BackTrack User Responsibility Guide

Introduction

The purpose of this guide is to define and explain the responsibilities required of the BackTrack user. While the system is designed to be low maintenance, it is still wise to perform periodic checks to ensure that everything is working properly and up to date. We believe if we educate our clients to have a better grasp of this service, it will lead to a confident, if not comfortable, understanding of what Backtrack can provide to a practice. Of course any questions you may have can be directed to our support group who will be happy to assist you.

What are the requirements to acquire Backtrack?

In order to utilize what BackTrack offers, your practice **must** have both a high- speed Internet connection and an active email address at the office that is regularly used for correspondence. From an administrative standpoint, we recommend the owning practice doctor be responsible for providing these email address. If the doctor does not have one, any other senior staff member whom does, such as the Office Manager, is a good alternative. It is not recommended an email address provided by a hardware technician, or any other professional outside of the practice, be used as this has been known to complicate the BackTrack account in the long-term. Since the first step in setting up a user BackTrack account requires us to know this information, please provide us with these details as soon as possible!

Why is setting up Backtrack with an email address so important?

Without a valid email address, a BackTrack user-account cannot be created. Once a BackTrack account has successfully been created, a “Welcome” email is sent to the email address provided.

A staff member at your practice will need to receive the email and follow the instructions within the contents included that will **activate** the BackTrack account. The user will then be directed to an external secured site where the BackTrack application software can be downloaded. **It is the user’s responsibility to keep the BackTrack account email address up to date.** If your email address changes and you fail to update it, you will not receive critical backup status updates.

Who is primarily responsible for setting up BackTrack at the office location?

Never should the installation of BackTrack be done by a hardware technician. Mainly because of the lack of experience with our software, hardware technicians have often called us to not only ask for assistance in explaining how BackTrack operates, but to confirm what files they need to make sure are backed up. Our Tech Support staff is vastly knowledgeable with the server installation of Tracker; therefore we encourage office staff to ask us what we would recommend be backed up. By doing this for you, it eliminates an unnecessary step. It is recommended that BackTrack be installed and configured at the server computer **ONLY.** There is usually no reason as to why it should be installed on more than one computer. It is best, and if possible, to receive the “Welcome” email from the server location so that the BackTrack software can be downloaded directly to the desktop of the server computer.

Once we've established contact and you've made an effort for us to connect to your office, any one of our support staff will show you how BackTrack should be configured to run on your server.

What should BackTrack back up?

When you first implement BackTrack, simply tell us in writing (via email) what data you need backed up. For example, you can specify to us "I would like my Tracker, Charting, and imaging data to be backed up, as well as my quickbooks data which is located at ...". As part of the service, our support will act on this and configure the system accordingly.

Periodic Checkups

In order to perform periodic checkups, you will need to know how. The 'Maintaining Your BackTrack Account ' document answers questions such as "How do I know BackTrack is Running", "How do I check it is up to Date?", "How do I check today's backed up files?" and more. This document can be found on our website at http://www.bridge-network.com/support/install.asp . You should save a copy of this document and read it. On a weekly basis you should log into the portal to ensure your files are up to date. This process takes only 2-3 minutes and provides you peace of mind.

Conclusion

We hope this guide has been helpful for you and your staff. Should you have questions, concerns or would like to contribute some feedback in regards to this document, please feel free to contact us.

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