

Procentive

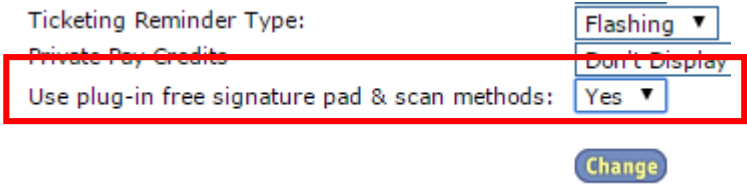
As many of you know, beginning on September 1st, Chrome will no longer support NPAPI plug-ins. This change will affect Chrome users who currently use the Topaz signature pad, and/or the direct-scanning feature in Procentive.

Back in April, when this change was first announced by Chrome, Procentive offered a workaround. But now, a permanent change is available in Procentive.

If you use Chrome, and you use the Topaz signature pad or direct-scanning in Procentive, please complete the following steps before September 1st. The following steps are user and computer specific so these steps will need to be taken by each user for each computer they use.

STEP ONE:

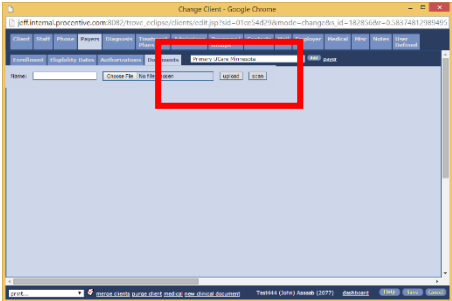
1. Go to the Settings Module, Preferences Tab
2. Set the following field to "yes" – "Use plug-in free signature pad and scan methods"



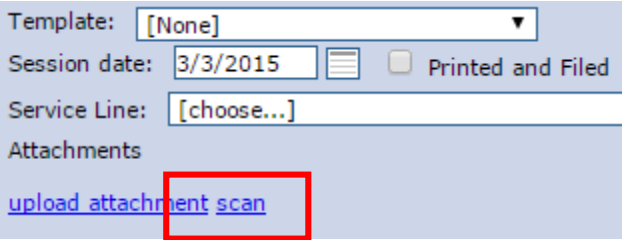
3. Click the Change button.
4. Log off and log back on again for the new setting to take affect.

STEP TWO (For Scanning):

1a. Go to the Client Module, Payer-Documents Tab. Click the "scan" button. OR

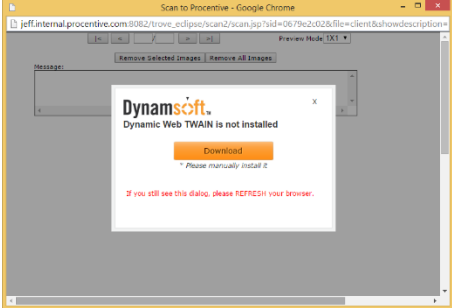


1b. Go to the Clinical/Charting Module. Open any document and click the "scan" button.



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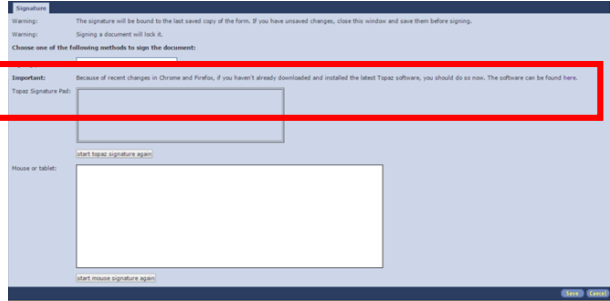
2. As soon as you click the scan button, a window should open (pictured right) that includes a link to download the new scanning software. Click the link to download the new scanning software. Once the download and installation is complete, you will be able to scan directly into Procentive, the same way you were able to do previously.



STEP THREE (For Topaz)

1. Go to the Clinical/Charting Module, and open any document that requires your signature.

2. When you click on the Topaz signature area, you will see a message above the Topaz signature box. The message will read as follows: "Because of recent changes in Chrome and Firefox, if you haven't already downloaded and installed the latest Topaz software, you should do so now. The software can be found here".



3. Click on "here" link, and you will be brought to the following website (pictured right):



NOTE: If for any reason you do NOT see the download link, you can click on the link below and it will bring you to the Topaz download page needed for the next step:

<http://www.topazsystems.com/sigweb.html>

4. Of the three download buttons available, find the one that matches the Topaz model that you are using. The model number should be on the back side of the Topaz pad. Look for the final digits of your model number, and match them to the download button on the screen.

5. Click download. Follow the download and installation instructions on your screen. Once the installation process is complete, you will be able to use the Topaz signature pad the same way you have previously used it.



And these are the steps needed for Chrome users to continue using Topaz in Procentive. If you have any questions about this process, or the process involved in direct-scanning, please send a ticket to the Procentive Help Desk.