

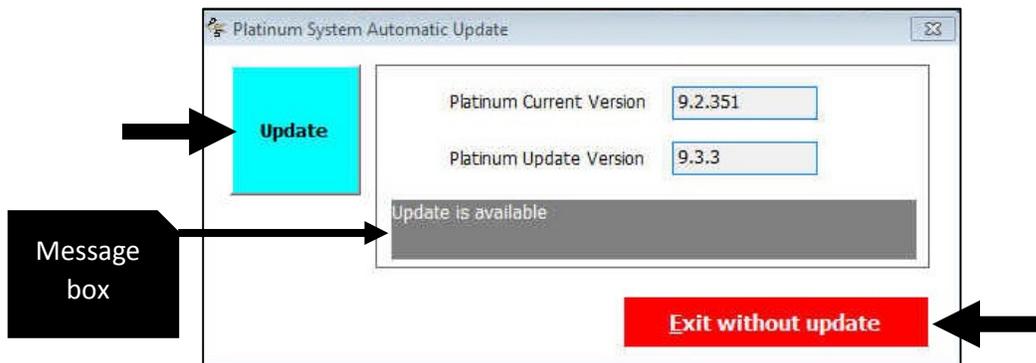


Do Platinum System Updates ICD-10 and all upcoming updates

This procedure is intended for clients who are not using the Platinum System Outsource Billing Service. Our dedicated insurance agents install updates for these clients.

Ready for an update? Let's go!

- 1) **We highly recommend to read the update documentation before and after the update.**
The documentation may contain very important information that you must be aware before installing an update. As examples for the ICD-10 update:
 - Once ICD-10 update is installed, you cannot roll back to previous versions;
 - Immediately after the ICD-10 update, the **OLD CLAIM FORMAT** and **MANUAL PROCESS** options will no longer be available in the **PROCESS** tab which mean:
 - ANSI 4010 for the electronic claim **NO MORE AVAILABLE**
 - Print to file **NO MORE AVAILABLE**
 - Paper billing on the old HCFA form **NO MORE AVAILABLE**
 - **Superbill** tab added under the **PROCESS** tab to print and reprint batch Superbills.
- 2) Make sure all your **Platinum** and related modules - Arrivals, Calling, Auto Posting and Report Center - are closed on all workstations;
- 3) **On the server**, double click the icon **PsAutoUpdate.exe - Shortcut**. The **Platinum System Auto Update** screen will open;



- If you do not find the icon on the server desktop, the update program may not have been installed or the shortcut accidentally removed, see document "**2015-07-14 Install the new Platinum System Auto Update Program**";
- The whole process (backup of the data, download of the update files, installation of the update and index) should take between 5 to 20 minutes in average depending of the size of your data. We suggest you to book a 60-minute time slot so as not to be caught short of time;
- If someone is still in Platinum, the message box "**Unable to open Platinum System exclusively so the update cannot be installed. Please close all your Platinum System including the Calling and Arrivals modules and try again**" will show when you start the **Platinum System Auto Update** program. Click on **OK** to close the message box and start over from step 1;

- When the **Platinum System Auto Update** program is running, the access to Platinum is blocked. The message box **“Some maintenance operations are currently running. No module of Platinum System can be used at this time”** will show if you try to start Platinum on a workstation. Click on **OK** to close the message box if it shows;
 - If the message **“The Platinum System C.R. update site is not available at the moment. We are currently performing a scheduled maintenance. Thank you for your patience. Please try again later. If the situation persists over 48 hours, e-mail us at solution@platinumsystem.com or contact our Solution Center”** shows, you must reschedule the update at another time. We may be in the process of adding new material or a more recent update;
 - If the message **“We will now update the Platinum Automatic Update program. Please wait while this operation is in progress. The program will automatically restart when the update is done”** may show if your **PSAutoUpdate** program must be updated. Pay attention that once updated it may re-open in the Windows Task bar and not in full screen;
 - If you are not eligible for Platinum System updates, the message **“After verification, you are not eligible for updates. For any information about the status of your contract, please e-mail us at solution@platinumsystem.com or contact our Solution Center”** will show. Contact us;
 - If no update available, the message **“You already have the latest version of Platinum. Click on “Exit without update” to close the Platinum System Automatic Update program”** will show. Click on **Exit without update** if it shows.
- 4) If you do not want to install the update immediately, click on **Exit without update**;
 - 5) Click on **Update** to install the update;

FIRST TIME ONLY – Windows 8

The **Windows SmartScreen** will block the program the first time it runs. If the **Windows protected your PC** message box shows up, click on **More Info** then on **Run anyway**.

- 6) The INDEX runs automatically after the update is installed. But if the message box **“You have 7 days left to use Platinum System”** shows, click **OK** to start the **INDEX**;
- 7) Once completed, the message box **“UPDATE RESULT. The update was installed successfully”** will show. Click on **OK** and the **Platinum System Auto Update** program will close;
 - If the updates fails, the message box **ERROR** or **update failed** will show. The update may fail if you have low disk space or low memory, an external program is accessing Platinum System database, etc. If it happens, the current version will then be reinstalled to not prevent you from working. Close then the **Platinum System Auto Update** program. Make sure that Platinum is closed on all computers and try back to install the update. If it fails again, contact us.
- 8) You can now open your Platinum on the server first then on the workstations... and enjoy it!
- 9) Don't forget to read the update documentation.