

Frequently Asked Questions

Medtech Evolution

Version 1.9 - Build 270

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FAQs for the release

- Q: What version do I need to be on to upgrade to the Version 1.9 Build XXXX release?**
A: You need to be on **Medtech Evolution Version 1.5.7.86** (minimum). Also, your **Medtech Services Version 1.5.6.70** (minimum).
- Q: Do I need to complete a backup before running this upgrade?**
A: Yes, a complete backup of the SQL server database is required before performing the upgrade.

FAQs for the New Service - Insight Customer Portal

- Q: What's Insight Customer Portal?**
A: This is a new, free service for **all** Medtech users. In the first instance, it will allow you to: Search through our knowledge library; Log and track the progress of cases with the support desk. In the near future we will be adding more features, such as: Upcoming events; forums for open discussion, e.g. between Practice Managers.
- Q: I hit the 'Register' button, but nobody from Support has contacted me. What happened?**
A: A case will be logged by our Support team, and someone will follow up with you within 2 business days. We do recommend that the Practice Manager register for a practice, in the first instance, so that they can become familiar with Insight and its capabilities, prior to other users accessing it.
- Q: I've been fully set up with an Insight account, but when I try to bring it up from within MT32, I get an error message saying that the 'Insight username and/or password is incorrect...'**
A: - **1stly**, did you change your **Insight** password recently? Check that you have entered your *Insight login* details correctly on 'Insight Setup' page: File ► Options ► User Preferences ► Insight Setup ► Setup Single-Sign-On section

- **2ndly**, If this doesn't work, go to <https://insight.medtechglobal.com/SignIn>, and try signing in directly OR select 'Forgot Password' link and reset your password.