



Complete Clinic Software

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How to Send a Backup or a File to CCS

This procedure provides you with 2 methods to transmit a backup copy of your system files or to send any other file to CCS. The procedure requires that you have a DSL or Cable or other high speed internet connection.

1. Using the Complete Clinic backup procedure, perform a backup to CD, USB Drive, or to the local hard drive. This must be done while everyone is out of the system.

To Send the File to CCS Directly from Complete Clinic Software:

2. After the backup, go to <F11> Utilities and click on <Send file to CCS>.
3. Click on <F3> Select File to Send and locate your backup file.
4. Click on <F12> Send File and the system should start transmitting the file to CCS. Note: you may get a prompt from your firewall software asking permission to send the file. Click "Allow" or "Yes".

The file will take anywhere from 5-15 minutes to send depending on the speed of your internet connection and the size of your files. The file is transmitted directly to one of our servers.

To Send the File to CCS using our Website:

1. Using Microsoft Internet Explorer, go to www.completeclinic.com.
2. Click on the <Downloads and Updates> link in the left hand menu. This will take you to an instruction page where you can click on the link <CLICK HERE TO ACCESS THE DOWNLOAD PAGE>
3. You will be asked to enter a USER NAME and PASSWORD. Enter your 5 digit Complete Clinic System Serial Number for your USER NAME and enter your System Activation key in lower case for your PASSWORD.
4. You will be advanced to the downloads page. Scroll down until you see a label that says "Send File To CCS". There is a form to enter your last name, first name, clinic name and phone number. Then click on the browse button next to the field for "File Attachment" and locate the file to send on your local computer. After that, click on the "Send File" button and the file should start transmitting.

The file will take anywhere from 5-15 minutes to send depending on the speed of your internet connection and the size of your files. The file is transmitted directly to our website server and we will be notified via email that a file has been sent.

If you have any questions or need assistance, let us know.