

# Medtech32 Version 19

## Connected Care Update Release Notes



### **IMPORTANT NOTE**

Medtech recommends that all Medtech upgrades and database back-up and restore processes are performed by a Medtech Certified Technician or your Practice Technician. For a list of Medtech Certified technicians please visit the Medtech Global Website: [www.medtechglobal.com](http://www.medtechglobal.com).

*These Release Notes contain important information for all Medtech Users. Please ensure that they are circulated amongst all your staff. We suggest that they notes are filed safely for future reference.*

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For further information on these new features, or any other queries regarding the Version 19 Connected Care Installation Process, please contact Medtech Support on 0800 2 MEDTECH (633 832) - Option 1 or send us a fax, toll free on 0800 MEDTECH (633 832) or email: [nzsupport@medtechglobal.com](mailto:nzsupport@medtechglobal.com).

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## Installation Prerequisites

Please review the following prerequisites and ensure they are met prior to installation;

1. Your practice **MUST** be on **Medtech32 Version 19.0** or above. If you **ARE NOT** on Medtech32 Version 19.0, please **DO NOT** continue.
2. Ensure the person(s) who will be performing the upgrade have read through all of the release documentation and installation instructions.

**IMPORTANT:** This documentation contains valuable information that, if not read, could seriously affect the upgrade progress and/or possible down time of your network.

3. Ensure you are logged onto Windows with Administrative rights when performing **ANY** installation, update, or maintenance tasks.

**IMPORTANT:** If the practice has been setup and configured to use the SureMed Insurance Form then you **MUST** be logged onto Windows with **Domain Administrator** rights when performing this. Failure to do this may result in disruption to the SureMed Insurance Form functionality and may require re-configuration.

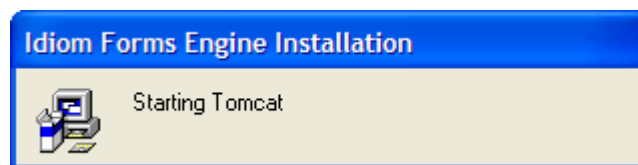
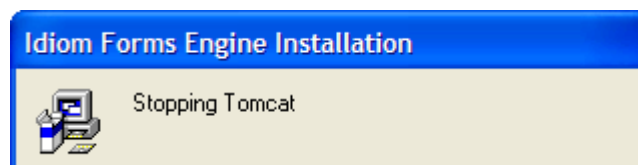
4. This update **MUST** be run on the Medtech32 Server and may be run whilst users are logged into Medtech32, however users must not be using any part of the Advanced Forms module during the upgrade process.

# Connected Care Update Installation

1. Ensure that you are running **Version 19.0 or higher** of Medtech32. This can be checked by logging into Medtech32 and selecting **Help ► About Medtech32** (see pre requisites above).
2. Visit our website at [www.medtechglobal.com](http://www.medtechglobal.com).
3. Select “New Zealand” in the region drop down (top right hand side of the window)
4. Select menu, **Medtech Online ► Medtech32 ► Downloads**. The New Zealand Medtech32 Updates page will be displayed.
5. Here you will find the **Version 19.0 Connected Care Update**
6. In the **File Download Security Warning** dialogue box, select **Run**.
7. In the **Open File Security Warning Dialogue** box, select **Run** option.
8. The installation screen will appear for ConnectedCare.



9. The Tomcat Service will be stopped and started during the installation of Connected Care.



10. Once the update is completed, the installation will be closed automatically.

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## Update Details

This update will resolve an issue with the Connected Care installation that took place on installation of Version 19.0 causing the Konnect SureMed Insurance form to error when accessed by users.

If you have any questions regarding the information contained in these Release Notes please contact:

Medtech Helpdesk on **0800 2 MEDTECH (633 832) - Option 1**