

## 11. BACKING UP & RESTORING DATA FILES

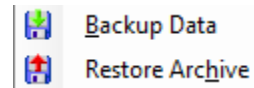
As mentioned previously, you want to make sure that you do not lose any of the information entered into the MPM Office program neither due to a fault of the computer (i.e.: computer crash, system failure, electrical surge, etc.), or due to human intervention (i.e.: data entry error, viruses, man-made disasters, etc.)

Additionally, you want to remain compliant with HIPPA's Privacy and Security guidelines mandate on how Patient Health Information is handled by your office.

For these reasons, and the fact that data entry is a time-consuming effort, it may be to your benefit to create a backup of the data twice a day – once around mid-day, and once at the end of the day – so that the most information you may end up losing is no more than 4 hours.

The information presented in this section will teach you how to make a backup of your data onto any form of media/device you choose (either on the hard drive, on a CD, on an external drive on another computer, or on a portable external drive). It is highly recommended that you back up to more than one form of media/device using the MPM Office program to make your first back up to your computer's hard drive, then copying the created file to another location/media/device.

From the Top Navigational Menu, left click on “**System**” and left click on the appropriate action you want to take:



### I. Creating a Back Up of the Data Folder

You must create the backup file from the computer hosting the shared data folder (if the computers are networked). If they are not networked, the backup file will be created from the main computer (the one at the office).

For more information on Networking computers, please refer to the section “**XII. NETWORKING MPM OFFICE**” in this manual.

#### 1. Creating the Backup Folder

- A) Minimize the MPM Office Program using the third button to the left ( \_ ) on the top far right of the screen.
- B) From the “**Start**” button of your computer located on the bottom left hand side of your computer monitor screen, double-click on the icon labeled “**Computer**” or “**My Computer**”.
- C) Find and double-click on your “**C**” Drive icon labeled with either “**OS (C:)**” or “**Hard Disk (C:)**”.
- D) Locate and double-click on the folder labeled “**MPM Office**”.
- E) From the Top Navigational Menu, left click on the word “**File**” and move the

mouse down to the word “**New**” and double-click on the word “**Folder**” to create a new folder (labeled “**New Folder**”) in the MPM Office folder.

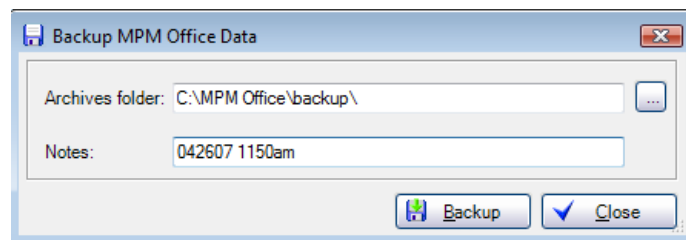
- F) Right click on the new folder and from the menu that appears select the word “**Rename**”.
- G) With the words “**New Folder**” highlighted, type the word “**backup**” and click the “**Enter**” button on your keyboard when done.
- H) Close this window by using the third button to the right ( X ) on the top far right of this screen.

## 2. Creating the Backup Data File

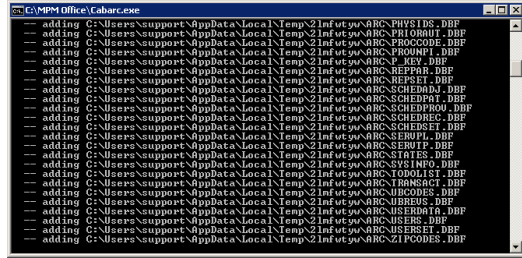
**NOTE: Prior to beginning the backup, make sure that the MPM Office program is completely closed on all other computers except the one that you are creating the backup on. The Backup process takes less than 5 minutes and so, if need be, ask your fellow MPM Office users to close MPM Office completely until the task is completed.**

In the opened “**Backup MPM Office Data**” screen, do the following for each field:

- 1) The **Archives Folder** field shows the path to the file that will contain the backup folder. If set up properly, the Archives Folder field will contain the following; “C:\MPM Office\backup”. Left click on the browser button (⋮) to find the “**backup**” folder within the “**MPM Office**” folder on your computer. (Refer to section “**1. Creating the Backup Folder**” if one does not already exist).
- 2) The **Notes** field is a “**Free Text**” field which allows you to enter something that will help you remember what is contained in the backup. It is recommended that you keep this as simple as possible; using just the date and time the backup was done as a way to help you remember (see the example box below).



- 3) Click the “**Backup**” button located on the bottom right side of this screen. The following screen will be displayed:



- 4) Click the “**Backup**” button located on the bottom right side of this screen. The following screen will be displayed:
- 5) Finally, a confirmation message will appear stating that the backup was successfully saved in the chosen folder.

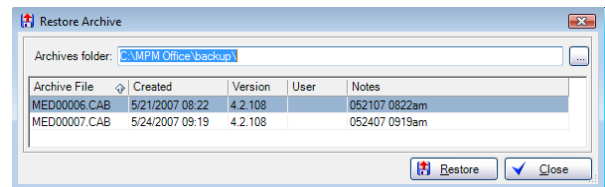
**NOTE: When attempting to create a Backup, you may encounter an error with the following – or similar - message: “Database locked by another user”. If so, close the MPM Office program completely, then double-click on the MPM Office icon on your computer’s Desktop, log in with your User Name and Password, and attempt to do the backup all over again. You should not receive this error a second time.**

## II. Restoring Previously Saved Data (“Restore Archive”)

**NOTE: Prior to beginning the restoration of a previously created backup file, make sure that the MPM Office program is completely closed on all other computers except the one that you are creating the backup on. The Restoration process takes less than 5 minutes and so, if need be, ask your fellow MPM Office users to close MPM Office completely until the task is completed.**

In the opened “**Restore Archive**” screen, do the following:

- 1) The “**Archives Folder**” field is automatically populated with the last place/folder you chose to backed up your data (if not, left click on the browser button (⋮)) to find that folder).
- 2) From the list that appears, select the **Archive File** which contains the **Notes** that match the date and time you want the program to revert to. Left-click on the **Archive File** name and then click on the “**Restore**” button at the bottom right hand side of the screen (see example right):



- 3) If you are certain that this is the restoration point you want the program to revert to, click “**Yes**” in the “**Restore MPM Office**” box that has just opened. You will be given another chance to make sure this is the correct file before the program is actually restored.
- 4) Finally, if you are completely certain that this is the file you want to restore, click “**Yes**” again. At this time, all previous data entered in MPM Office **will be destroyed** and in its place will be the data from the file selected. The program will then reindex the data, and will shut down completely and then reopen.
- 5) When prompted, log-in to the program using your **User Name** and **Password**.

### **III. Sharing the Data between a Networked and a Non-Networked Computer**

#### **A. Important Background Information**

Some times the work may need to be done on a computer that is not a part of the office network. One thing to keep in mind is that when you use a computer which is not part of the office network, you will not be **sharing** the data – you will be **overwriting** the data.

The difference is the fact that any work done and saved from the non-networked computer will rewrite whatever was previously done on the other computers when the data is brought back.

#### **1. The Cons of Sharing Data**

MPMSOft does not recommend this method of sharing for 2 reasons:

1. Chances are that the instructions provided may not be followed correctly (although the person may think they are following them correctly) because they are being done in a rush, causing the data to be copied and reinserted incorrectly, on which additional data will be added and causing more problems later.
2. You leave the possibility of the data being mishandled, or stolen, by leaving it accessible to others. The external drive or the computer used outside of the office has a higher possibility of either being stolen, lost, or having non-authorized users access or copy the sensitive personal data, than the computers located in the office. This would violate HIPPA’s Privacy and Security guidelines mandate on how Patient Health Information is handled by your office.

An additional reason, one not too commonly thought of, is the fact that if the computer you are copying from is infected with a virus unknown to you or not caught by your anti-virus software, it will infect the other computer you will be putting those files into.

## **2. Remote Control – A Better Option**

The use of a Remote Access Software such as Remote Desktop (if using the Windows XP Professional operating system), PC Anywhere, Go-To-My-PC, or Log-Me-In ([www.logmein.com](http://www.logmein.com)), allows the Host computer (the one holding the data file) to be accessed and controlled by the external/remote computer through the internet.

The remote computer is merely using its keyboard, mouse and monitor to get on and into the programs and files of the Host computer, without actually having to have neither the software nor the data installed on the remote computer itself. Everything is kept confidential on the Host computer and therefore the risk of theft or misuse is greatly minimized.

When you received training from MPMSoft, you experienced the ease of use of the Log-Me-In program. We use it for all of our trainings and support and highly recommend it.

## **B. Steps to Getting the Backup onto the Non-Networked Computer**

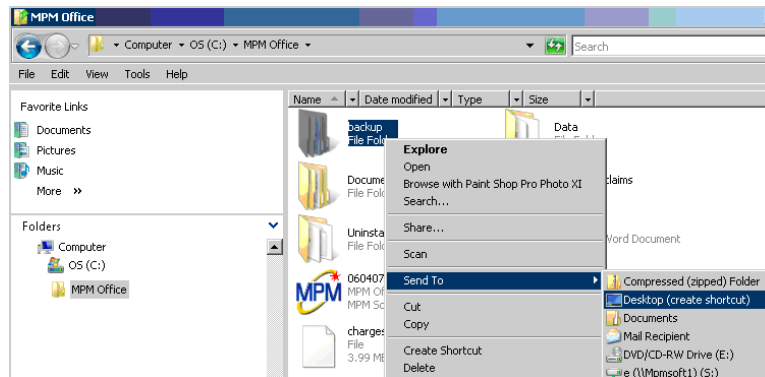
### **1. Decide Which External Device to Use**

There are various external devices you can use aside from burning (saving) the file to a CD: USB Flash Drives, External Hard Drives, etc. Using a CD is not cost effective, even if the CD is a CD-RW (a re-writable), as the backup file created is very small and the amount of space available on a CD is considerably large. A one-time use CD (a non-rewritable CD) would be wasted with copying on to it the small backup file.

### **2. Preparing the Backup Folder Shortcut**

Although the instructions for creating a backup folder within the MPM Office folder have already been explained in this section of the manual, we want to take this step one step further and create a short-cut to that file onto your computer desktop.

- a) Find the “**backup**” folder located within the **MPM Office** folder in the “**C-drive**” of your computer. The location of that file should look something like this: “**C:\MPM Office\backup**”.
- b) Right click on the “**backup**” folder and select the “**Send to: Desktop (create shortcut)**” option from the menu that appears (see example below):



- c) Right click on the “**backup - shortcut**” folder created on your computer desktop and select the “**Rename**” option from the menu that appears. Type the new name “**Shortcut to MPM Backup**” and click the **Enter** key on your keyboard to finish changing the name of this folder.

### 3. Transferring the Backup File onto another Device

Follow the instructions previously explained in section “**I. Backing Up the Data**” to create a backup file on your computer’s hard drive through the MPM Office program.

Next, it is important that you follow the sets of steps expressed below slowly and correctly in order to copy the backup file created using the MPM Office program onto another device:

- a) Attach the external device to the computer you will be copying the backup from. Keep a close eye out for the name the computer will give this device when you attach it.
- b) Double click on the “**Shortcut to MPM Backup**” on your computer’s desktop to open the file.
- c) Find and right click on the backup file you just created, and then select the “**Send to: external\_device**” option (*external\_device* is the name given by the computer to the external device you attached).
- d) Without any indication that your computer has done anything, your backup file will copy itself onto the selected drive.

- e) Close or minimize all of the open windows on your computer until you have only your desktop showing.
- f) From the Windows “**Start**” button (usually located on the bottom left hand side of your screen), find the words “**My Computer**” (or “**Computer**”), or find the words “**Windows Explorer**” and left click on it to view the contents of your computer.
- g) Find your external drive and double click on it to open and view the contents of the drive. You should be able to see the copied file.
- h) Close the opened windows and safely remove the external drive when finished.

#### 4. Restoring from the External Device

It is important that you follow the sets of steps expressed below slowly and correctly in order to restore the backup saved from the external device into another computer:

- a) Attach the external drive to the computer you will be restoring the backup onto.
- b) From the Windows “**Start**” button (usually located on the bottom left hand side of your screen), find the words “**My Computer**” (or “**Computer**”), or find the words “**Windows Explorer**” and left click on it to view the contents of your computer.
- c) Find your external drive and double click on it to open and view the contents of the drive. You should be able to see the copied file.
- d) Right click on the backup file, and from the menu that just opened, select the “**Copy**” option.
- e) Minimize the window you were just on, and double click on the “**Shortcut to MPM Backup**” on your computer’s desktop to open the file.
- f) Right click on any blank area within the newly opened window, and from the menu that just opened select the “**Paste**” option. The backup file created from the other computer should now appear in this area.
- g) Once done, minimize this window, and from your computer’s desktop, double click on the MPM Office program icon and proceed to log in using your User Name and Password.
- h) Follow the instructions previously explained program in section “**II. Restoring Previously Saved Data (“Restore Archive”)**” on how to restore a backup file using the MPM Office.
- i) If done correctly you should now be seeing the same data on this computer’s MPM Office program as you had on the computer you initially created the backup on.

#### C. Steps to Getting the Data from the Non-Networked Computer onto the Networked one.

Follow the instructions previously explained in section “**I. Backing Up the Data**” to create a backup file on this non-networked computer’s hard drive through the MPM Office program.

Once you have completed creating a backup file, follow the sets of steps expressed below slowly and correctly in order to copy the backup file created using the MPM Office program onto the external device:

- a) Attach the external device to the computer you will be copying the backup from. Keep a close eye out for the name the computer will give this device when you attach it.
- b) Double click on the “**Shortcut to MPM Backup**” on your computer’s desktop to open the file.
- c) Find and right click on the backup file you just created, and then select the “**Send to: external\_device**” option (*external\_device* is the name given by the computer to the external device you attached).
- d) Without any indication that your computer has done anything, your backup file will copy itself onto the selected drive.
- e) Close or minimize all of the open windows on your computer until you have only your desktop showing.
- f) From the Windows “**Start**” button (usually located on the bottom left hand side of your screen), find the words “**My Computer**” (or “**Computer**”), or find the words “**Windows Explorer**” and left click on it to view the contents of your computer.
- g) Find your external drive and double click on it to open and view the contents of the drive. You should be able to see the copied file.
- h) Close the opened windows and safely remove the external drive when finished.

When you return to the Networked computers, follow the sets of steps expressed below slowly and correctly in order to copy the backup file from the external device onto the computer Hosting and sharing the MPM Office data file:

- a) Attach the external drive to the computer you will be restoring the backup onto.
- b) From the Windows “**Start**” button (usually located on the bottom left hand side of your screen), find the words “**My Computer**” (or “**Computer**”), or find the words “**Windows Explorer**” and left click on it to view the contents of your computer.
- c) Find your external drive and double click on it to open and view the contents of the drive. You should be able to see the copied file.
- d) Right click on the backup file, and from the menu that just opened, select the “**Copy**” option.
- e) Minimize the window you were just on, and double click on the “**Shortcut to MPM Backup**” on your computer’s desktop to open the file.

- f) Right click on any blank area within the newly opened window, and from the menu that just opened select the “**Paste**” option. The backup file created from the other computer should now appear in this area.
- g) Once done, minimize this window, and from your computer’s desktop, double click on the MPM Office program icon and proceed to log in using your User Name and Password.
- h) Follow the instructions previously explained program in section “**II. Restoring Previously Saved Data (“Restore Archive”)**” on how to restore a backup file using the MPM Office.
- i) If done correctly you should now be seeing the same data on this computer’s MPM Office program as you had on the computer you initially created the backup on.