Dear Valued Client,

Please read this urgent message to <u>avoid disruption to your e-claims</u> submitted through Practice-Web.

As you know, your e-claims are processed using DentalXChange's service, ClaimConnect. DentalXChange has begun updating its privacy protocol for ClaimConnect in order to maintain HIPAA compliance.

You are currently using an older version of Practice-Web that is not compatible with ClaimConnect's new privacy protocol. **To continue processing e-claims, you must immediately upgrade Practice-Web to the latest version, 16.2.94,** which was released a few months ago. **Please use the instructions below to complete the upgrade, which is free with your paid support**.

<u>Update Instructions for Practice-Web v16.2.94</u>

1. If you are using any Windows operating system older than Windows 10, please check to make sure you have the Microsoft DotNet Framework 4.0 installed on all your computers. Go to the Windows Control Panel, click on "Programs" and then "Programs and Features". If you see DotNet Framework 4.0, please proceed to next step. Click here for a link to download the DotNet Framework 4.0. If you need DotNet 3.5, click here.

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.

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 PWMTC162.

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. Type in the following password [] and click "OK." CALL 800-845-9379 ext 2 for password.

9. Keep clicking on the "Next" buttons until you reach "Finish" and then click on it.

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 older version but your database is currently running newer version. Click on the "OK" button. Then enter the same password as above and click on "OK." Follow the prompts until the "Finish" button.

On your desktop, you will see an icon titled "What'sNewInVersion16.X.PDF". Double-click on this icon to view the new features in version 16.2. Adobe Acrobat reader 7.0 or higher is required.

If you have any questions, please call us at 1-800-845-9379, Option 2.

Warm regards,

Practice-Web Support