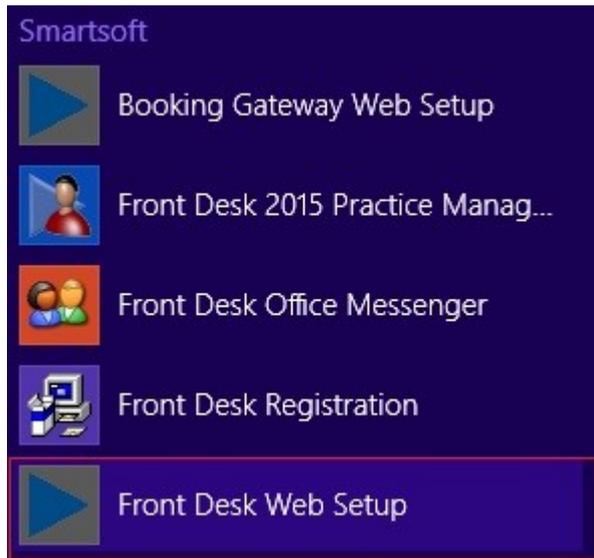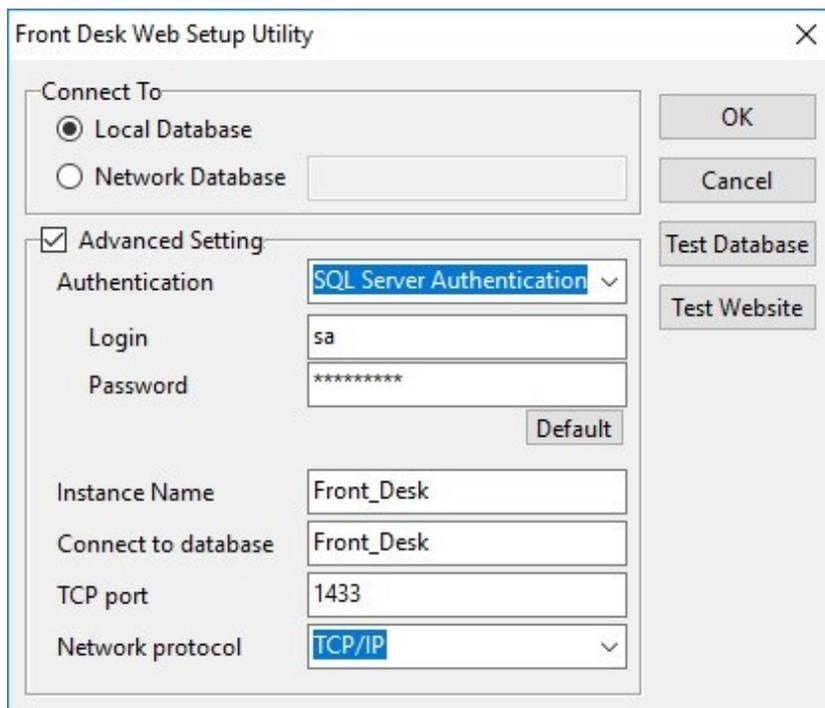

Click **Front Desk Web Setup** and select the location of the Front Desk database.

Select **Local Database** if the Front Desk database is on the same machine, or **Network Database** to select another computer on your network by either entering the machine name or network IP address of the machine.

Once you have selected the database location click **Test Database** to check your database connection. To test the website click **Test Website**.

Click **OK** to save your configuration settings.

Step 3 – Port Forwarding

To access the Web Appointment Book from outside of the practice, port forwarding will need to be setup in your modem/router. Please refer to your technical support specialist for assistance with this.

Accessing the Web Appointment Book on a local PC
To view the *Front Desk Web Appointment Book* on a PC, open a web browser and navigate to http://localhost/FrontDesk. Alternatively, you can replace '*localhost*' with the local IP address or the computer name.
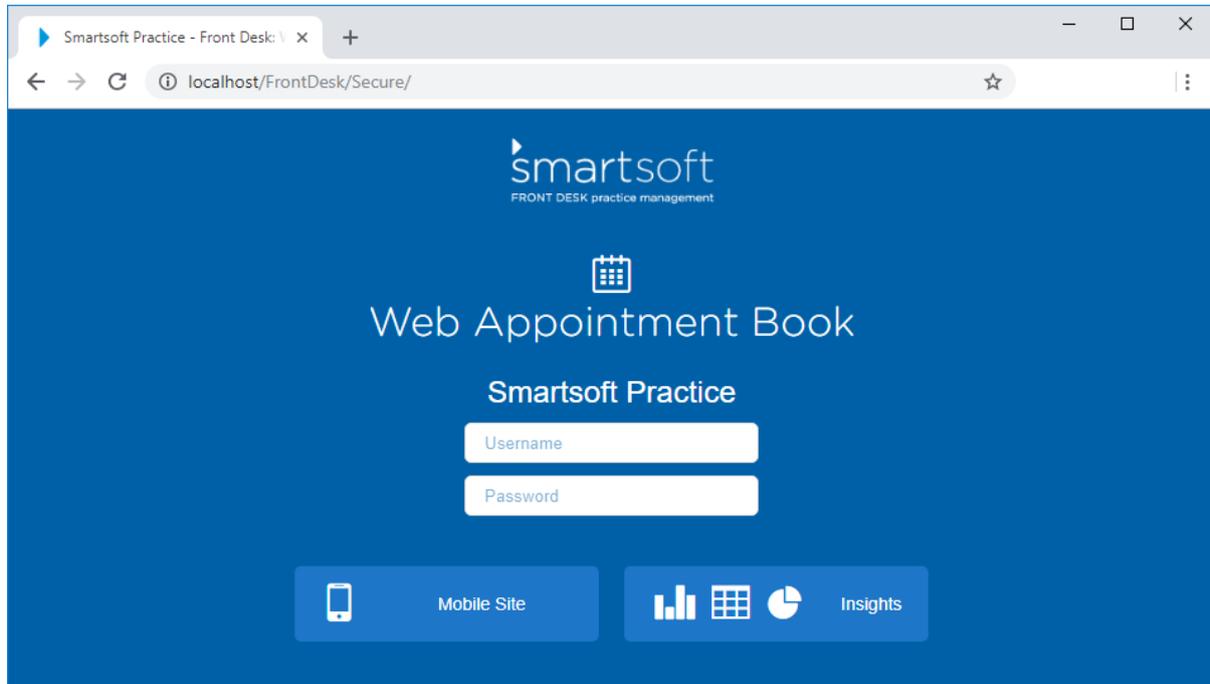
Accessing the Web Appointment Book on a local Mobile device
To view the *Front Desk Web Appointment Book* on a mobile, such as an iPhone or Android device, open a web browser and navigate to http://computername/FrontDesk/Mobile. Once again '*computername*' can be replaced with the local IP address if needed.

Accessing the Web Appointment Book from outside the practice
Once port forwarding has been configured, the Web Appointment Book can be accessed from outside the practice using the same links as above, however '*localhost*' or '*computername*' must be replaced by the Public IP address of the practice.

Please note the machine hosting your Web Appointment Book must be powered on and connected to the network or internet for the page to be accessible.

Congratulations, you have successfully installed the *Front Desk Web Appointment Book*.