Enhance patient communication with Practice-Web v20.3!

By request, we've added **emojis to texting**, created an **audible alert for incoming text messages**, and expanded **automated reminder options** in pwConnect! You'll also see **efficiency-boosting and revenue-driving improvements** to the **Bluebook** feature, **pwReviews**, and more. Click here for a quick video overview of the additions and follow the instructions below to upgrade.

Upgrades Are a FREE Benefit of Support Subscriptions
Follow the instructions below to do the upgrade.

1. **ATTENTION:** If you're using a Windows version **older than Windows 10**, please make sure you have **Microsoft DotNet Framework 4.5** installed on all computers. To check, go to the Windows Control Panel, click on "Programs" and then "Programs and Features." If you see DotNet Framework 4.5, proceed to step #2. If not, click here to download DotNet Framework 4.5. **IF YOU HAVE WINDOWS XP OR SERVER 2003, DO NOT PROCEED WITH THE UPGRADE AND PLEASE CALL SUPPORT FOR HELP. WE ALSO RECOMMEND UPGRADING WINDOWS 7 TO WINDOWS 10 FOR SECURITY PURPOSES.** For peak performance, your Server should have 32 GB RAM (min 16 GB) and workstations should have 16 GB RAM (min 8 GB).
2. Close Practice-Web 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 watch a tutorial on backups.
4. On the Server, open Practice-Web, select the "Help" menu, and click "Update."
5. From the "Update" dialog, change or enter the Update Code as **PWMTC203**.
6. Click on "Check for Updates" then click on "Download."
7. After the download is complete, you'll get the message "Download successful, click on the OK button." Click "OK" and Practice-Web 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 "Next" and then click "Finish."
10. Start Practice-Web on the Server only. When asked to convert the database from the previous version to the new version, click "OK."
11. WAIT until the message that the database conversion is successful, then click "OK."

12. Now go to each Workstation and start Practice-Web. The software will state that you're trying to run an older version but your database is currently running a newer version. Click "OK." Then enter the same password and click "OK." Follow the prompts until the "Finish" button. Upgrade complete! On your desktop, you'll see an icon titled "WhatsNewInVersion20x.PDF". Double-click this icon to view the new features in version 20.3.

You can also watch the video below for a tutorial on how to do the upgrade.

If you need help, contact your friendly Support team at 800.845.9379, Option 2 or support@practice-web.com.

We look forward to helping your office *thrive*!

Your Practice-Web Team