



DISTRIBUTION OF END OF MONTH (EOM) REPORTS

Effective with October 2020 End of Month (EOM), MEDTRON will now be distributing client EOM reports via a link to a secure drive instead of a printer at the practice.

The previously designated recipient will now receive an email with a link to a password secured zipped folder containing PDF versions of the reports.

The reports will be available via the link until the next EOM is performed.

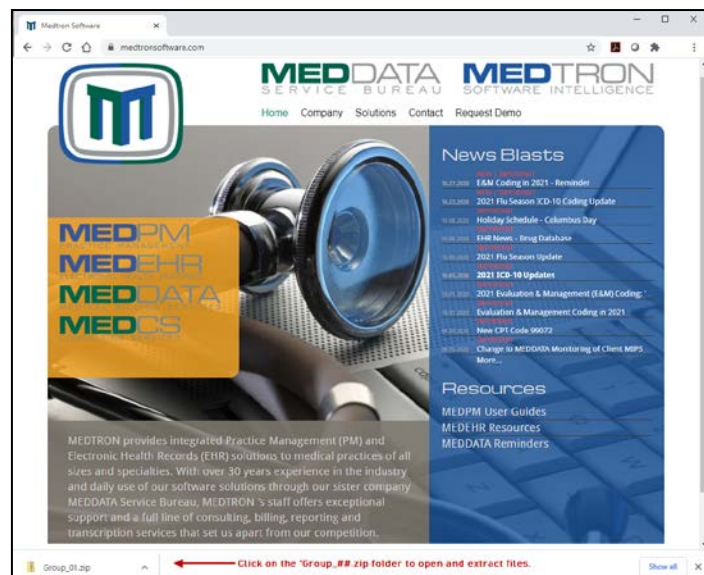
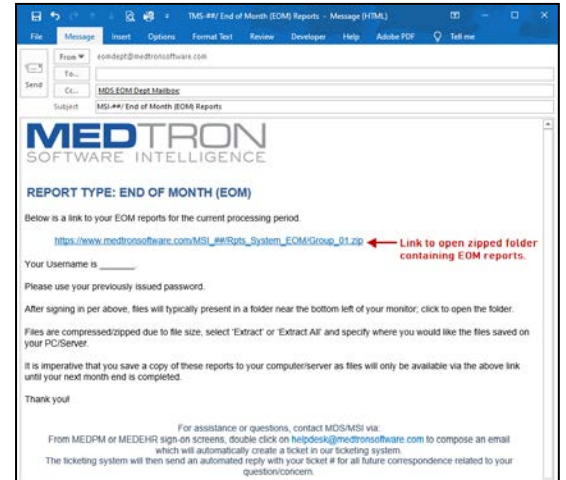
It is imperative that the recipient saves a copy of the EOM reports to your practice's computer/server for permanent archive.

To Open Zipped Folder & Extract/Save Files:

Click on the link in the email and enter your assigned User ID and password.

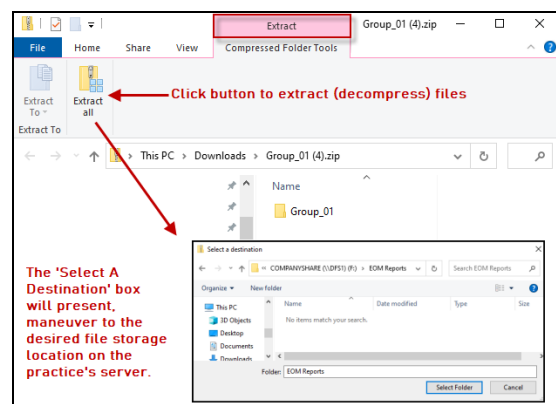
NOTE: The User ID and password will be the same each month for all reports sent via email link.

A 'Group_##.zip' folder will typically present near the bottom left of the users monitor; click on the folder to access the zipped files.



Select 'Extract All' and specify where to save the files on the practice's computer/server.

The 'Select a Destination' box will present; maneuver to the desired file storage location and click 'Select Folder'.



Select 'Extract'; a new Windows Explorer window will present, right click on the 'Group_##' folder and select 'Rename', type YYYY.MM for applicable EOM.

The practice can then elect to print or email reports as needed based on internal practice guidelines for distribution.

To update the email recipient for EOM reports or for questions, contact MDS/MSI via:

From **MEDPM** or **MEDEHR** Sign On screens, double click on '**helpdesk@medtronsoftware.com**' to compose an email which will automatically create a ticket in our ticketing system. The ticketing system will then send an automated reply with your ticket # for all future correspondence related to your question/concern.