

How do I back-up my files?

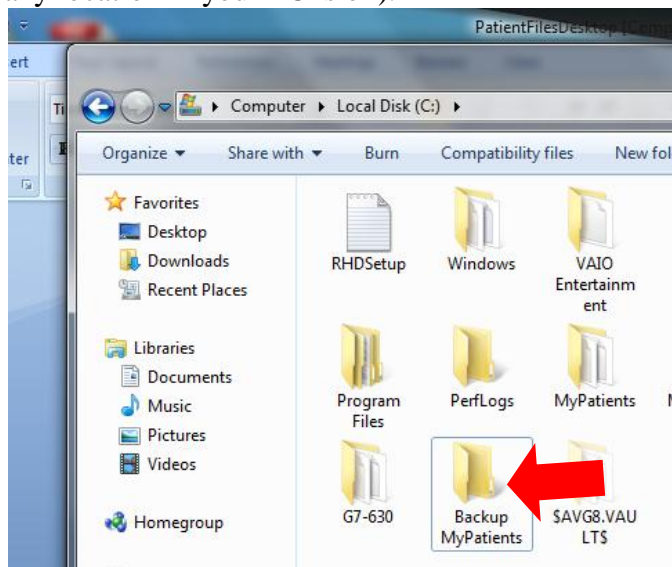
These are the rules in backing up you files:

1. It must be done as often as possible. At least every day after the clinic ends.
2. It is safer to back-up the files separately everyday rather than do overwriting of the previous files with the latest files. This will be explained below:

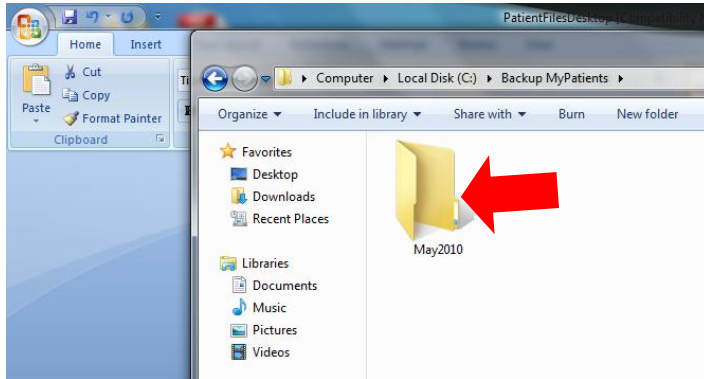
Doing the back-up process:

(In this example, we will use May 9,2010 as the day you are making a backup)

First create a backup folder: Open start button> Open Computer> open Drive C. At the Drive C area do a right click and create a New Folder. Label the new folder as **Backup MyPatients**. (This will be your main back-up folder where you will place all your future backups, actually any location in your PC is ok).



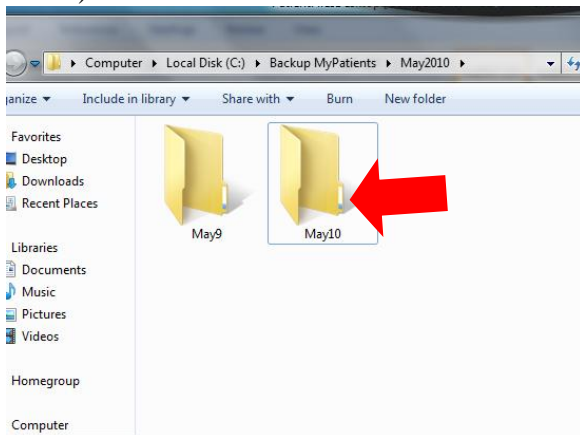
Now open **Backup MyPatients** folder and then create another New Folder inside it *and label it with the present month and year (ex. May2010 folder)*.



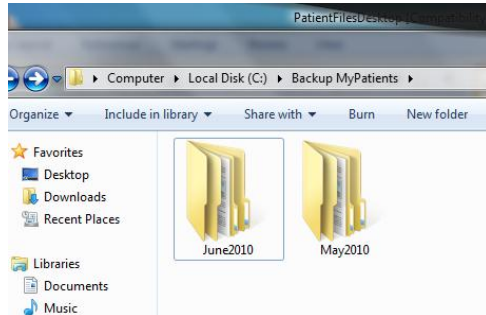
Now locate **MyPatients4** folder which is where your files are saved every time you update Patient Files program. To locate this click **Start button > Open Computer > Drive C > My Patients4 Folder**.

Right click **MyPatients4** folder and click copy. Open **Backup MyPatients** folder (also at Drive C) then open **May2010** folder and right click and paste MyPatients folder in it. Rename MyPatients4 folder (that you just pasted) to the present date (ex. May9 folder)

For the next day just do the same as above but rename MyPatients folder to next date (ex. May10 folder).




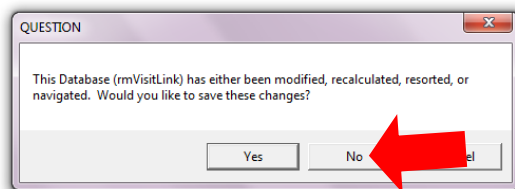
When the next month comes (ex. June) just make a new folder inside the **Backup MyPatients** folder and just label it as **June2010** folder. Inside this new June2010 folder is where you will again copy and paste the **MyPatients4** folder (from Drive C) daily and just rename it based on the latest date.



Note: The folder you made where all the backups will be contained named **Backup MyPatient** folder (**located in Drive C**) can also be copied and be saved in a CD or USB Flash disk. Following the above backup instructions religiously will give you safety reserve files that you may use just in case an error might occur.

How do I troubleshoot in case an error happens?

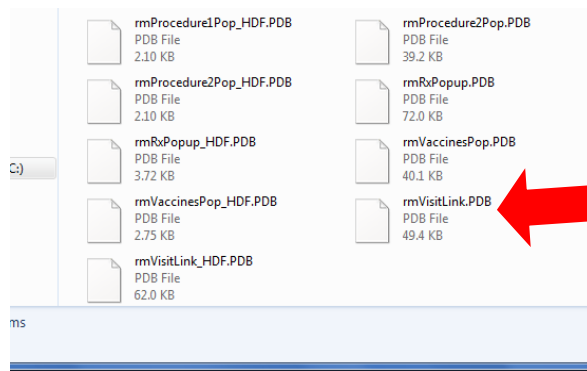
It is good to remember that the buttons in this program are designed to work with a single click from your mouse. Occasionally an error may happen if you do a double click instead of one. Usually no problem will happen with your database even this happen. Occasionally the error will result to a disappearance of the contents of a linked database. For example the patients list in rmVisitLink database can no longer be seen. If ever that happens, exit the program by simply clicking the upper right X box . The program will then ask you if you want to save the changes. Just click No as seen in the Figure below.



Exit the program totally without saving changes (this will avoid the program from saving the error that happened). Re-open the program again by double clicking the Patient Files desktop icon. Recheck if the lost files are still there. If it does then you have successfully not saved the error.

If in an unfortunate scenario when you clicked Yes and was able to save the error, You will be able to discover that the lost files will no longer be there even if you restart the program. What you will do to troubleshoot that are the following: (In this case lets assume the files in **rmVisitLink** are the ones that disappeared):

1. Start button, click computer, click Local Drive C, open **Backup MyPatients** folder, open the latest month folder (ex. May2010), open the latest folder based on date (ex. May10). Now look for **rmVisitLink.PDB** file (Note: not **rmVisitLink_HDF.PDB**).Right click **rmVisitLink.PDB** and click copy.



2. Go to **MyPatients4** folder (also located at Drive C) open it and paste the **rmVisitLink.PDB** you have just copied from the back-up folder. The computer will ask you if you want to overwrite the existing file with the same file name just click **yes**. This process will restore your files based on the latest backup you have done to date which is May 10 based on our example above. Try opening Patient Files icon again, you expect to see it back to normal. Thus, it is really good to have a daily backup. We also suggest that when you do a backup just follow the above suggestion which is to backup daily in a separate folder rather than overwriting old files with new files. As the months goes on you may delete older files of previous months just to save space.