

Instructions



Remember: We are always here when you need us!

Just because we are teaching you how to do this, does not mean that we expect you to do it alone. You can always count on our friendly and courteous staff to assist you with any questions or concerns you may have. Sometimes it is best to have our staff network the MPM Office program to insure that it functions correctly.

Please do not hesitate to call us!

The computer which currently has the MPM Office program installed will become the **Host/Main** computer. This is the one that will always be on so long as the other computers need to access the MPM Office data files.

1. On the worksheet, fill in the “**Computer Name**” field for each computer. To find the Computer Name, find the computer’s **Control Panel** and then click on the **System** icon. Find and click on the tab that states **Computer Name**, and look for the word “**Full Computer Name**”. ***Do this for each computer you will be installing the MPM Office program on, and proceed to the next step when done.***
2. On the worksheet, fill in the “**Workgroup Name**” field with name of the workgroup found on the Host/Main computer. All of the other computers must be on this same workgroup in order to interact and see each other. To find the Workgroup Name that the computer belongs to, find the computer’s **Control Panel** and then click on the **System** icon. Find and click on the tab that states **Computer Name**, and look for the word “**Workgroup**”.
3. Verify that each computer is in the same **Workgroup** as the Host/Main computer, or change it so that they are. To verify and/or change a computer’s Workgroup, find the computer’s **Control Panel** and then click on the **System** icon, and follow the instructions given within. ***Do this for each computer you will be installing the MPM Office program on, and proceed to the next step when done.***
4. Verify that the **Windows Firewall** is off completely on each computer (as well as any Norton, McAfee, or other protection software being used). This needs to be done to allow for each computer to see each other and access each other’s data. The Windows Firewall settings can be found under computer’s **Control Panel**, clicking on the **Windows Firewall** or **Security** icon (all other security programs have their own settings and you should seek help from the program manufacturer to configure

their settings). In order to remain **HIPAA Compliant**, you should consider having a tech professional of your choosing assist you in making the MPM Office program work through the Firewall when the Firewall is on, once the MPM Office is installed, networked, and running fine on all computers. ***Do this for each computer you will be installing the MPM Office program on, and proceed to the next step when done.***


5. Verify that both the **date and time** are correct on each computer in order to avoid errors and other possible issues when trying to activate the MPM Office program or run reports within the program itself. To correct the date and/or time, find the computer's **Control Panel** and then click on the **Date/Time** icon and follow the instructions within. ***Do this for each computer you will be installing the MPM Office program on, and proceed to the next step when done.***
6. Starting from the Host/Main computer, test the **Network Interactivity** by finding the computer's **Control Panel** and then clicking in the Network (or Network Places) icon, and, if necessary, click on the link "**View Workgroup Computers**". You should be able to view all the computers within the network. Click on their respective icons and find and click on their **Shared Documents** (or **Public Documents**) folder to view, edit, change, and/or delete the contents of any given file within. Once you have verified that you can see each computer that you will be working with (as well as tested the interactivity within each one), move on to the next computer and do the same. ***Do this for each computer you will be installing the MPM Office program on, and proceed to the next step when done.***
7. On each of the remaining computers, other than the Host/Main computer, install both the MPM Office **Main Setup Executable** file and the MPM Office **Upgrade Executable** file that either came with your CD (or one that you may have obtained through an email link, or from one of our tech associates), installing the MPM Office **Main Setup Executable** file first. When prompted, confirm the location for installation of the program as "**C:\MPM Office**", and proceed with the installation following the instructions given in the different dialogue boxes within the Software Installation Utility Module. When the installation is done, the installed MPM Office program may open a window asking for **User Name** and **Password**. Click cancel to close, and in the same manner, install the MPM Office **Upgrade Executable** file. ***Do this for each computer you will be installing the MPM Office program on, and proceed to the next step when done.***
8. On the Host/Main computer, install the MPM Office **Upgrade Executable** file that either came with your CD (or one that you may have obtained through an email link, or from one of our tech associates) if there is one more current than the one previously installed. When prompted, confirm the location for installation of the program as "**C:\MPM Office**", and proceed with the installation following the instructions given in the different dialogue boxes within the Software Installation Utility Module. When the installation is done, the installed MPM Office program may open a window asking for **User Name** and **Password**. Click cancel to close. If more than one MPM Office icon appears on your desktop, delete all except the one


with the **higher value version** number (i.e.: if after the upgrade you see MPM Office 4.2 and MPM Office 4.3, delete MPM Office 4.2). *Proceed to the next step when done.*

9. On the Host/Main computer, create the necessary **Shared Folders** taking the following steps:
 - (a) Through the **Computer** icon (or **My Computer**, or **Windows Explorer**), find and double-click on the MPM Office folder under the “C:\” drive to open its contents.
 - (b) From the Top Navigational Menu of the window just opened, select **File** → **New** → **Folder** and create two folders: one labeled “**Backup**” and the other “**Electronic Claims**” (assuming that they have not already been created by the program on installation).
 - (c) Using your mouse with one hand, and using the other to hold down the **Control** (“**Ctrl**”) key on your keyboard, left-click on the following folders to select them: “**Backup**”, “**Electronic Claims**”, “**Data**”, and “**Documents**”. Let go of the Control key when done.
 - (d) From the Top Navigational Menu of this window, select **Edit** → **Copy**.
 - (e) Through the **Computer** icon (or **My Computer**, or **Windows Explorer**), find and double-click on the **Shared Documents** folder (or **Public Documents** folder) of this computer to open its contents.
 - (f) From the Top Navigational Menu of this window, select **Edit** → **Paste**.
 - (g) On each of the pasted folders, right click on the folder name and select “**Rename**” from the menu that appears. **Rename** each of the pasted folders as follows: “**Backup**” becomes “**MPM_Backup**”, “**Electronic Claims**” becomes “**MPM_Electronic_Claims**” and “**Documents**” becomes “**MPM_Documents**”.
 - (h) Close this window when done.
10. For each computer that MPM Office is installed on, except for the Host/Main computer, **activate** the MPM Office program by double-clicking on the MPM Office icon on your desktop and clicking on the “**Register**” button, or if no register button appears, sign in using the word “**demo**” for both the **User Name** and **Password**, and from the Top Navigational Menu within the MPM Office program, select **System** → **MPM Office Activation**. In the **Serial Number** field, enter the number emailed to you (or obtained from one of our tech associates), and then click the “**Activate**” button. The MPM Office program will completely close and reopen asking for a **User Name** and **Password**. Click cancel to close. *Do this on each computer you have installed the MPM Office program on, and proceed to the next step when done.*
11. Move back to the Host/Main computer and begin linking the program to the appropriate data folders. Find and double-click on the MPM Office icon, sign in using the word “**demo**” for both the **User Name** and **Password**. Once the MPM Office program has opened, link the following areas to their respective shared files following the instructions below:

- (a) Linking the **Data Folder**: From the Top Navigational Menu, within the MPM Office program, select **System** → **Network**. A window labeled “**Network**” will appear, and to the right of the field labeled “**Data Folder**”, left click on the browser button (⋮) to open the “**Browse for Folder**” window. Find this computer’s “**Shared Documents**” folder (or “**Public Documents**” folder) through **Network** (or **My Network Places**), and locate and left click on the **MPM_Data** folder. Click the “**OK**” button and then the “**Save**” button to complete this step. The MPM Office program will completely close and reopen asking you to sign in. Use the word “**demo**” for both the **User Name** and **Password**. Once the MPM Office program has opened, **proceed to link the next folder**.
 - (b) Linking the **Backup Folder**: From the Top Navigational Menu, within the MPM Office program, select **System** → **Backup Data**. A window labeled “**Backup MPM Office Data**” will appear, and to the right of the field labeled “**Archives Folder**”, left click on the browser button (⋮) to open the “**Browse for Folder**” window. Find this computer’s “**Shared Documents**” folder (or “**Public Documents**” folder) through **Network** (or **My Network Places**), and locate and left click on the **MPM_Backup** folder. Click the “**OK**” button and then to the right of the field labeled “**Notes**” enter today’s date and time (i.e.: 041508 244pm) and click on the “**Backup**” button to create your first backup. When the backup is complete, click the “**OK**” button in the dialogue box that opens to complete this step. **Proceed to link the next folder**.
 - (c) Linking the **Documents Folder**: From the Top Navigational Menu, within the MPM Office program, select **Reports** → **Document Creator**. A window labeled “**Document Creator**” will appear, and to the right of the field labeled “**Templates Folder**”, left click on the browser button (⋮) to open the “**Browse for Folder**” window. Find this computer’s “**Shared Documents**” folder (or “**Public Documents**” folder) through **Network** (or **My Network Places**), and locate and left click on the **MPM_Documents** folder to expose the “**Templates**” folder. Click the “**Next**” button at the bottom right of this window, and then the “**Close**” button immediately thereafter to complete this step.
12. Once all the folders are linked on the Host/Main computer, following the instructions in step 11, move on to the next computer. Follow the instructions below to link each folder (the steps are similar to the way it was done for the Host/Main computer, but with a few differences). Continue to do the same for all remaining computers, and return to the Host/Main computer when finished:
 - (a) Linking the **Data Folder**: From the Top Navigational Menu, within the MPM Office program, select **System** → **Network**. A window labeled “**Network**” will appear, and to the right of the field labeled “**Data Folder**”, left click on the browser button (⋮) to open the “**Browse for Folder**” window. Find the

Host/Main computer's "**Shared Documents**" folder (or "**Public Documents**" folder) through **Network** (or **My Network Places**), and locate and left click on the **MPM_Data** folder. Click the "**OK**" button and then the "**Save**" button to complete this step. The MPM Office program will completely close and reopen asking you to sign in. Use the word "**demo**" for both the **User Name** and **Password**. Once the MPM Office program has opened, **proceed to link the next folder**.

(b) Linking the **Backup Folder**: From the Top Navigational Menu, within the MPM Office program, select **System** → **Backup Data**. A window labeled "**Backup MPM Office Data**" will appear. Verify if the field to the right of the label "**Archives Folder**" displays the new path within it directing the computer to the Host/Main computer, or if the field is empty. If the new path is displayed, move to the step below labeled "**(c) Linking the Documents Folder**". If the field is blank, left click on the browser button () to the right of this field to open the "**Browse for Folder**" window. Find the Host/Main computer's "**Shared Documents**" folder (or "**Public Documents**" folder) through **Network** (or **My Network Places**), and locate and left click on the **MPM_Backup** folder. Click the "**OK**" button and then to the right of the field labeled "**Notes**" enter today's date and time (i.e.: 041508 244pm) and click on the "**Backup**" button to create your first backup. When the backup is complete, click the "**OK**" button in the dialogue box that opens to complete this step. **Proceed to link the next folder**.

(c) Linking the **Documents Folder**: From the Top Navigational Menu, within the MPM Office program, select **Reports** → **Document Creator**. A window labeled "**Document Creator**" will appear. Verify if the field to the right of the label "**Templates Folder**", displays the new path within it directing the computer to the Host/Main computer, or if the field is empty. If the new path is displayed, return to the Host/Main computer and proceed to step 13. If the field is blank, left click on the browser button () to the right of the field labeled "**Templates Folder**", open the "**Browse for Folder**" window. Find the Host/Main computer's "**Shared Documents**" folder (or "**Public Documents**" folder) through **Network** (or **My Network Places**), and locate and left click on the **MPM_Documents** folder to expose the "**Templates**" folder. Click the "**Next**" button and then the "**Close**" button immediately thereafter to complete this step.

13. **Test the Interactivity** of the MPM Office Program by performing the following steps on each computer starting with the Host/Main computer:

- (a) From the Top Navigational Menu select **To Do's** → **Add New Task**.
- (b) From the opened "**Add New Task**" box, left click in the box to the right of the word "**Priority**". Then, in the field to the right of the word "**Task**" enter "**Test from Computer Name**" (whereby *Computer Name* is the name of the computer you are currently on), and click "**Save**" to close this box.

- (c) From the Top Navigational Menu, select **File** → **Exit** to close completely out of the MPM Office program.
- (d) Move on to the next computer and do steps (a) – (c) again for each remaining one.

If the preceding 12 installation and configuration steps have worked well, when you open the MPM Office on each of the remaining computers, you will see the note entered from the previous computer. This action confirms the fact that the computers are correctly Networked and interacting with each other (being able to add and save information to the Host/Main computer).

- (e) Return to the Host/Main computer and upon opening the MPM Office program, left click on each of the entries that appear in the box labeled “**Important Task**” and proceed to delete them by clicking on the “**Delete**” button at the bottom of this box until they have all been deleted. When done, close this box by clicking on the “x” on the top far right of this box to complete this step.

Congratulations!

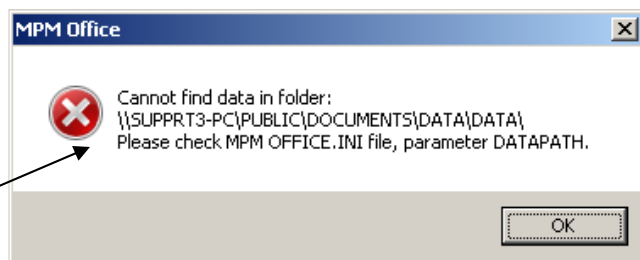
The MPM Office program is now successfully installed on each of your networked computers. You have one last step before beginning to use this program and that is to **Print the User Manual**.

With the MPM Office program opened, select **Help** → **Help** from the Top Navigational Menu. The User Manual is actually a step-by-step **Setup and User Guide** taking you from zero to hero in 26 easy to read and easy to follow instructional pages. It is a PDF file and you need to have the free Adobe Reader installed on your computer to read it. You can download the free Adobe Reader from www.adobe.com.

FYI

Sometimes, though, although you have done everything correctly, you may receive an error when trying to access the program. This is not due to the program itself, but rather due to **user error**, **operating system limitations** (based on the type of Windows operating system being used), or **connectivity issues** that arise within the established wired or wireless network.

When attempting to open MPM Office from a computer other than the Host/Main computer, you may receive the following error: (the computer address shown here is a sample only)



This error is due to the fact that the computer you are using is unable to connect to the Host/Main computer where the data file being shared is kept. Depending on how many users there are, solutions may vary. See below:

FOR WORK GROUPS WITH LESS THAN 9 USERS

There are four main possible reasons for this:

- (a) The Host/Main computer is **not turned on**.
- (b) The Host/Main computer is **restricting the sharing of the data folder** due the computer's firewall blocking the access into it, or due to the permissions not being set up correctly for the shared folder. (You may need to contact a local tech service company or your local computer store that offers on-site network set up for assistance).
- (c) The entire **network may be down**, or the network connection from the Host/Main computer to the router (or from the computer you are using to the router) may be down. (You may need to contact a local tech service company or your local computer store that offers on-site network set up for assistance).
- (d) The **wireless connection** from the computer you are using to the router to the Host/Main computer **may be taking a long time** and the system has timed out. (You may need to contact a local tech service company or your local computer store that offers on-site network set up for assistance).

Keeping each computer fitted with the highest amount of **RAM (Random Access Memory)** that it is made for, and making sure each computer also has a high speed processor, will help in getting the connections to happen quicker and allow for everyone to be able to access the data without interruption.

FOR WORK GROUPS WITH 10 OR MORE USERS

Aside from the 4 main reasons listed above, you may want to consider the following: the use of a dedicated server - a computer designated to handle more than enough users at one time. This, along with keeping each computer fitted with the highest amount of **RAM (Random Access Memory)** that it is made for, and making sure each computer also has a high speed processor, will help in getting the connections to happen quicker and allow for everyone to be able to access the data without interruption.

In situations where no server is available, the MPM Office program will be using the networking features of the Windows operating system to be able to find and share data located on another computer. Windows calls this **Peer to Peer File Sharing**, and Windows allows up to 10 different users to be able to access a shared folder simultaneously.

The Host/Main computer (holding the shared file) issues up to a maximum of 10 authentication tokens at one time. If for whatever reason all 10 tokens have been taken, the Host/Main computer kicks out the other computers that are trying to access the shared file.

This situation is similar to when you make reservations at a hotel - the room you reserved is yours until a certain time of day before it can be released to someone else. If you do not show up by that appointed time, your room is given to someone else, but not until that time comes and goes can your room be given away. So even if you don't show up, someone else can't get that room until the room is released.

If someone opens and then closes their MPM Office program on their individual computer, the Host/Main computer that issued their authentication token has reserved that token for that computer only and for a specific time period that it alone knows and designates (a technology expert versed in Windows Peer-to-Peer Networking would possibly be able to advise you as to what this time period is). So, even if that person no longer wants to use the MPM Office program anymore during that allotted time period, that computer's token will not be released for someone else to use, and it is not transferable (meaning I can't just give my token to someone else to use). In this case, the only resolution is to have another user access the program from one that was already previously accessing it.

Unfortunately, this is a **Windows limitation** and not an MPM Office program issue.

If your specific issue was not answered with the information provided above, please call our tech support department during normal business hours so that we can provide assistance. We may need to ask that you consult with a local tech service company or your local computer store that offers on-site network set up for further assistance if the problem is truly a non-MPM Office related issues.

FREQUENTLY ASKED QUESTIONS

Q1: Our networked computers randomly go down. Is there something that can be done about that? It gets caught in a "please wait" syndrome and won't do anything unless we shut down and restart.

A1: This is not an MPM Office issue; it is an issue of your computer(s). Have a computer tech person in your area check to see that (a) you have more than 1.5 MB of RAM on each computer, (b) that they have at least 1.5 GHZ processor speed, and (c) that they are networked correctly and nothing is blocking or interfering with the transmission between the computers and the host computer which holds the data.