

FAQ

How often should I back up my data?

It is strongly suggested that you back up your AVImark data every day and take the backup off site.

How do I find a dog by his Rabies Tag number?

From the Client Information Display, click Menu...Choose (or select the Esc key)... In the Client Selection window, enter the rabies tag number in the tag number field and press enter

What reports should I print at the end of the day?

You may want to view each of the End of Period reports to decide which ones are best for your clinic. Some of the more commonly printed daily reports are the Deposit Slip, Period Totals, and Account Summary. The Transaction Journal is a comprehensive report showing all activity and is an excellent source of information but tends to be lengthy so it might be a good idea to "Save" this report rather than print it every day.

Can I change the order of my appointment columns in the calendar?

Yes...Go to Work with users & security..go to your category with your doctors...highlight on a name and right click sequence...appointments...you can drag and drop them in the order you want. (you can also use the green arrows on the side)

How can I get a dental treatment to show on the Dental Medical History View tab?

You have to have a dental chart attached to the entry in medical history. You can add a 5 action code to your dental treatments to bring the chart up when the treatment goes into medical history

Can I add Team Viewer to my computer instead of downloading it every time?

Yes you can...Once you have this downloaded this to your computers please let technical support know that you have it this installed, it will help save time when they remote in to help correct an issue.

Benefits of using Client Server

Client/Server feature was written to increase the speed of the program, this option allows AVImark to access the data files in a more direct way asking for larger sets of information instead of the previous method that had more requests for smaller sets of information, causing undue slowness because of the network traffic it generated. This change is completely optional, but highly recommended if you are experiencing any issues with speed or lock-ups.

With Client Server if you are updating or needing to run a utility program you can close out everyone accessing AVImark from the server computer by opening AVImark and going to Utilities...Network Administration...inside of this window right click select log out all

When Client Server is turned on, a new icon is added *only* to your server computer desktop which will now hold certain areas of the program and these features cannot be accessed from the workstations, (which will decrease some risk to your AVImark software)

You have less chance of your data being accidentally restored

You cannot update through the network (which does cause data loss)

Applying reminders before all changes have been made (if someone else from the clinic calls in)

You cannot Purge any AVImark files