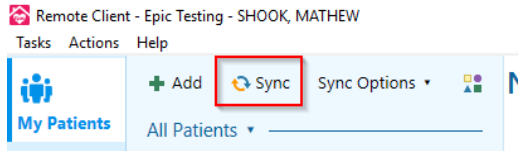


October 2022 Epic Upgrade

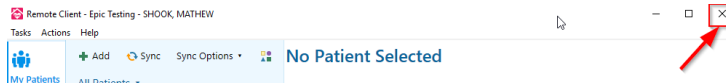
On Tuesday, October 11th (before 11PM)

1. Connect your laptop to your power cord
2. Perform a Big button sync



If you do not perform a big button sync before the system goes down, your documentation maybe be lost and it will not start Wednesday morning.

3. After Sync is complete, close out of your Remote Client Program



4. Disconnect and Reconnect into the VPN program. This will keep your laptop connected to the agencies network another 12 hours without interruption.
5. Leave your laptop screen open and laptop turned on overnight make sure to **keep your laptop plugged power.**

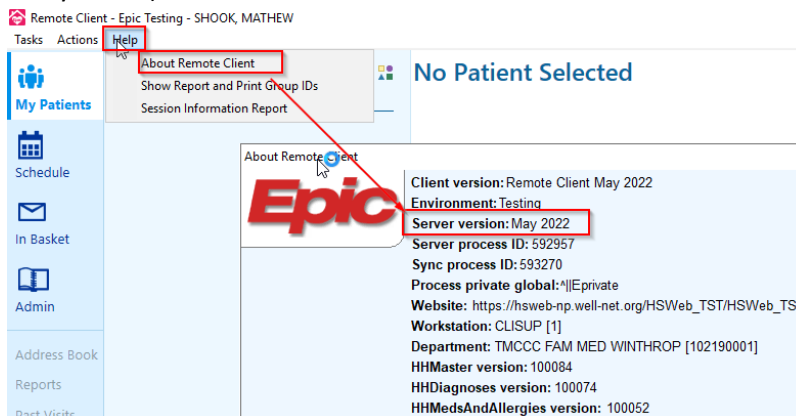
On Wednesday, October 12th

1. Wait for the All-Clear notification to be sent out before trying to sign into Rover or Remote Client



Opening the Remote Client before the All-Clear could cause database corruptions.

2. Launch your Remote Client application (this might take a few minutes to launch while it pulls the new databases)
3. Check your server version (Help -> About Remote Client, then confirm the Server Version is "May 2022")



4. Perform a Big Button Sync to pull in your patient data

Troubleshooting tips:

1. If your laptop was off during the upgrade, reconnect into VPN and give the system at least 30 minutes to attempt to install the upgrade Remote Client Application
2. If you are unable to log into the remote client and receive a database version error, this means your laptop did not update overnight. You may have to wait the 30 minutes for the new Remote Client Version to install. Make sure to close out of the error message and close the remote client.