

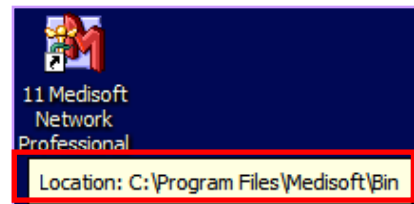


This article provides instructions on how to install **Medisoft V11 Service Pack 3**. The file is sizeable, so please do not attempt to download it from a dial-up connection.

**Warning:** Backup your data before proceeding with the following steps.

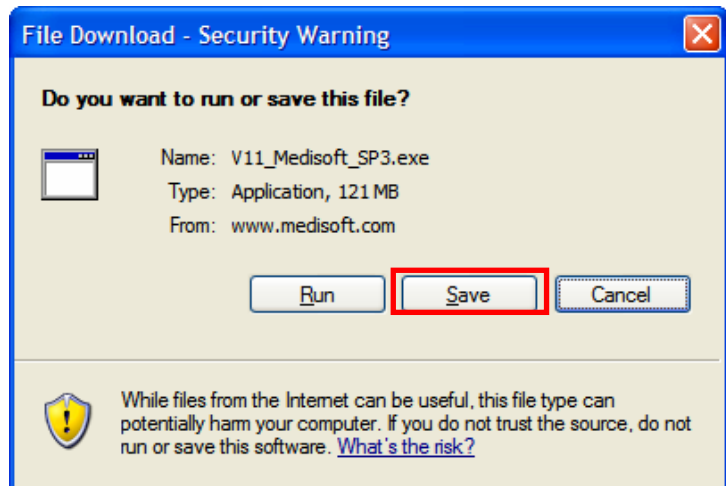
If you are using a networked version of Medisoft, these steps must be taken on each computer that is using the Medisoft software.

1. Find the directory to which you installed Medisoft V11 by holding your pointer over the **Medisoft Desktop** icon. A pop-up will appear with the location of the Medisoft 11 Program Directory. By default, the location is **C:\Program Files\Medisoft\Bin**. **NOTE: If your location is other than this, write it down as it will be crucial in step nine.**

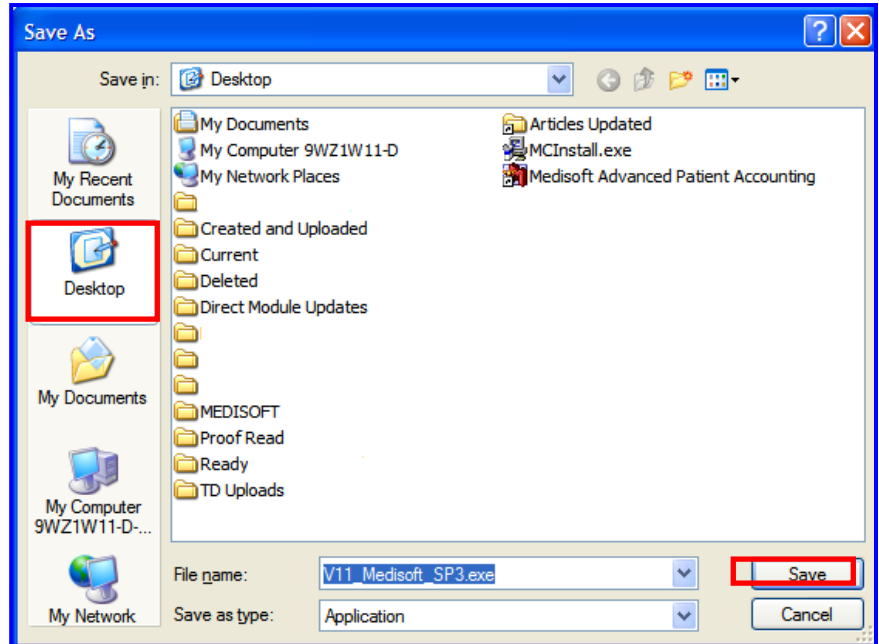


2. [Click here](#) to download **Medisoft V11 Service Pack 3**.

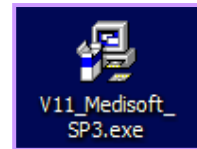
3. When the **File Download** window opens, click **Save**.



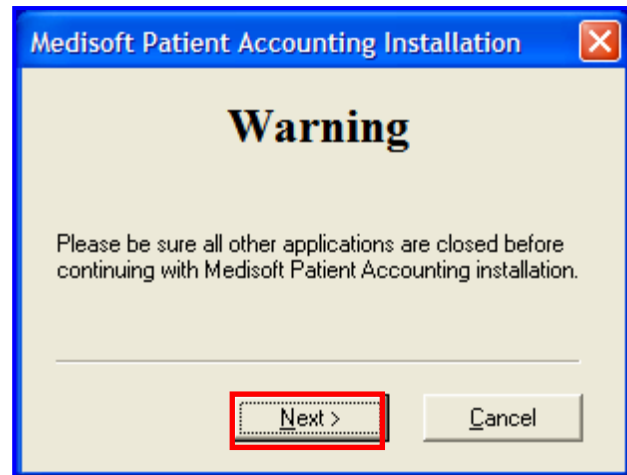
4. Select **Desktop** and click **Save**.



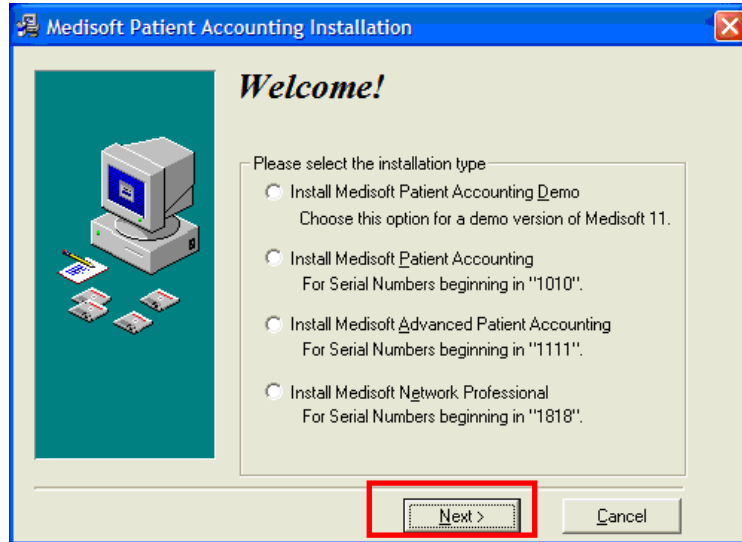
5. Once downloaded, double-click on the **V11\_Medisoft\_SP3.exe**.



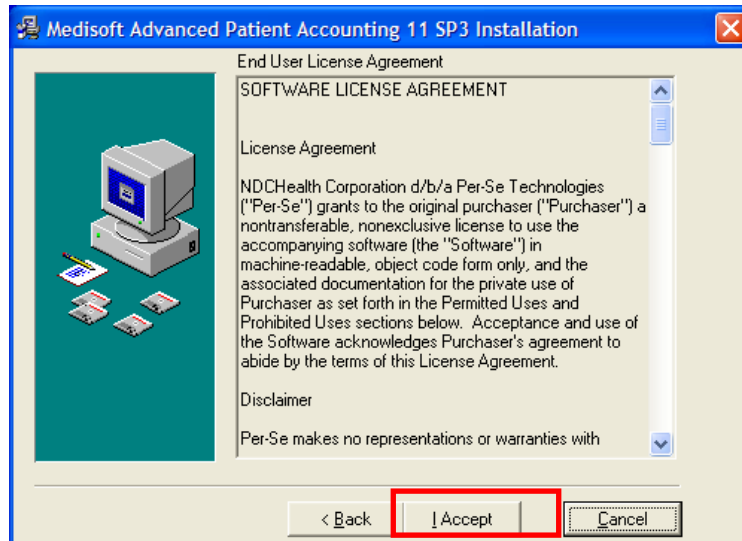
6. The **Warning** window will appear, advising you to ensure all other applications are closed before proceeding. Click **Next**



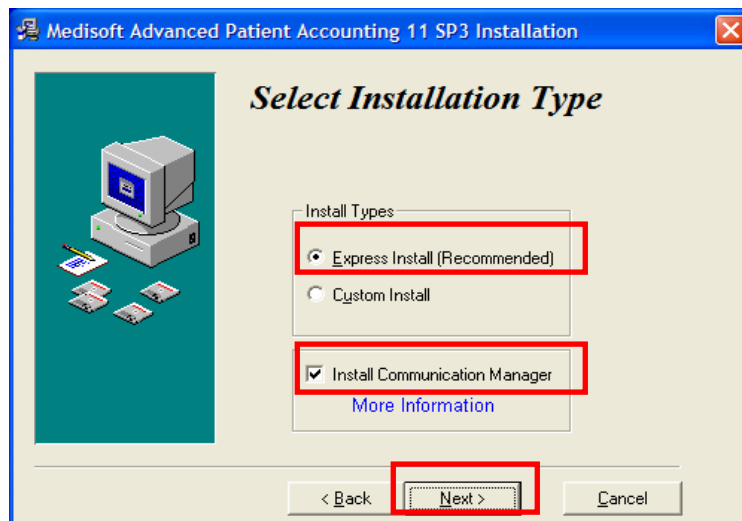
7. In the **Welcome** window, select the version to install based on the first four digits of your **Medisoft Serial Number**, which are located on your **Medisoft CD case**. Once the correct version has been selected, click **Next**.



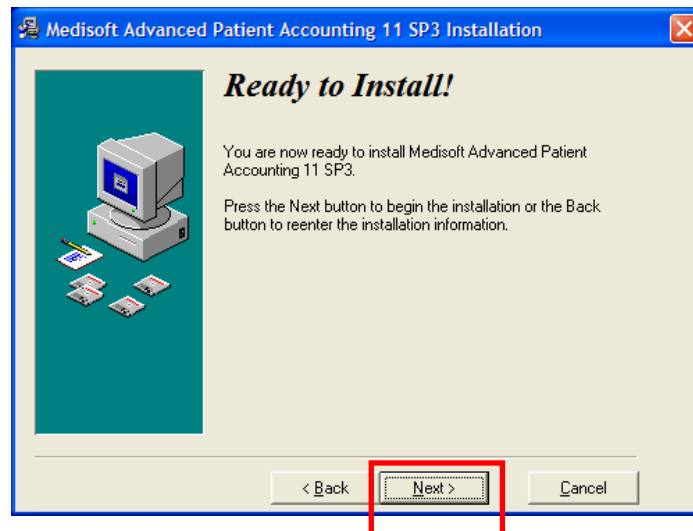
8. Click **I Accept** in the **License Agreement** window.



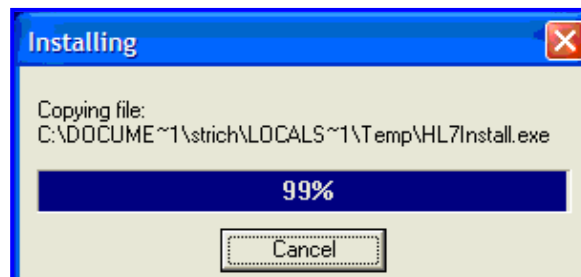
9. In the **Select Installation Type** window, the **Express** radio button is selected, and the **Install Communication Manager** box is checked by default. Click **Next**. **NOTE: See Custom Install set at the bottom of the page.**



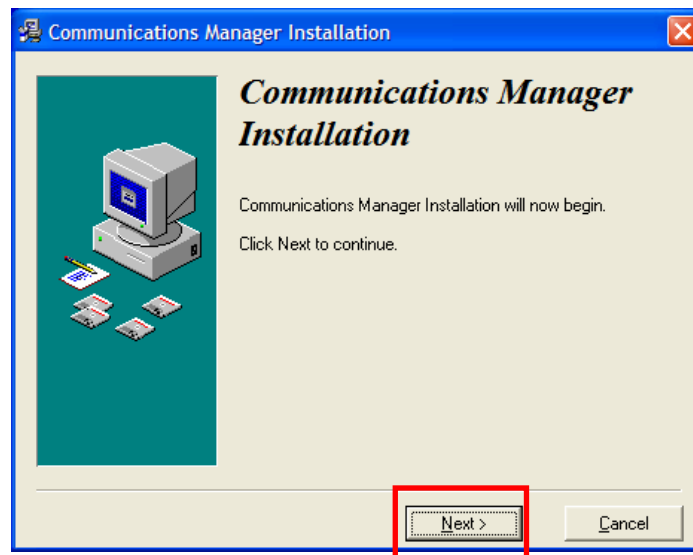
10. Click **Next** on the **Ready to Install** window.



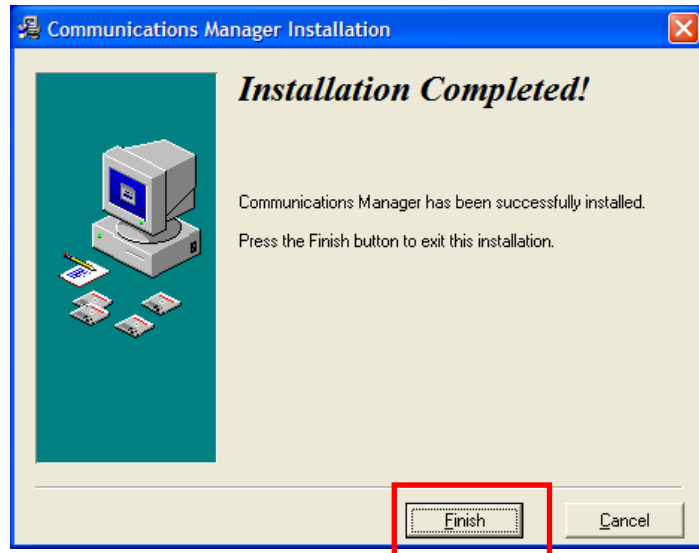
11. The **Installing** window opens to indicate the progress of installation.



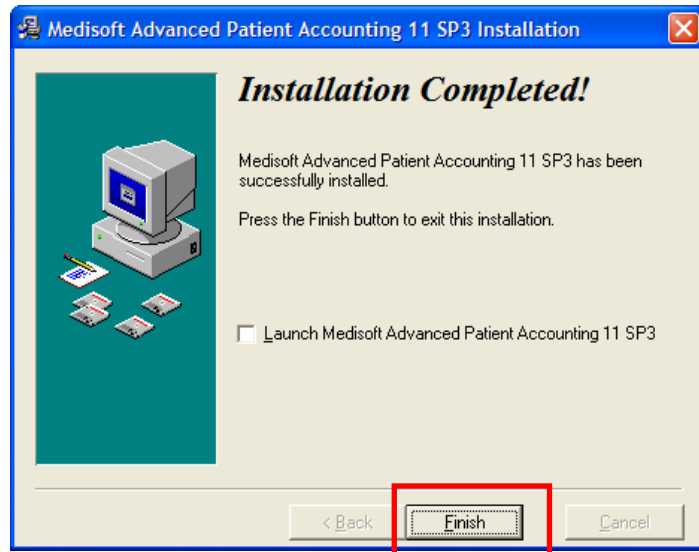
12. When the **Communications Manager Installation** window opens, click **Next**.



13. When the **Communications Manager Installation Completed** window opens, click **Finish**.



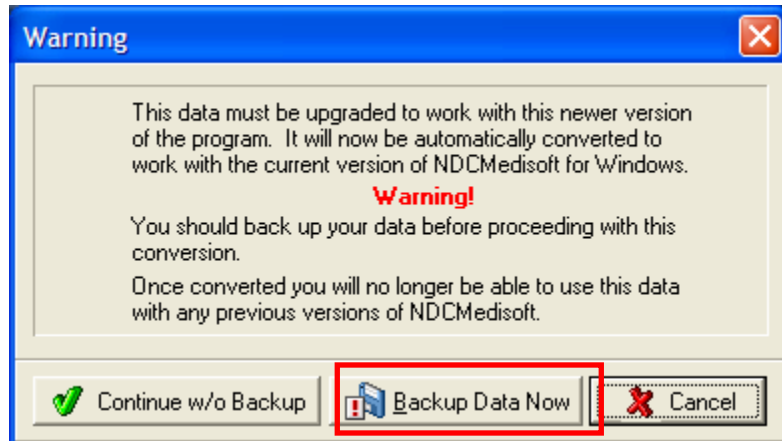
14. When the **Medisoft 11 SP3 Installation Completed** window opens, click **Finish**.



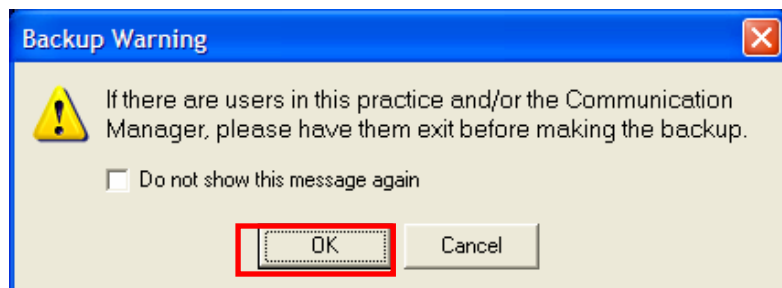
15. Launch **Medisoft**.



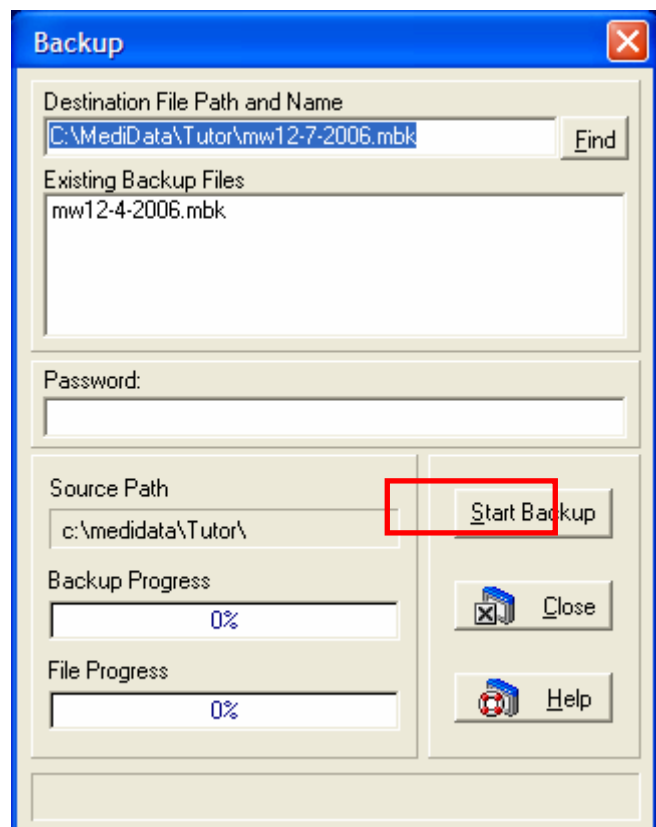
16. After the **Medisoft** splash screen opens, the **Warning** dialog box appears. Click on **Backup Data Now**.



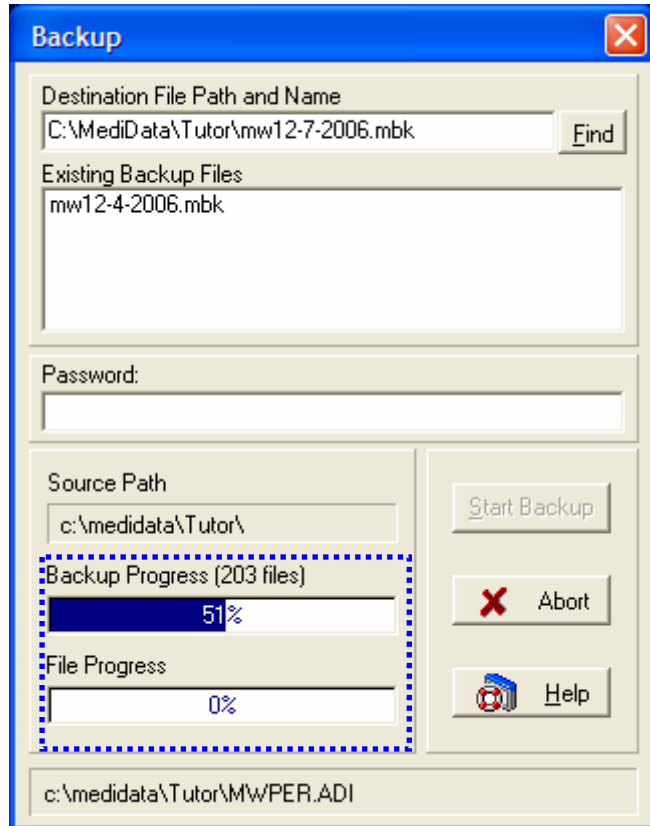
17. The **Backup Warning** dialog box will appear. Ensure that all Medisoft users exit the program and click **OK**.



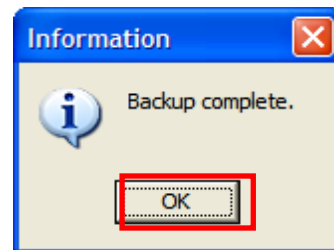
18. When the **Backup** window opens, click on **Start Backup**.



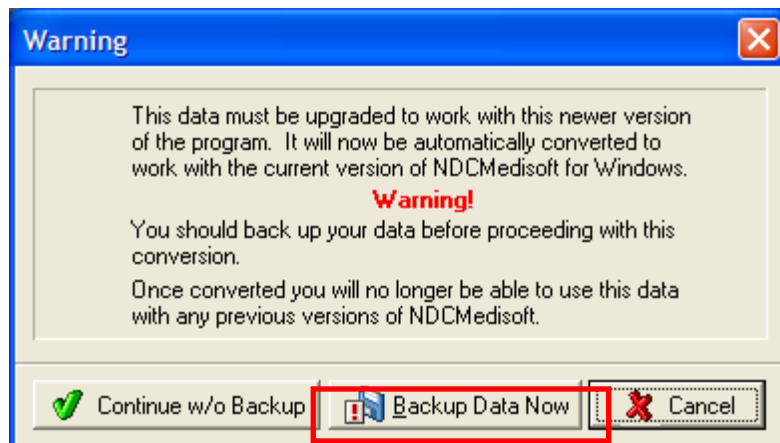
19. While the Backup is running, the progress indicators show the Backup Progress.



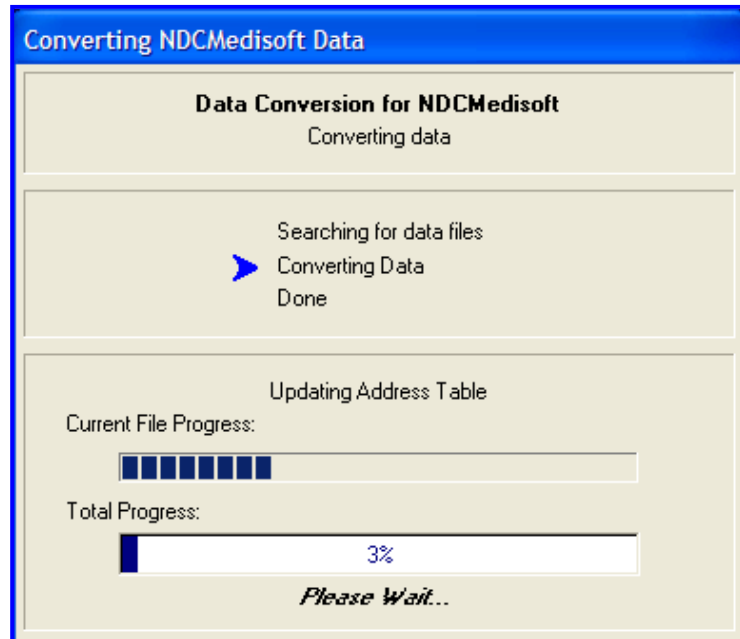
20. Click **OK** in the **Backup Complete** box.



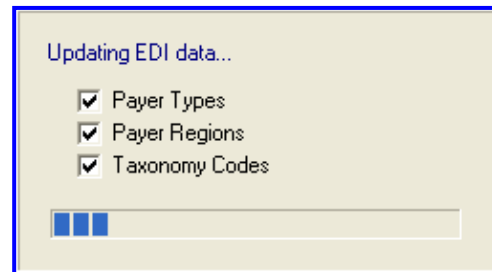
21. The **Warning** box will reappear. Click **Continue w/o Backup**.



22. The **Converting Medisoft Data** progress indicator will appear while files are being converted.



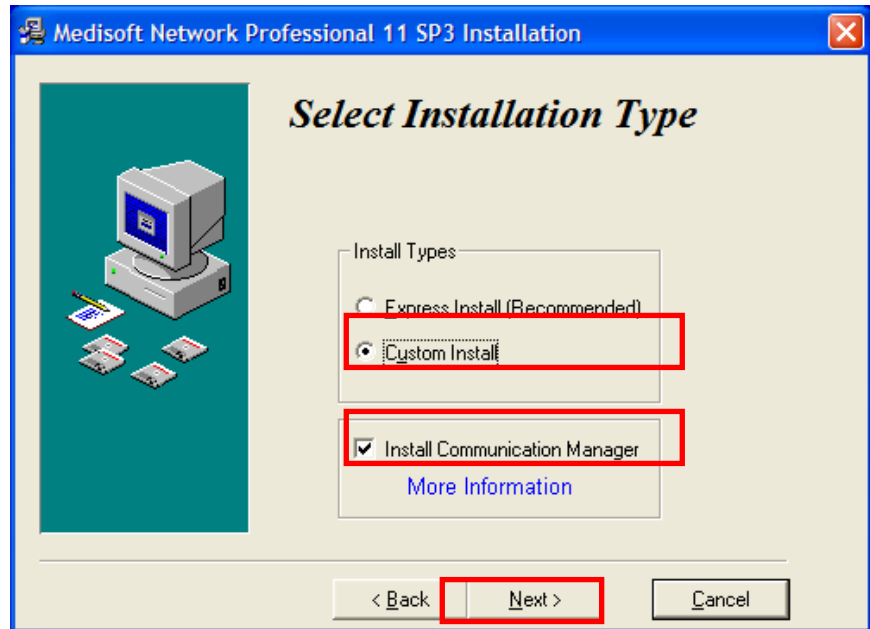
23. The **Updating EDI Data** progress indicator will run next, and afterwards, Medisoft will open.



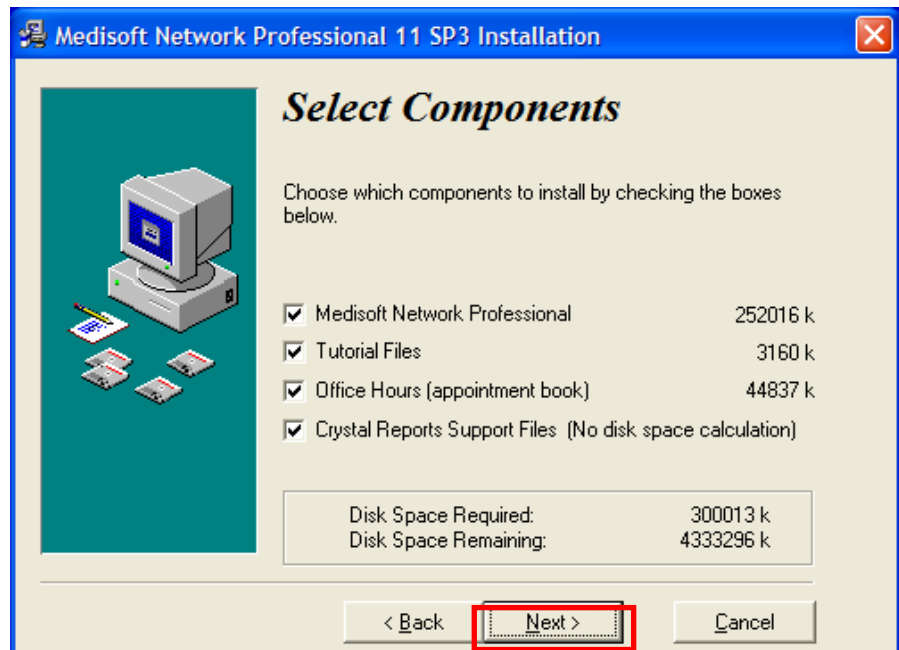
You have now installed Medisoft V11 Service Pack 3.

## Custom Installation Directions

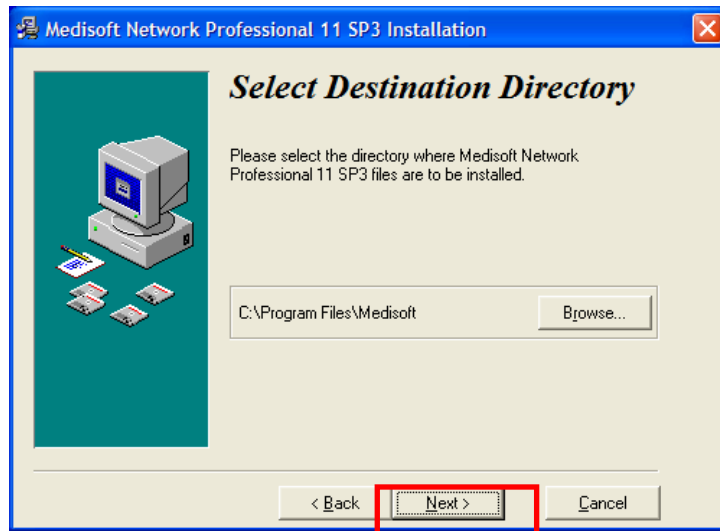
1. In the Select Installation Type window, select the **Custom Install** radio button and click **Next**.



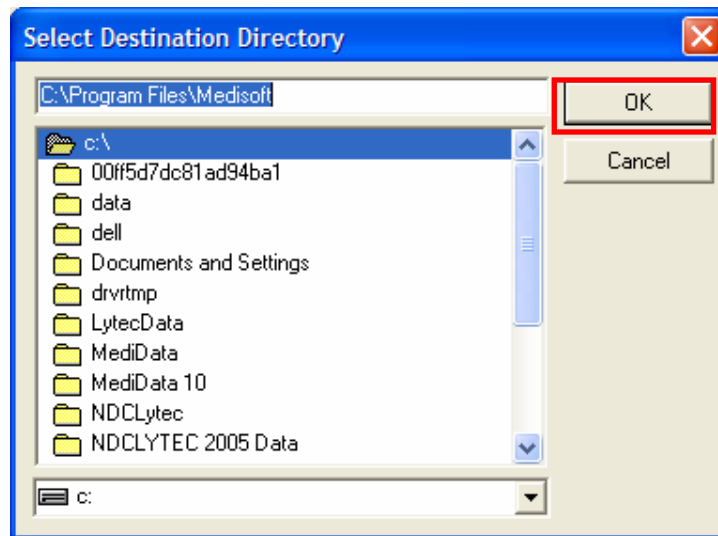
2. Click **Next** in the **Select Components** window.



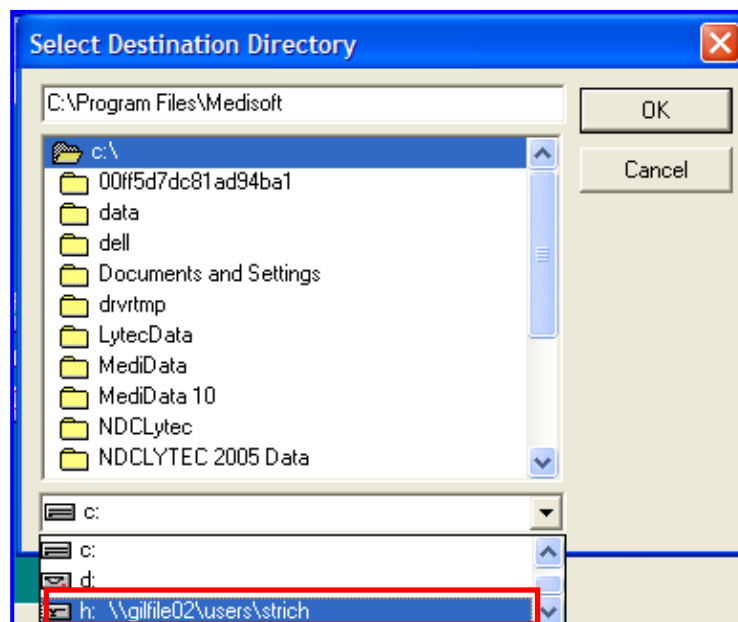
3. In the **Select Destination Directory**, click **Browse**.



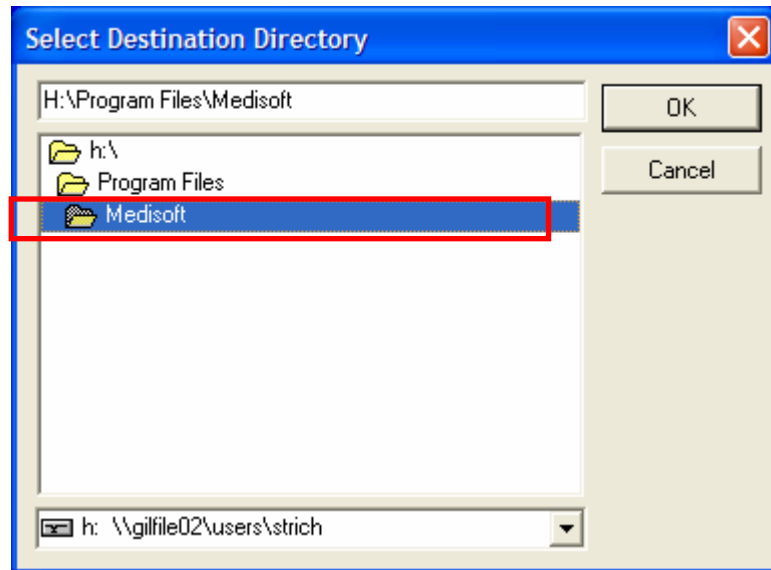
4. If your **Medisoft Program Directory** is on the C: Drive, select it from the available folders and click **OK**.



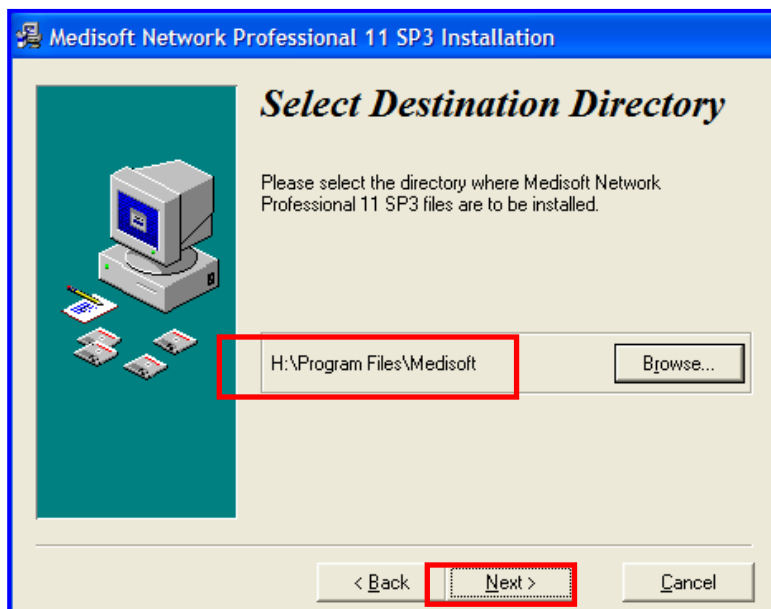
5. However, if your **Medisoft Program Directory** is on another drive, click on the drop-down arrow and select the correct drive.



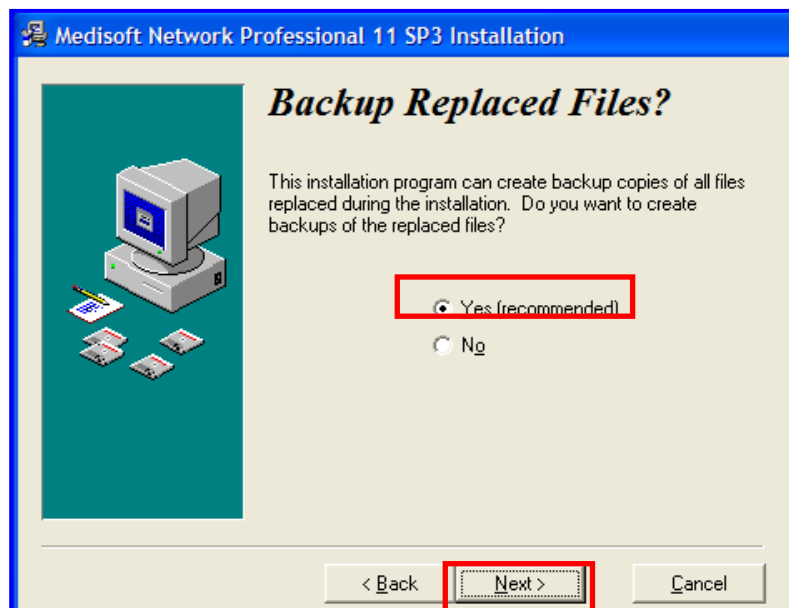
6. Once the correct drive has been selected, locate the **Medisoft Program Directory** and click **OK**.



7. After you have selected your **Medisoft Program Directory**, click **Next**.



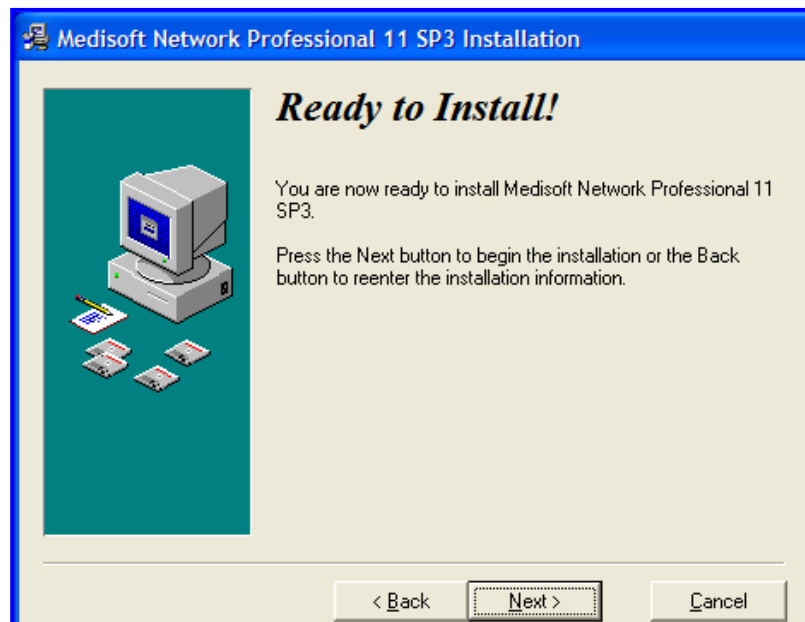
8. In the **Backup Replaced Files** window, **Yes** is selected by default. Click **Next** to backup your files.



9. The **Select Backup Directory** will be the same as the **Medisoft Program Directory** you selected in step 6. You can click **Browse** if you want to save the backup files to a different location. If not, click **Next** to proceed.



10. Click **Next** in the **Ready to Install** window.



These exact instructions apply to the Office Hours program. Simply [click here](#) to start the download process and proceed back to step 3.

For Customers who use the **Stratus Platform** for electronic claims: [click here](#) to download the latest update. Follow the steps above to install.

For customers who use the FLCT module for filing direct claims to **Medicare** [click here](#). Follow the steps above to install.

For customers who use the FLMC module for filing direct claims to **Medicaid** [click here](#). Follow the steps above to install.

For all other software updates, service packs, and payor lists, please visit our [Website](#) directly.



901 Douglas Ave Suite 201  
Altamonte Springs, Fl 32714

Phone: 407.869.7737

Fax: 407.869.6586

Email: [Info@JBSBusiness.com](mailto:Info@JBSBusiness.com)

Web: [www.JBSBusiness.com](http://www.JBSBusiness.com)