

## Provider Electronics Solutions (PES) Upgrade Instructions

### UPGRADES MUST BE DONE IN SEQUENTIAL ORDER

#### 1. Upgrade Instructions for a Single PC

- Under the upgrade section, choose/click the appropriate version 2.08
- When the box pops up choose “Save As”
- Choose your “C” drive
- Choose the RIHIPAA folder
- Choose the Upgrades folder – Do **not** unzip the file
- Click Save

Hit Save: It may take a few minutes to save the upgrade.

**Once this is done, you must perform this second step in order to complete the upgrade.**

- Click on your start button
- Choose “All Programs”
- Choose “RI HP Provider Electronic Solutions”
- Choose “Upgrade”

You will get a message that states: “Upgrades can not be applied while the HP Provider Electronic Solutions software is running. Please exit all applications prior to continuing with the upgrade. Do you wish to apply the upgrades now?”

- If the software is closed, choose “yes.”
- If the software is open, close the software and then choose “yes”
- Once you choose yes, you should get a message that there is “1 new upgrade”
- Do you wish to continue? Choose “yes”

Follow defaults through the next few screens. Once it is done, select finish.

Your software has been upgraded.

#### 2. Upgrade Instructions for Network Installations

Select Save

When the box comes up that says “Save As”

- Choose your network drive
- Choose the RIHIPAA folder
- Choose Upgrades – Do not unzip the file.

Hit Save: It may take a few minutes to save the upgrade.

**Once this is done, you must perform this second step in order to complete the upgrade.**

- Click on your start button
- Choose “All Programs”
- Choose “RI HP Provider Electronic Solutions”
- Choose “Upgrade”

You will get a message that states: "Upgrades can not be applied while the HP Provider Electronic Solutions software is running. Please exit all applications prior to continuing with the upgrade. Do you wish to apply the upgrades now?"

- If the software is closed, choose "yes."
- If the software is open, close the software and then choose "yes"
- Once you choose yes, you should get a message that there is "1 new upgrade"
- Do you wish to continue? Choose "yes"

Follow defaults through the next few screens, then select finish.

Once the upgrade is done on the network, then follow the above instructions for all the Workstation installations, saving the upgrade executable to the RIHIPAA folder on the "C" drive of the individual's PC.