



Dear Valued Client,

*****ATTENTION*****

This upgrade requires the Microsoft DotNet Framework 4.5.2 or higher to operate. If you are using older Windows 10, you may need to install the DotNet Framework 4.5.2 separately on all computers before upgrading Practice-Web. Please note that Microsoft has discontinued update support for Windows 7 which may make it riskier to operate. **DOTNET 4.5.2 IS NOT COMPATIBLE WITH WINDOWS XP OR SERVER 2003. IF YOU ARE RUNNING EITHER OF THESE OPERATING SYSTEMS, DO NOT PROCEED WITH THE UPGRADE AND PLEASE CALL SUPPORT FOR ASSISTANCE.**

Update Instructions for Practice-Web version 20.1

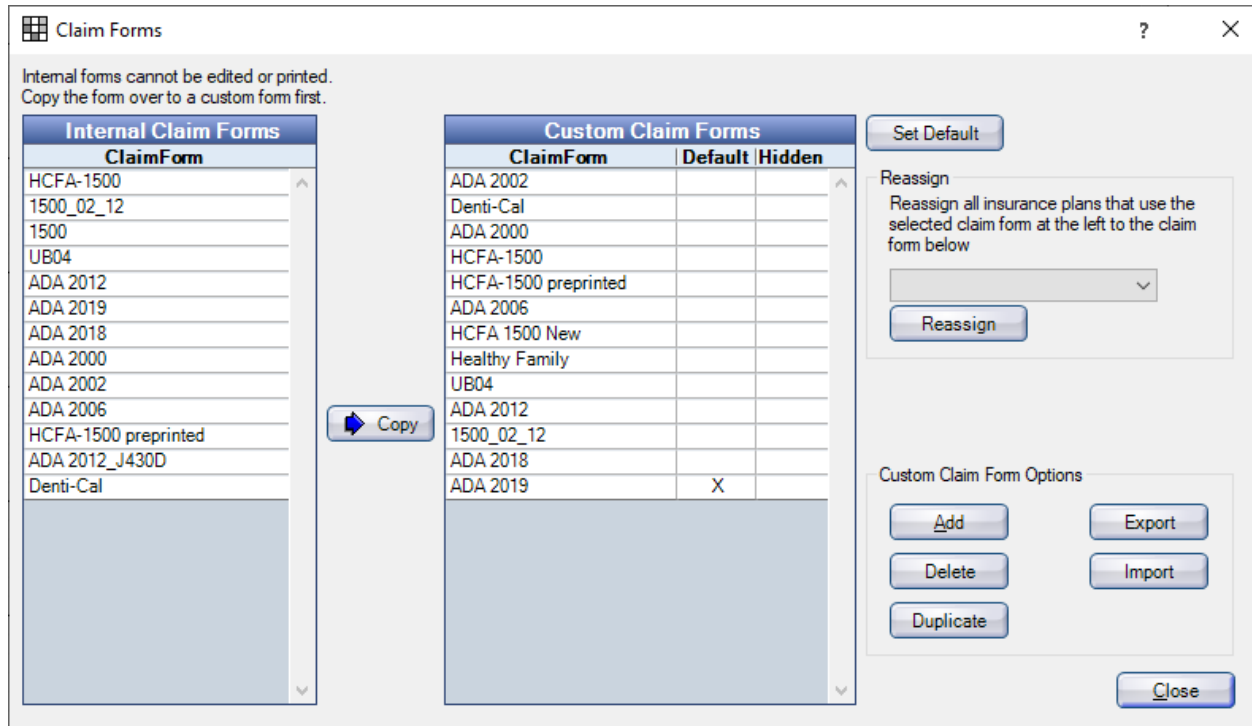
1. If you are using Windows 8 or older, you may need to install the DotNet Framework 4.5.2 separately on all computers before upgrading Practice-Web. [Click here for a link to download the DotNet Framework 4.5.2.](#)
2. Close Practice-Web Dental on all workstations except the main computer (server).
3. **Create a backup from the “Manage” module and save it to an external drive.** [Click here](#) to see a video tutorial on back-up assistance.
4. While in Practice-Web Dental, select the “Help” menu and click on “Update.”
5. From the “Update” dialog, change or enter the Update Code as **PWMTc201**.
6. Click on “Check for Updates” then click on “Download.”
7. After the download is complete, you will receive the message "Download successful, click on the OK button." Practice-Web Dental will close itself.
8. Please call 800-845-9379 for the password then enter it in the next dialog and click “OK.”
9. Keep clicking on the “Next” buttons until you reach “Finish” and then click on the “Finish” button.
10. Start Practice-Web Dental (server only). When asked to convert the database from the previous version to the new version, click on the “OK” button.
11. WAIT until the message that the database conversion is successful, then click on the “OK” button.
12. Now go to each workstation and start Practice-Web Dental. The software will state that you are trying to run an older version but your database is currently running a newer version. Click on the “OK” button. Then enter the same password and click on “OK.” Follow the prompts until the “Finish” button.

On your desktop, you will see an icon titled "[WhatsNewInVersion20x.PDF](#)" Double-click on the file name or on that icon to view the new features in versions 17.1-19.2. Adobe Acrobat reader 7.0 or higher is required. Please note that CDT 2020 codes and ADA 2019 claim form are included in this version. Go to List Menu, Procedure Codes then click on Tools followed by Run Now. **If you have any questions or need help, please call [1-800-845-9379](tel:1-800-845-9379), Option 2.**

Warm regards,

Practice-Web Support

Internal Claim Forms include ADA 2019 Claim Form: Click on Setup Menu and select Family/Insurance then Claim Forms. The original claim form templates that come with Practice-Web cannot be deleted.



Custom Claim Forms: Claim forms that can be customized, duplicated, imported, exported, or deleted.

Set a Default Claim Form for New Insurance Plans

The default claim form is used with the Insurance Plan when a new insurance plan is created. Copy Internal Claim Form to Custom Claim Forms then highlight the claim form. Click **Set Default**. An X will appear in the Default column next to the claim form name.

Reassign Claim Forms

If a new claim form is replacing an existing one, you can easily assign the new claim form to all insurance plans that use the old form.

1. In the Custom Claim Forms list, highlight the old form (ADA 2012).
2. Click the Reassign dropdown and select the new form (ADA 2019). Click Reassign.

