

Practice Director Updater (PDU)

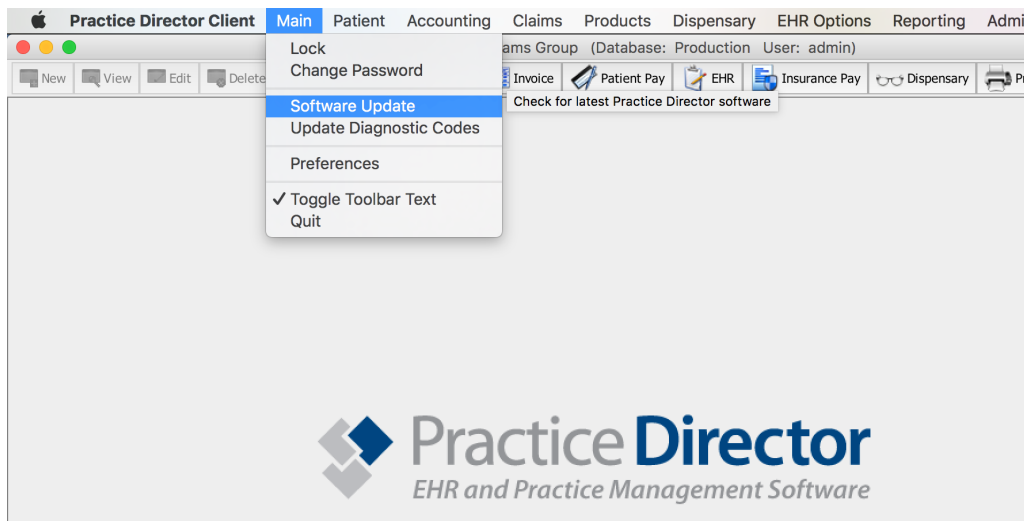
Versions 5.1.66 and greater have the capability to update via PDU. The PDU allows Practice Director to be updated from any workstation in the office and does not require server access.

Advantages

- More reliable
- Update messages are sent to all workstations, there is not a need for users to check email
- No passwords
- Cloud servers can be updated locally from the office
- The update can be initiated and completed from any workstation, staff does not need server access

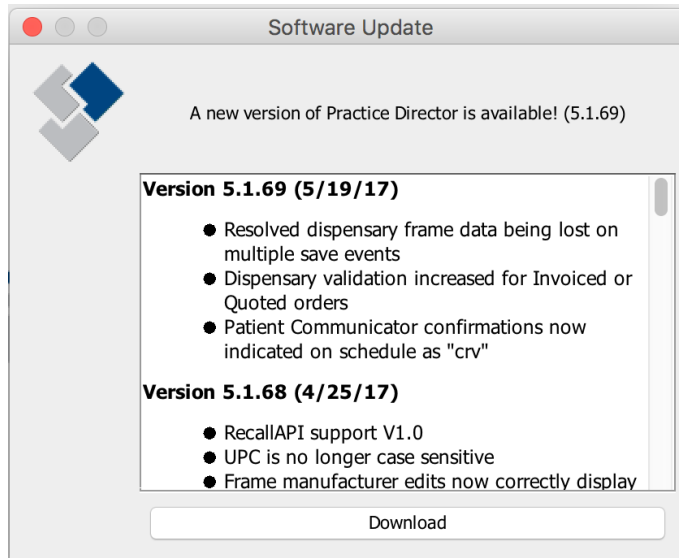
There is a notification system that will send a notification out to all workstations. This notification currently goes out Mon, Tues, and Wed at 9:00am. In the lower right corner of Practice Director, you will receive the following message “Practice Director Version “Version x.x.x” available! Get the most out of Practice Director with new features, bug fixes, and code updates”.

Users may also check for updates in the Main Menu you can go to Main>Software Update, you will see one of several messages.

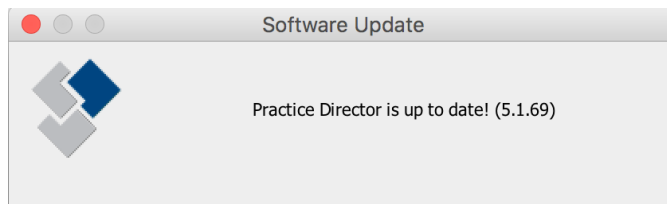


If the PDU has been enabled you will see the following messages

- “A new version of Practice Director is available!” You will see release notes and the option to download and install the update. Click download to begin the process. You must ensure that everyone is logs out of PD when you start this process.



- “Practice Director is up to date!” this indicates you are on the current version



If you are not eligible for the update you will see the message below

- “Our records indicate you are ineligible for the latest version of Practice Director (Version x.x.x)” in place of release notes you will see “To Keep Practice Director up to date, fix errors, improve performance and resolve other issues please contact customer support to resolve this issue” If you are seeing this message call support and they can explain why you are not eligible.