

QUIKEYES TECHNICAL INSTRUCTION MANUAL

Welcome to QuikEyes Online, the “quickest and easiest to use web-based EMR program” for eye care practices. This manual document is for typical support issues that can be handled from within the practice without contacting QuikEyes Support.

Support

If you still have issues using the application after consulting this manual, please contact Matt Lowenstein, O.D. at 1-877-QUIK-123, or by email at mlolathe@sbcglobal.net. For technical support issues, please contact Tricension, Inc. at 1-816-336-1050 or by email at gesupport@tricension.com.

NOTE: We strongly recommend that you consult this manual to answer basic support questions about QuikEyes Online before calling for support (see Technical Support below).

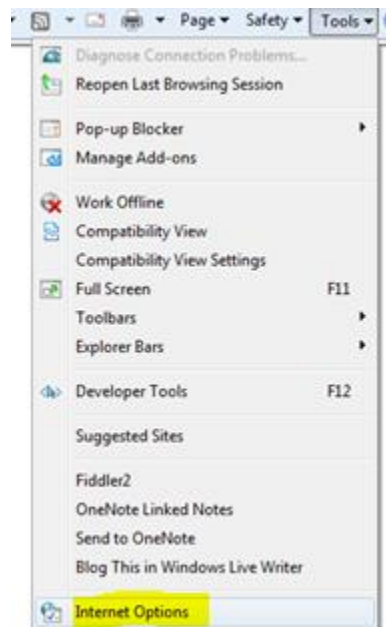
Technical Support

Technical support issues will be billed, by the minute, at the rate of \$125 per hour during business hours by Tricension, Inc. (This is in addition to the monthly \$99 subscription fee payable to QuikEyes, Inc.)

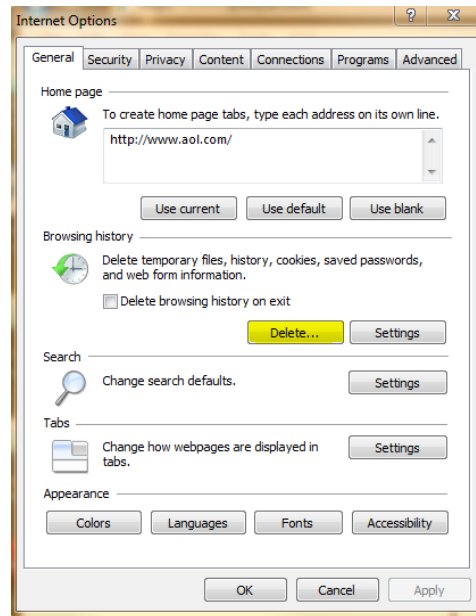
Technical support issues may include, but are not limited to: clearing temporary internet files, settings for trusted sites, enabling and/or disabling pop up blockers, installing print drivers, uploading signatures, downloading software to install (Silverlight, Adobe Reader), etc...

Clearing Temporary Files – To keep the temporary application files fresh with latest build enhancements and corrections, it is recommended to clear the temporary files at least monthly to remove stored clutter and reset the application connection settings, please follow these steps:

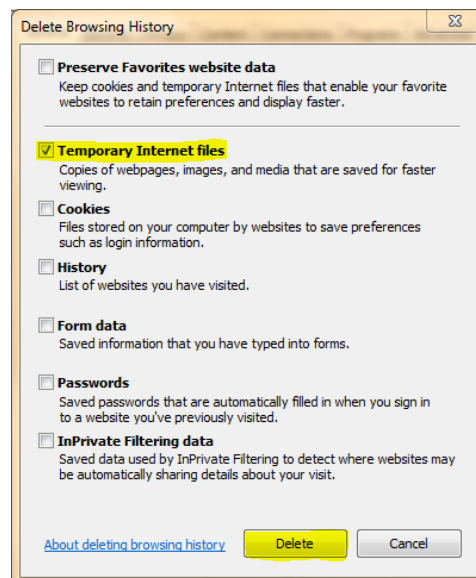
- 1) In Internet Explorer, click on the Tools Menu, Internet Options



2) Find the Browsing history section, click on Delete



3) Uncheck all boxes except for Temporary Internet files, click on Delete

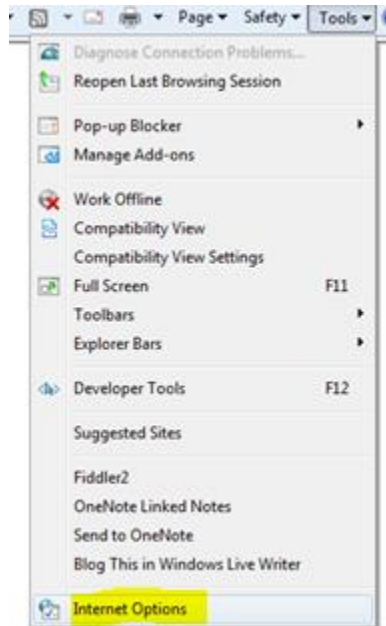


4) Then, click OK on the Internet Options window after the deletion completes, Close the Internet Explorer Browser

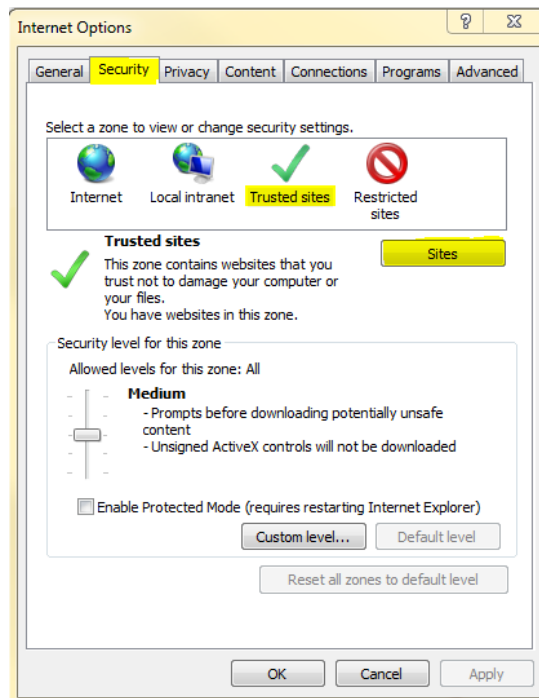
5) Finally, re-open the browser and access the QuikEyes URL address to login

Setting Trusted Sites – To allow Internet Explorer to recognize the QuikEyes URL as a trusted site for application pop-ups windows, please follow these steps:

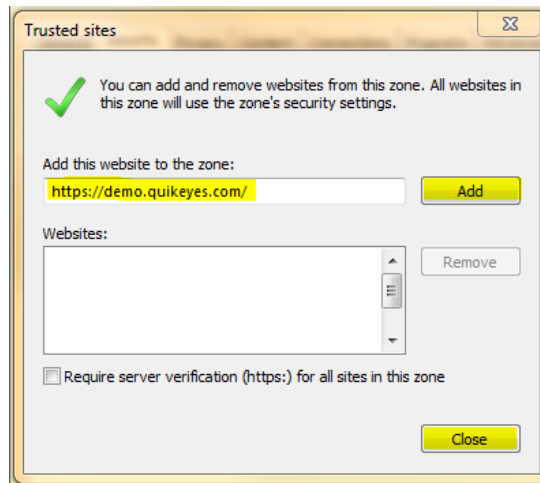
- 1) In Internet Explorer, click on the Tools Menu, Internet Options



- 2) Click on the Security Tab, Trusted Sites (green check-mark), Sites button



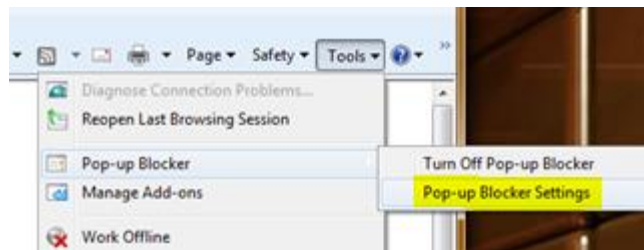
3) Enter the QuikEyes URL address, click Add, then Close



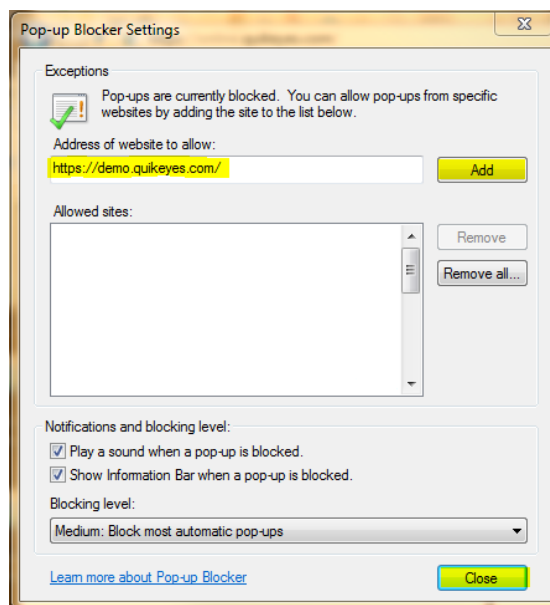
4) Finally, click OK on the Internet Options window

Setting Pop-Up Blockers – To adjust the Internet Explorer pop-up blockers please follow these steps:
(note: other pop-up blockers can interfere with the QuikEyes application and similar steps must be taken to allow the QuikEyes URL access to pop-ups for application windows)

1) In Internet Explorer, click on the Tools Menu, Pop-up Blocker, Pop-up Blocker Settings

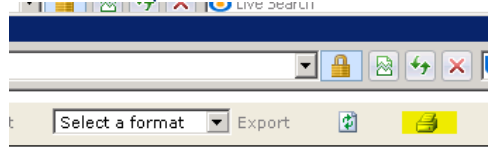


2) Enter the QuikEyes URL address, click Add, then Close

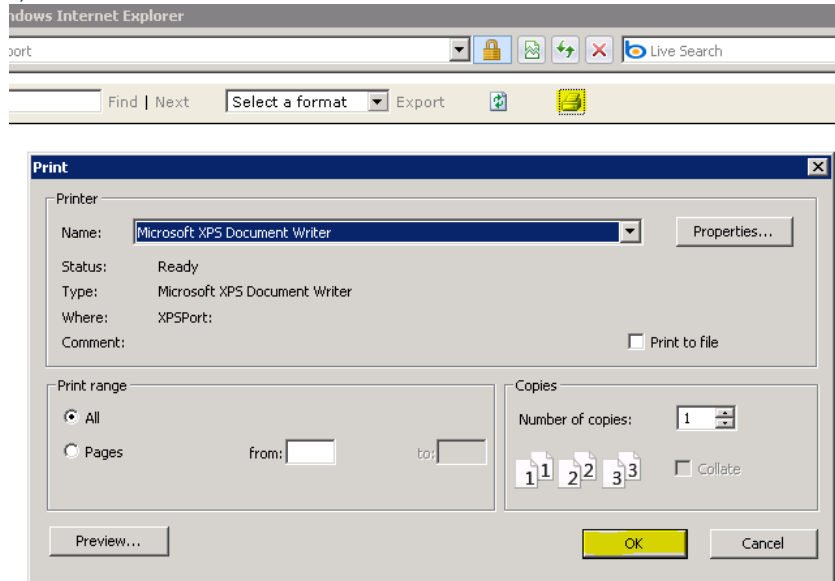


Loading Print Drivers – To install the print drivers for QuikEyes printable pages using the print viewer, please follow these steps:
(note: it is recommended to update the Internet Explorer Trusted Sites and Pop-up Blocker settings before installing the print drivers)

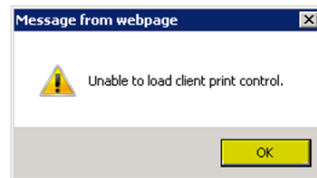
- 1) From any printable form in the QuikEyes, click the print button to open the print viewer window
- 2) On the print viewer window click the printer icon



- a. If the print driver is loaded, the Microsoft Printer selection window should appear, no further steps required
- b. Select the printer, click OK

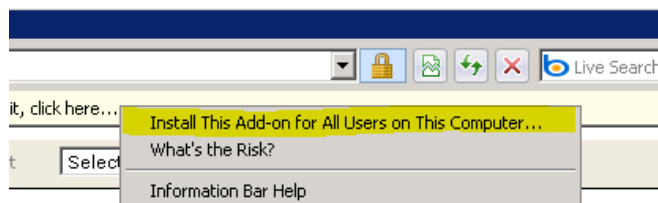


- c. If the following message box appears, continue with the following steps
(note: there will also be a ribbon message when this box appears, see step 3)

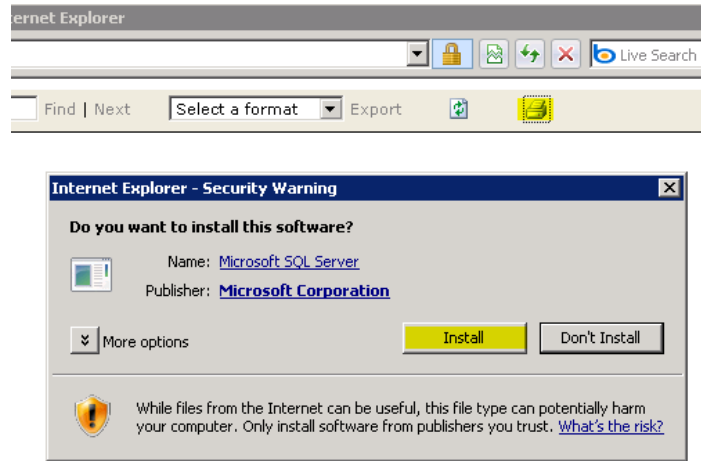


- 3) Upon receiving the message box and ribbon, right click on the ribbon to install the print driver

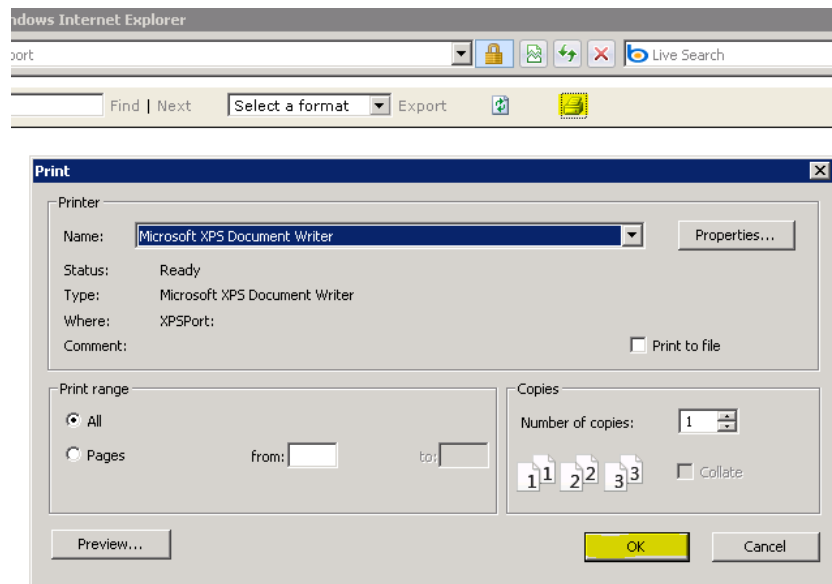
This website wants to install the following add-on: 'Microsoft SQL Server' from 'Microsoft Corporation'. If you trust the website and the add-on and want to install it, click here...



- 4) After clicking on the Install option, a security warning message box should appear, if not re-click the printer icon to get the message box to appear, click Install



- 5) Finally, after the installation completes, the Microsoft Printer selection window should appear
 - a. Select the printer, click OK



Uploading Signatures – To create and upload a signature file for a physician to use on exam forms within the QuikEyes application, please follow these steps:

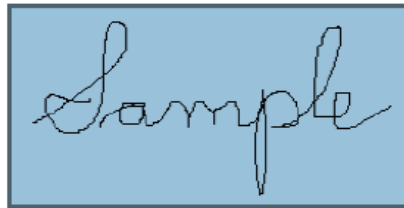
(note: the recommended pixel size for the signature file is 300 wide by 115 tall)

- 1) Have the physician sign a blank piece of paper as they would expect the signature to appear in QuikEyes using moderate pressure to get a good impression for scanning
- 2) Scan the signature to be saved as a PDF document
- 3) Open the PDF document in Adobe Reader

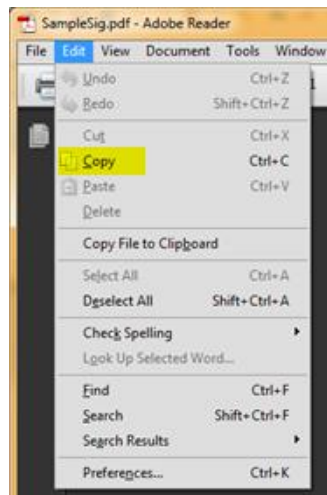
4) Using the Adobe Reader selection tool, click Tools, Select&Zoom, Select Tool



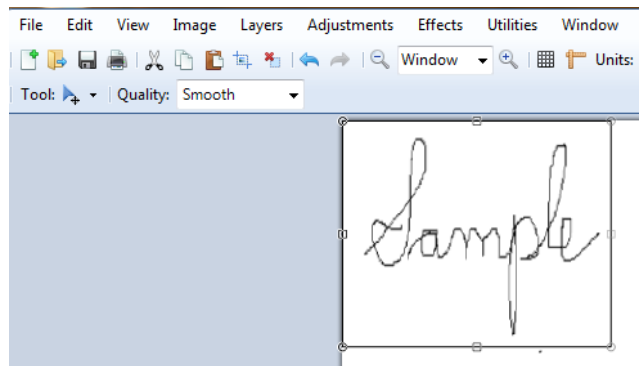
5) Select the signature area, by highlighting around the signature



6) Click Edit menu, Copy

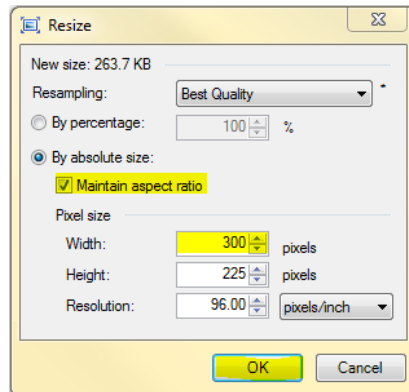


7) Using either the standard Paint or Paint.NET windows applications, Paste the copied signature file

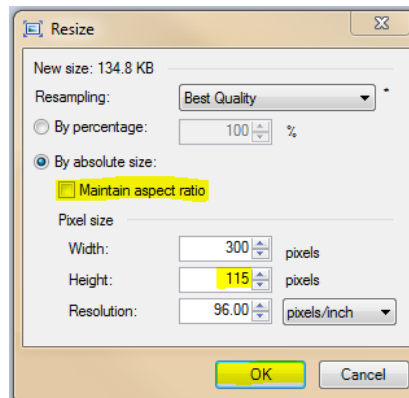


8) Using the Image Resize options while maintaining an aspect ratio, continue to adjust the size of the image (and if needed the background canvas) to get a new signature image that is 300x115

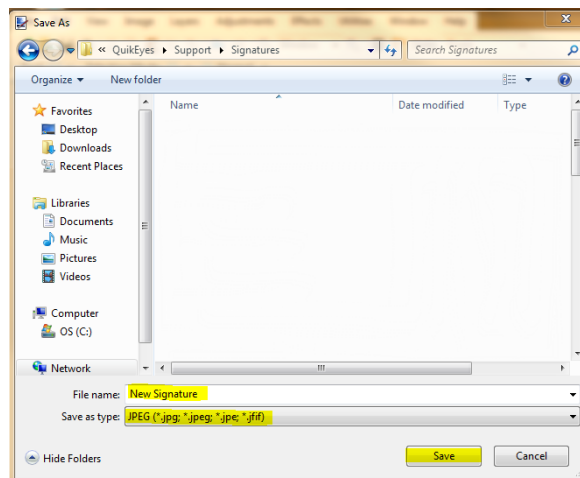
a. First, set the Width to 300, then click OK



b. Second, (without aspect ratio) set Height to 115, then click OK



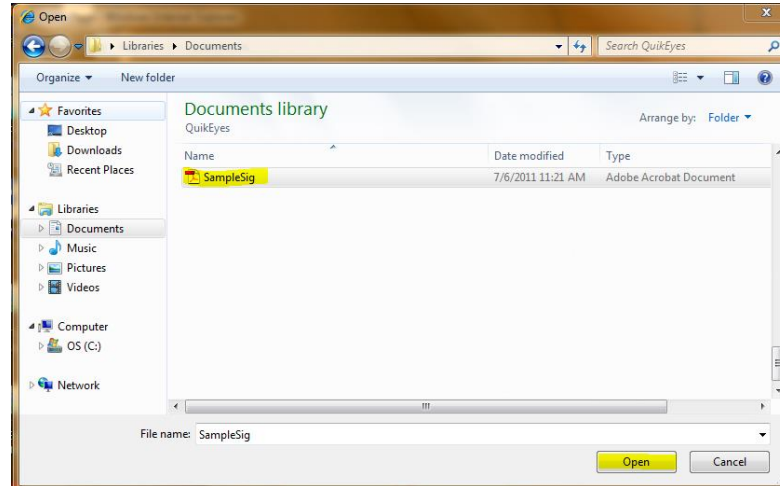
9) Save the newly resized signature file as a JPEG, click File, Save As, enter a name, select JPEG file type, Save



10) Access QuikEyes Administration after login

a. Go to the users administration section, select the physician name for the new signature

- 11) Edit the physicians users record, click upload signature, select the signature file, click Open to upload (note: in order for the newly uploaded signature file to be displayed on exam forms, users of the application will have to logout and back in for the application settings to reload including the newest signature image)



Installing Microsoft Silverlight – Because QuikEyes Online uses new technology called Microsoft Silverlight, you must load this software onto your computer before you will be able to use QuikEyes Online. (This is a free download from Microsoft.) It is recommended to let the QuikEyes application install Silverlight through the prompts when first accessing the QuikEyes application website.

If a required to uninstall/reinstall of Silverlight is recommended, execute the following steps:

- 1) Close Internet Explorer browser.
- 2) Open the Silverlight application window, then “Delete All” Silverlight storage files.
- 3) Open Control Panel, then “Uninstall” the Silverlight application.
- 4) Open Internet Explorer, then access the QuikEyes website URL for the practice.
 - a. It will prompt for the Silverlight installation.
- 5) Install the Silverlight application.
- 6) Login to the QuikEyes website URL for the practice.

If a required to change the setup for automatic Microsoft updates is recommended, execute the following steps:

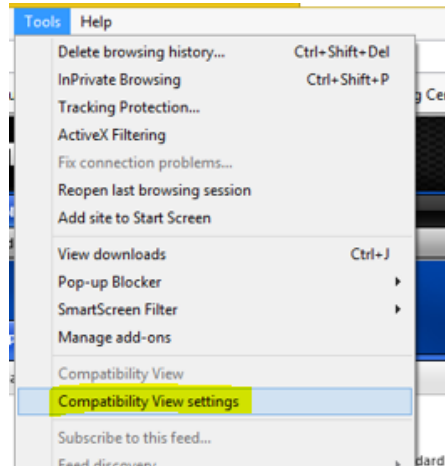
- 1) Open Control Panel, then select Windows Update
- 2) Click Change Settings
- 3) Change the Important Updates dropdown selection to
 - a. “Download updates, but let me choose whether to install them”
- 4) Click OK

Installing Adobe Reader – You will need to load the latest version of Acrobat Reader to use QuikEyes Online. (This is a free download from Adobe.)

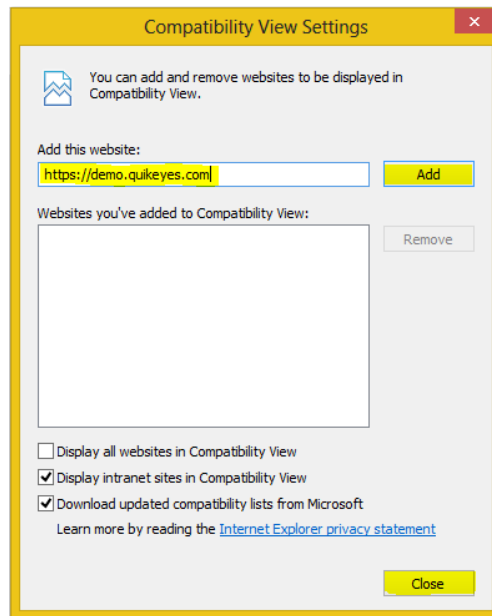
FOR “Internet Explorer 10 and 11” ONLY:

Setting Compatibility View Settings – To adjust the Internet Explorer compatibility settings please follow these steps:

- 1) In Internet Explorer, click on the Tools Menu, Compatibility View Settings



- 2) Enter the QuikEyes URL address, click Add, then Close



Important Note: Because QuikEyes Online is a service distributed through your internet connection, it is important to have an efficient system set up to send and receive information through this connection. For optimal speed and performance, you may want to upgrade the memory on your computers and upgrade the speed of your internet connections.

This concludes the self-support manual for QuikEyes Online.

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