Complete Clinic News

News and Notes

Changes coming in August

We are adding the ability to record cellphone, employer, work phone, and email address for a second owner (spouse, partner, child, etc.) We are modifying the appointment calendar to track appointment status, confirmations, and provide the ability to add appointments for new clients without having to create a client record when the appointment is booked. The changes will require adding fields to the client file and the calendar file. These will be automatically created by our installation program.

Additional plans for the usage of these fields will be included in the August Newsletter. If you are considering the usage of VetStreet or Demandforce Services but would like a lower cost solution, check with us before you make a decision. We plan to have a lower cost alternative available for you before the end of August.

Patient ID Cards

If you are looking for an effective low cost marketing tool, check out Patient ID Cards under "Solutions" at our website. They keep your name in front of your clients and their friends and the clients really like them. All you have to do is take a photo of the patient, import it to the system and send us a file once or twice a month. We take care of printing the ID cards and mailing them to your clients as though they directly came from you.

Telephone Support

If you need help with your system or have a software questions, please call our assistance line at 800-989-6576. It is always monitored and is the only number we can guarantee you will receive a callback from. Our other numbers are not always monitored especially on weekends.

Software Updates

If you have an internet connection at your facility, you should always install software updates from within our system. It is quicker with fewer chances for error. It also includes a pop up display that shows your serial number and activation key in case you don't have it memorized. This is available in releases since 5/7/2015.

Windows 10

Upgrading to Windows 10

We recently completed upgrading one of our PCs to Windows 10. The bad news is it was a 3 hour ordeal. The good news is Complete Clinic Software and all of the applications that we have tested so far work as they did before the upgrade. All of our printers and network connections also worked without needing any adjustments.

This is not an upgrade you can attempt on your lunch hour. We have a fast network and a slightly above average PC and it still took 3 hours from start to finish not including any backup time. If you don't feel comfortable with this, please call your local IT support.

We did not back up the PC that we installed the update on because we chose a PC that didn't have anything on it that we cared about. However when you do the server computer (the one sharing the Complete Clinic data files), you need to make sure you have at least two complete backups of the VETCCS folder and all sub folders under it. Make sure you have at least two different flash drives or a flash drive and an attached USB hard drive and use Windows explorer to copy your entire folders to them. If you don't know how to do this, please call software support for assistance.

During the upgrade to the server computer, you cannot be accessing shared files or running your Complete Clinic System from other workstations. This means your system will be out of commission for at least 4 hours including backup time. You can however upgrade a workstation during office hours without disrupting the other computers on your network. The upgrade is also something we cannot provide remote assistance for since your system will reboot at least 5 times during the upgrade process.

The upgrade is free until July of 2016 to anyone having a current copy of Windows 7 or Windows 8. We haven't tried it, but it is doubtful you could apply the upgrade to Windows XP computers. Once you upgrade to Windows 10, you cannot go back to the version you have…*continued on page two.*

News and Notes

System Login

Don't forget the system can also be configured to permit user logins. When a user logs in, they can then access any procedure that is equal to or below their security level without having to enter their password.   If they leave the terminal, they should go back to the main screen and click on log out to prevent unauthorized access. For more information on security features in the system see the April Newsletter of call software support.

CCS On-Line Store
Don't forget you can now purchase labels, label printers, bar code scanners and credit card swipers directly from our website. If you have suggestions for other products you would like is to carry, please let us know.

Past Newsletters
We have added past newsletters to the website. To view them, go to menu choice Customer Support / Whitepapers. Past newsletters are at the bottom of the page.

Need a New Computer?
If you need one or more new computers, and would like a quote, go to www.completeclinic.com menu choice Solutions / Hardware and click on "Request a Quote". Fill out the short questionnaire and fax it to us. We will respond usually within 24 hours. Any equipment we configure will not be the cheapest, but it will be quality, well built, hardware that will keep your business running.

Reminder
Windows XP is obsolete. It still works, but your risk from using it increases every day because Microsoft no longer issues security enhancements. We highly recommend you replace this as soon as possible.

Credit Cards
Did you know you can authorize Credit Cards directly from Complete Clinic Software? Save time by conveniently obtaining credit card authorizations directly from your check out form. No double entry required. Save money with our highly competitive processing rates. Call William at Software Support for more information.   He has over 20 years of experience with credit card processing.

Barcode scanners
Save time and reduce errors with barcode scanning See our website under Solutions/Barcode Scanning for ways you can utilize barcode scanning in Complete Clinic Software.

Windows 10 *(continued)*

Windows 10 has both a "Start" menu like Windows 7 and an "App" menu like Windows 8. All Desk Top icons are preserved and control panel features are virtually the same.   It does not appear that the interface will be confusing to anyone who has used Windows 7 or Windows 8.

To give you an idea of what the upgrade process entails, we have listed below the steps the Windows 10 Upgrade procedure went through on our computer.

1) Down load files (11 min)
2) Creating Windows 10 media (% display- 8 min.)
3) Preparing (% display 2 min)
4) Getting Updates (spinning circle) (2 min then restarts-checks pc and "gets things ready")
5) Request affirmation of license terms then checks updates again (5 min)
6) Making sure you're ready to install (2 min)
7) Ready to Install – requests confirm Install Win 10 Pro and Keep personal files and apps) (2 min)
8) Making Sure PC has enough Space (2 min)
9) Installing Windows 10 (has a spinner with % complete) (27 minutes)
   a. At 58% it rebooted
   b. Had a black screen for about 5 min. finally wiggled the mouse to get screen back.
   c. Resumed at 88%
   d. Rebooted a second time
10) Upgrading Windows (shows % in a circle) (1 hour and 7 minutes)
   a. Copy files
   b. Install Features and drivers
   c. Configuring Settings
   d. (rebooted twice during this)
11) Updating your system (shows %) (2 min)
12) Upgrading Windows (shows %) (22 min)
13) Login Screen

At this point the upgrade with ask you confirm some settings. It asks you questions like: Do you want to share your contacts, app usage and location info with Microsoft. Since I don't trust anybody with that information, I always answer NO to those questions. However it is up to you as to how you want to respond. If you do share your contact list, anyone on your contact list will be able to access your wireless network without needing a password. It is supposed to be secure, but use caution anyway.