



# *Installation Procedure*

## *Application Setup*

There are **TWO** ways to install Practice Accounts, **EITHER** as a completely Stand-Alone installation on ONE computer **OR** by having the Back-end Database (the database that will contain the Best Practice imported transactions) located on a Server with a Front-end database installed on Workstation computer/s.

**NOTE** – Practice Accounts is a windows-based application that will not install on a Mac or Apple computer. Due to date issues, it may also not run using a Mac connecting to a remote desktop.

**Make a time with the PA Support Team to assist you with setting up PA and to demonstrate all of the functionality that specifically relates to your Practice. The contact details are listed at the end of this document.**

### **STAND-ALONE Installation**

1. On the Installation Media, you will find the file PA\_Install.exe which will need to be run to install a Stand-Alone installation of Practice Accounts.
2. If you intend to use **ONLY ONE** computer as a Stand-alone installation, ensure that you have an adequate back-up strategy for the two database files, PA\_BE.accde and PA\_BE2.accde – the front-end database file is named PA.accde and does not require backing-up.
3. Double-click the PA\_Install.exe file and follow the prompts. The install program file will first extract various files and then display an Installation screen containing details relating to the Types of Installations.
4. You will see 3 radio buttons labelled – Full, Work Station and Server. Select **FULL** and continue.
5. During the install, there is the ability to change the folder location – **DO NOT CHANGE** the default location as PA is hard-coded to the C:\ProgramData\Practice AccountsV3 folder.
6. You will eventually see a message box appear advising that the Installation has finished.
7. After the installation has finished, three shortcut icons will appear on the desktop and the Start Menu. The install will save both the Front-end and Back-end databases to the C:\ProgramData\Practice AccountsV3 folder. When installing, **DO NOT** change this folder location.
8. Double-click on the 'red' PA icon on your desktop and enter the Master password '**PA4me**' – no quotes. That password can be changed later if required and additional user security profiles can be implemented at a later date.

### **SERVER (Client Server) Installation**

1. If you intend installing the Back-end Database on a Server, install the program on the **SERVER FIRST** and then on the **WORKSTATIONS**.
2. On the Installation Media, you will find the file PA\_Install\_Server.exe which will need to be run to install the Back-end databases on a Server computer.
3. Double-click the PA\_Install\_Server.exe file and follow the prompts.

4. On the third installation screen, you will have the opportunity to change the install location on the Server. Unless you have a particular need to have a different location, using the default “C:\ProgramData\Practice AccountsV3\” location, will facilitate support by PA staff when assisting you with any future database issues. **NOTE** – after the installation is finished, you will not be able to change the Server location.
5. You will eventually see a message box appear advising that the Installation has finished.
6. After the installation has finished, only one shortcut icon will appear on the Desktop and the Start Menu and that shortcut will enable the regular maintenance of the Back-end database – please refer to the Section below for further details
7. **Create a share on the Server Computer for all users having FULL CONTROL permissions over the folder “Practice AccountsV3” or other folder name that was nominated during the Installation procedure**

## **WORK STATION (Client Server) Installation**

1. On the Installation Media, you will find the file PA\_Install.exe which will need to be run to install a Workstation installation of Practice Accounts.
2. Double-click the PA\_Install.exe file and follow the prompts. The install program file will first extract various files and then display an Installation screen containing details relating to the Types of Installations.
3. You will see 3 radio buttons labelled – Full, Work Station and Server. Select **WORK STATION** and continue.
4. You will eventually see a message box appear advising that the Installation has finished.
5. After the installation has finished, 3 shortcut icons will appear on the Desktop and the Start Menu.. The install will save **ONLY** the Front-end database (PA.acdde) to the C:\ProgramData\Practice AccountsV3 folder. When installing, **DO NOT** change this folder location. Delete the Shortcut labelled “Compact PA Database” as that maintenance functionality will occur on the Server
6. Double-click on the red shortcut PA icon and you will then be presented with a configuration screen to enable you to enter the Server file locations for the two PA Back-end database files. For example - \\ServerName\Practice AccountsV3\
7. After entering the Server folder locations, click the SAVE CHANGES button. If any of the entered location details are incorrect, you will be advised of that fact. Otherwise, click the RELINK TABLES button.
8. After successfully re-linking the databases, Practice Accounts will automatically Close. Once again, Double-click on the red shortcut PA icon. It should open ready for internal configuring (can be done later) and you are now ready to complete Installs on other Workstations, if required.
9. Double-click on the ‘red’ PA icon on your desktop and enter the Master password ‘**PA4me**’ – no quotes. That password can be changed later if required and additional user security profiles can be implemented at a later date

## **OTHER INSTALLATION INFORMATION**

1. If the files, PA\_Install.exe or PA\_Install\_Server.exe, do not auto-run from the installation media or you wish to run it from a Network share, double click on the file to start the installation process.

2. **Note** – if you encounter difficulties with the installation, you should then logon to your Server or Workstation as Administrator or as a User who is a member of the Administrators Group.
3. **Note** – Re-installing will **NOT OVERWRITE** the previous copies of the back-end databases PA\_BE.accde & PA\_BE2.accde.
4. **Note** – Depending upon the type of Antivirus Software that is installed at your site, you may receive a warning that the program “StartAccess3\_2013.exe” is a potential risk. Ignore the warning and do not quarantine the program – it will be needed to manage multiple versions of Microsoft software that you may have now or will have at a future date.
5. **DATES** – Ensure that all computers have Australian and NOT American or any other country date formatting. The Language ‘locale’ should be Australia and the Short Date dd/mm/yyyy which can be set in the Control Panel of your computer.
6. As a security precaution, the UnInstall process (a drop-down choice located on the All Programs/Start Menu – Practice AccountsV3) will **not** delete or overwrite the PA\_BE.accde & PA\_BE2.accde database files. If you wish to re-install, you will need to manually delete those two files before attempting a new installation

## QUICK SETUP TO START EVALUATING PRACTICE ACCOUNTS

After installation, to quickly get up and running with PA, complete the following steps. You can return at a later date to add additional information and functionality.

**Note – in most screens in PA, you will need to click the ‘Edit’ button to make any changes.**

Click the ‘Setup’ button on the Main Menu bar, then click the ‘Medical Centre Details’ button – change the default name to that of your Practice and enter a unique Business ID (if you have more than one Medical Centre, the Business ID should be different for each one as this will facilitate identifying EFT payment transactions) and as a minimum, enter the System Start Date (the date you wish to start importing records from Best Practice) and the Practice Fee description applicable to your centre (eg monthly or fortnightly Service Fees or just Practice Fees).

In the bottom left hand corner of the Medical Centre Details form, you will see two sets of tick boxes having red borders:

The first one ‘**Calculate Practice Fees Using:**’ has two options:

1. If your Medical Centre calculates and pays its Practitioners based upon a single fee % (if applicable, different percentages for each Practitioner), then leave the default ‘Single Fee %’ box ticked.
2. If however, the calculations are based upon different % for certain Best Practice Items (normally would only be a selection of Item numbers) and whatever Items are not listed are calculated at the single fee % for each Practitioner, then tick the ‘Multiple Fee %’ box - (please refer to the User Guide for further details).

The second set of options ‘**Calculate Practice Fees By:**’ relates to how you pay your Practitioners:

1. If you pay your Practitioners based upon **Banked Patient Receipts**, then leave the default ‘Cash Received’ box ticked.

2. If, however, the payments are based on **Patient Services Billed in Best Practice** (where the receipts for those services will be paid and banked at some later time), then tick the 'Best Practice Billings' box.

**IMPORTANT** - Close the Setup screen, then close PA, re-open PA.

**IMPORTANT** - If you pay your Practitioners based upon **Banked Patient Receipts**, then click the 'Setup' icon on the main menu, then click the 'Bank Account Details' button and enter your Practice Bank account and tick it as the 'Default Bank' No Bank account needs to be setup for Billings.

### **THE IMPORT FROM BP PROCESS:**

On the Reports Menu in Best Practice Software, you will find two reports – **Payments Export** (for Cash Received patient fees) and **Services Export** (for Patient Services that have not necessarily been paid and banked, commonly known as Billings).

1. Select the relevant Report Type (cash or billings) and the relevant date range within Best Practice and after the report is displayed on the screen, click the drop-down button with the floppy disk icon and save the report as an Excel spreadsheet.
2. Save or copy the downloaded Excel spreadsheet to the C:\ProgramData\Practice AccountsV3\ExcelImportFile folder on your computer (to facilitate this process, you may find it easier to create a shortcut on your desktop to open that import folder).
3. Open the saved Excel spreadsheet and then re-save it again.
4. Click the 'BP Link' button at the top of the main menu bar screen. Click the 'Import BP Excel File' button. For the first run, this may take a little longer than usual to complete.
5. After the Importing has finished, close the BP Link screen and return to the Setup screen. Click the 'Practitioner Name Details' button and then select the Practitioner Name that is your Practice Name and tick the '**IS THE PRACTICE**' box.
6. **NOTE** – If the Practice Name was not included in the BP Spreadsheet (it will automatically be included if there was a fee transaction in the spreadsheet that was attributable to the Practice), you will need to manually add the Practice Name as follows:
  - Open Best Practice, click Setup, Practice Details and note the BP registered name which is located at the top of the screen.
  - Note – the name needs to be exact and correct, otherwise future imports from BP may become an issue.
  - In PA, click Setup, Practitioner Name Details, the Add button and then enter the BP registered name in the **Best Practice Name** box (the BP Registered Name is in Best Practice Settings, Practice Details in the top of the form above the BP Site ID) and then tick IS THE PRACTICE box and click save.
  - You can enter the other relevant information now or at a later date.
7. Update each Practitioner's details – this can be completed later – click the Save button.
8. Click the BP Link button on the main menu and then click the 'View Practice Fees %' button, click the 'General Fee Percentages' – enter the fee percentages (must include the GST) applicable to each Practitioner.
9. If you have elected to pay your Practitioners for certain Items, click the 'Fee % Exceptions' button and enter the Item numbers and percentages (must include the GST) applicable to one or more of your Practitioners.

10. Note - the 'Fee % Exceptions' button will only be visible if you have ticked the 'Multiple Fee %' box on the Medical Centre Details form.
11. If you have a number of Practitioners with Fee % exceptions, then there is a copy button that will enable you to copy the same Fee % exceptions to other Practitioners.
12. If you have elected to pay Progress payments to your Practitioners, you will have first needed to have ticked the 'Enable ON-Account Payments for Practitioners' box on the Medical Centre Details form.
13. Click the 'Default On-Account Payment Amounts' button and enter any amounts that you would like to have as default Progress payments for your Practitioners. Those defaults can be changed when you make any On-Account payments to your Practitioners.
14. Close the Setup screen and return to the BP Link screen. Click the 'Calculate Practice Fees' button.
15. You will now be able to view Practitioner and Practice Reports, create Practitioner BAS Statements, make payments to your Practitioners and the Practice – further settings can be made when you are more familiar with the program.

The PA Support Team has remote access software that enables secure connections to a computer and/or server in your Practice. We use that connection for training and troubleshooting any issues that you may encounter in installing PA or when you are importing or processing transactions in Practice Accounts.

**If you are installing PA for the first time to Demo the application with your Centre specific records, then we are more than willing to assist you with the installation and internal configuration of PA. Just, make a time with the PA Support Team. The contact details are listed at the end of this document.**

**Should your Centre decide to implement Practice Accounts, we would recommend that we work with you through the first few payment runs for your Practitioners.**

#### **IN MOST INSTANCES:**

Where there is a 'dropdown' list box to select from, you can either click the small down arrow on the right hand side of the dropdown box and then click again on the dropdown list box value of your choice OR you can start typing the value until the value of your choice appears and then press the 'Enter' key on your keyboard to select the value OR you can use the up and down arrow keys to move from item to item on the dropdown list.

You can move from one box to the next using the 'Tab' key on your keyboard OR you can click in any box that is visible on the screen and commence to enter or change information in the box.

In most cases, pressing the 'Enter' key will activate the default button for a particular screen. The 'Enter' key default could be the "OK" button on a message box, the "NO" button on a message box such as when you are given a second chance before deleting a record and the "Save" button.

In most processing scenarios within Practice Accounts, pressing the "Escape" key will Undo a non-saved entry and enable you to exit the relevant screen by clicking the "Close" button.

Practice Accounts can be Un-Installed by selecting 'Start, All Programs/Start Menu, Practice Accounts, UnInstall Practice AccountsV3. This process may not necessarily delete all of the associated folders, so simply delete the folder C:\ProgramData\Practice AccountsV3.

## **DATES**

Many computers are purchased with the American Date format by default. Practice Accounts requires the Australian (dd/mm/yyyy) format. When first opening Practice Accounts, a message will appear if the date format is incorrect. Depending upon the installed windows operating system, you can set the date format by clicking the relevant button in the Control Panel.

## **SCREEN RESOLUTIONS**

The recommended screen resolutions for the Practice Accounts application are 1152x864, 1280x1024, 1280 x 800, 1366x768, 1440 x 900, 1600 x 900, 1680 x 1050, 1920 x 1080 and 1920 x 1200 pixels.

You can run Practice Accounts at other resolutions, however there may be some distortion.

You can set your resolution in the Windows Control Panel.

If you have a supported screen resolution and the forms on the screen are not rendered correctly, it is most likely that you have the Windows Display enlargement functionality enabled. In the Display in the Control Panel, check to ensure that it is set to the 100% default resolution.

## **PRINTERS**

The printing of screen information and reports has been pre-set to print to your Default Printer on A4 paper and within margin widths that should suit most printers.

## **MAINTENANCE OF PRACTICE ACCOUNTS**

The records that you have imported from Best Practice via spreadsheets and/or manually entered into Practice Accounts are stored in the file, PA\_BE.acdde.

As you enter, amend and delete information, it may be stored in an easily computer accessible place or split into different storage locations on your computer's hard disk.

In addition, certain processes need space to do calculations, a place to temporarily store information and many other database related functions.

After some time, Practice Accounts will grow in size and have parts of your data located in different places - this results in your database using unnecessary disk space and becoming slower in response time.

Compacting reclaims all wasted space, re-groups and re-indexes all your data back to a faster access location - thus it optimises your database to work as fast as your computer resources.

When you close your Front-end Practice Accounts Application, it will automatically compact and depending upon the amount and type of work undertaken, the process may take a short time to complete. - it is for this reason, that Practice Accounts may appear slow to close.

**DO NOT SHUTDOWN or POWER DOWN** your computer until the process is completed. If your Back-end database (PA\_BE.accde) is located on a **Stand-Alone** computer, then there will be a grey PA shortcut on your desktop labelled 'Compact PA Database'.

If your Back-end database is located on a **Server** computer, then there will also be a grey PA shortcut on the Server's desktop labelled 'Practice Accounts'.

With both Stand-Alone and Server installations, it is **EXTREMELY IMPORTANT** that, on a regular basis – at least monthly - you click the shortcut button to open the Back-end database, wait for 10 seconds or so for it to completely open and then simply Click the 'Exit Database' button

**Note: However, you will only be able to successfully compact the Back-end database if there are no users logged into Practice Accounts - ensure that no user has the Practice Accounts Front-end database open before attempting to compact the Back-end database.**

## **BACKUP**

Only the two back-end database files, PA\_BE.accde and PA\_BE2.accde, need to be included in your normal backup schedule. The files can be backed-up whilst in use.

A Restore only requires those two files to be copied back to their original location. It is also advisable to back-up one copy of the front-end database, PA.accde – as installation is normally via a disk and having a backup copy may simplify re-installations.

## **ADDITIONAL HELP**

You will find Overview information by clicking the "Help" button located at the top right-hand side of the main screen, on the "Screen Shots" page of our web site.

### *Contact Details:*

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