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## Computerized Business Systems

Medisoft Charter Platinum Dealer

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Phone: 888-691-8058 or 941-743-6666

Fax: 503-907-7680

## MEDISOFT TRAINING AND TECHNICAL SUPPORT OPTIONS

Provided via phone and high-speed internet connection

- 1. Hourly Training** – Training support at \$125 per hour, to be used in 15 minute increments. See bundled hours below for greater savings.
- 2. Hourly Technical, and/or EDI Support** – Technical Support and/or Electronic Claims Support at \$125 per hour, to be used in 15 minute increments. See bundled hours below for greater savings.
- 3. Bundled Hours** - For greater savings pre-purchase bundled hours of phone training or support, to be used in 15 minute increments, during one year: 3 hours/\$300 (20% Savings) 6 hrs/\$525 (30% Savings).
- 4. Yearly Technical Support** – Unlimited technical support starts at \$1450 per year for 1 practice, for 1 contact in your office. Database corruption repair and training are not included and are listed separately.
- 5. Yearly Technical & Training Support** – Unlimited technical support and up to 12 hours of training is \$2450 per year for 1 practice. Support is for 1 contact in your office. Additional training hours will be billed at the hourly rate. Database corruption repair is not included and is listed separately.
- 6. After Hours/Sunday Technical or Training Support** – By appt only at \$175 per hour, 2 hour minimum.
- 7. Training Videos** - Training Overview DVD with 23 specific Medisoft training videos \$199
- 8. Data Corruption/File Repair** – Repair of corrupted database: \$399 minimum.
- 9. Electronic Claims Setup** – Claims setup is \$399 or \$599. Contact us for all options & details.
- 10. Annual Platinum EDI Support Available** - Setup & Support is \$900/1<sup>st</sup> year. Contact us for full details.  
- Support Renewal is \$750/year. Contact us for full details.

## FREE SUPPORT OPTIONS

**With Your Order** - Included with your purchase of a new Medisoft program is one hour of free phone support, to be used within the first 30 days of purchase. Also included is the Training Overview DVD.

**Help Button** – Support may be obtained by using the ‘Help’ button on any page of the Medisoft program.

**Manual** – A Medisoft program manual is on your installation CD ROM.

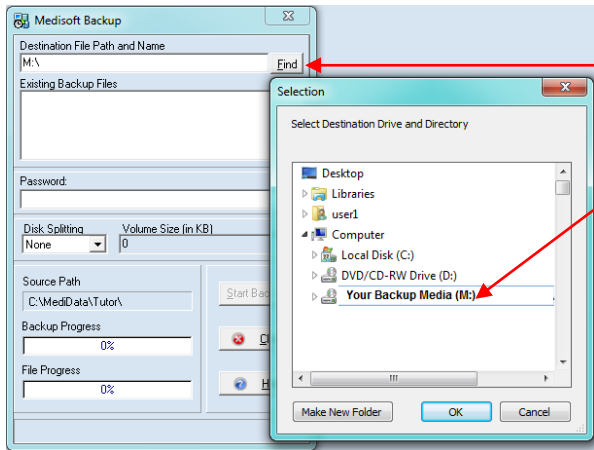
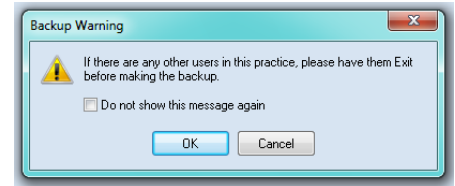
Support prices quoted are for Medisoft only  
ALL PRICES QUOTED ARE SUBJECT TO CHANGE WITHOUT NOTICE.

# MEDISOFT BACKUP OVERVIEW

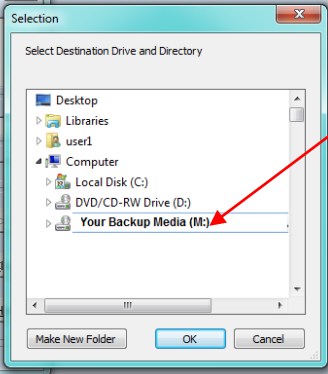
**It is imperative that you do regular backups, as data can be permanently lost without one**

Click on 'File' 'Backup Data'

You will see a pop-up warning. All other computers need to close Medisoft, Office Hours and Revenue Management before you can back up the data. (Also close any connected EHR/EMR program) Click 'OK'

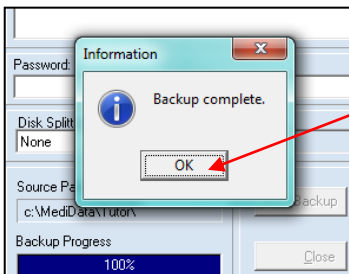
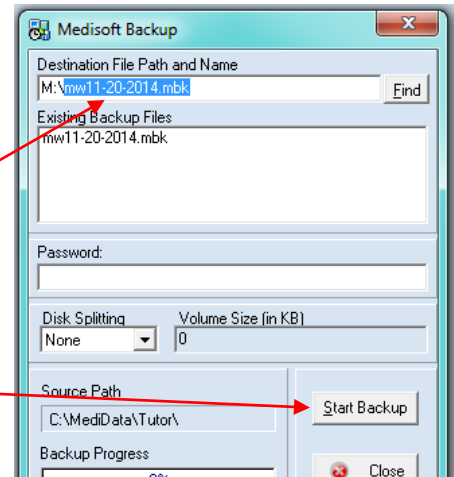


Click on 'Find'



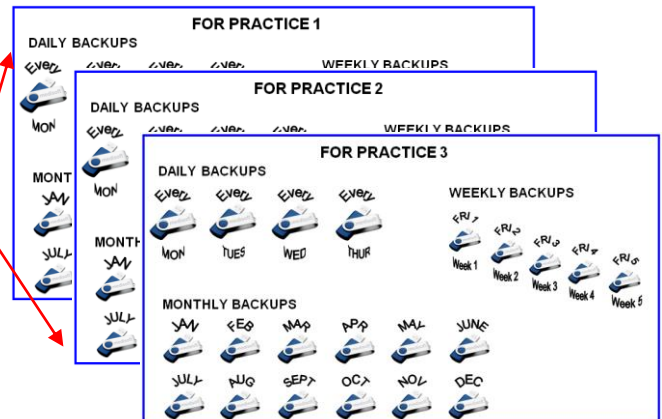
Browse to your backup USB, Hard Drive, etc. Click 'OK'

**IMPORTANT: Medisoft remembers your previous settings, because of this it is easy to accidentally overwrite your last backup. Make sure you take out the file name every time you back up. To do so, backspace back to the first slash. For example remove 'mw11-20-2014.mbk'. Then click 'Start Backup'**



Wait until the backup is completed. Click 'OK'

Your philosophy is to spread the risk across multiple media, this way your eggs are not all in one basket.



- ✓ REMEMBER TO BACKUP YOUR DATABASE DAILY
- ✓ ONCE A WEEK TAKE THE BACKUP OFF-SITE
- ✓ A GOOD PLACE TO STORE A MONTHLY BACKUP IS IN A SAFETY DEPOSIT BOX AT YOUR BANK

**DETAILED INSTRUCTIONS AVAILABLE ON REQUEST**