Trojan Managed Care
Benefit Update Download
User Manual
V1.00

Trojan Professional Services, Inc. 2008

Managed Care
Download V1.00
For Dentrix Users

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Overview

This guide gives you the step-by-step process for installing and using the Trojan Managed Care Download program.

The Trojan Managed Care Download program is used to download the latest Traditional benefit plans from Trojan. The update is customized for you – only the plans added or changed since your last update are included. Updates should process very quickly if you update frequently.

The Benefit files are saved to a standard folder (usually **C:\MC**) so that Dentrix can easily access them. No more floppy disks!

TROJAN MANAGED CARE DOWNLOAD

Program Installation

Select one computer for downloading and processing the update.

- Place the CD in the CD-Rom drive.

- Double click **My Computer**, and then double click the **CD Drive**.

Double click on the **Setup** file, and then click **Next** to start the installer.

The installer will start and ask you to choose the directory where you'd like the Managed Care Download program installed:

Click Next. Review and confirm you have the correct destination folder. Click install.
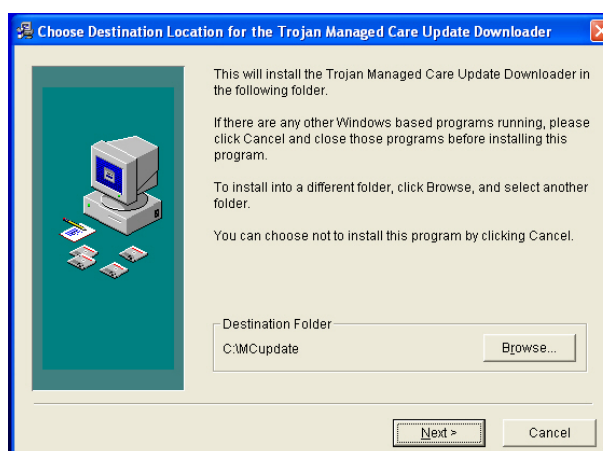
- You will use the program on only one computer. Use the default folder as shown above. Click **Next** and the installation will copy the files onto your computer.

- Click **Finish** when the installation is complete.

Program Setup

The Managed Care Download program will then start automatically for the first time (if the system was not rebooted).

You will be prompted to choose the destination folder for the Downloaded Benefit Files. The default destination folder is "C:\MC\."
(This step is only done once.)

Click **OK**.
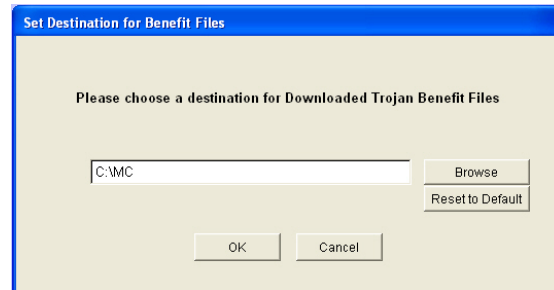
The User ID and Password should already be filled in for you. Do not change.

Click one of the **Connection Types** to choose the way your computer will connect to Trojan. Once you have selected a connection type, click **Save.** (See page 3 for Connection Types.)
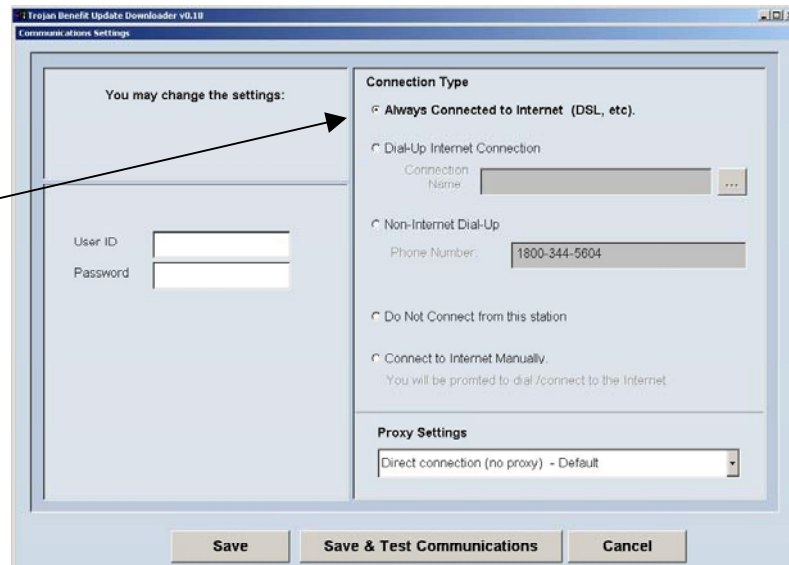
The Proxy Settings usually do not need to be changed.

Now you are ready to download benefits!

Click on **Yes** to begin downloading.
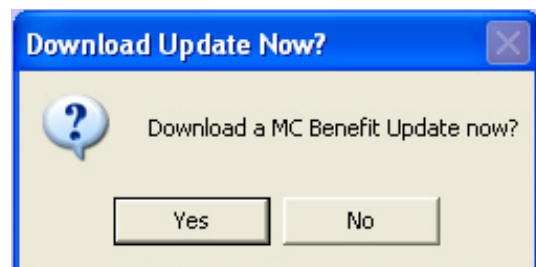
CONNECTION TYPES

- **Always Connected to Internet (DSL, cable modem)**

  This connection is for offices that are always connected to the Internet with DSL or cable modem. It is the fastest method to transmit a request.

- **Dial-Up Internet Connection**

  This connection is for offices with Internet connection using an Internet Service Provider (ISP). Click on the button with the three dots (next to Connection Name) to select your connection.

- **Non-Internet Dial-Up**

  This method is for offices using a dial-out modem instead of an ISP. Your modem will dial out directly to Trojan. The phone number is 800-344-5604. **There are additional steps required to complete this setup, please contact Trojan.**

- **Do Not Connect From This Station**

  When you select this option at a particular station, the station will not be allowed to download benefits. You would use this option if you have multiple stations in your office, but not all with Internet connections.

- **Connect to Internet Manually**

  This connection type will prompt you to start your Internet connection before downloading benefits. This option is geared for offices that have dial-up Internet, and the computer doesn't automatically connect to the Internet by itself.
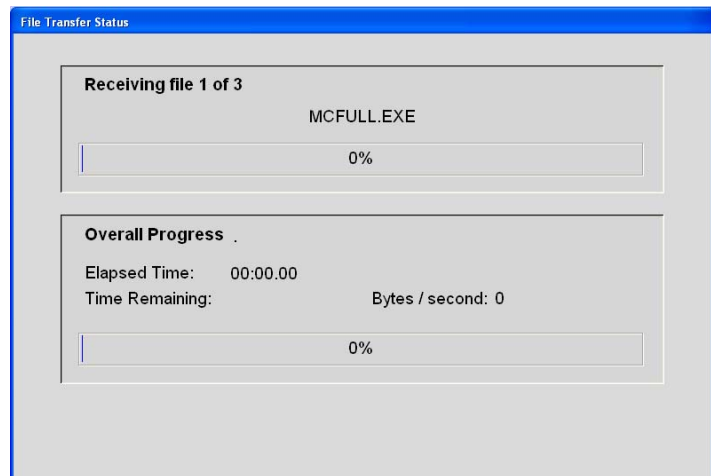
Using the Managed Care Download Program

Downloading Trojan Benefits

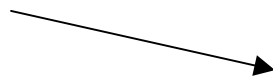Double-click the **Download Managed Care Update** icon and your download will begin.

The file transfer status screen will show the progress as each file is downloaded. The time remaining is indicated.
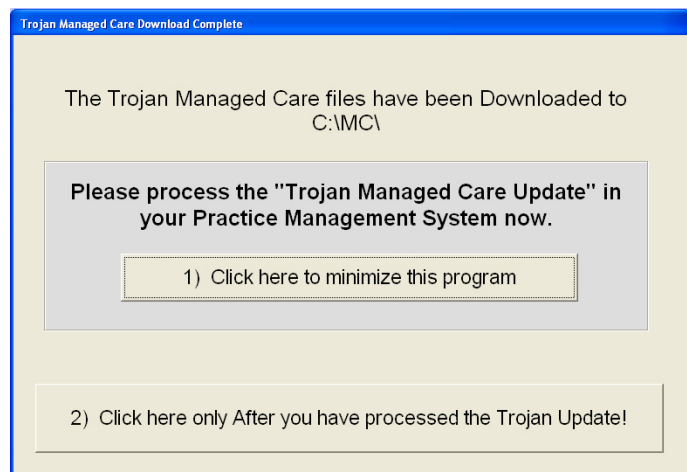
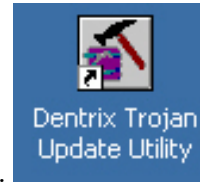When the download is complete you will be prompted with this screen:

Click option **1.**

This will minimize the Trojan Managed Care Download program and allow you To update benefits in your Practice Management System.

Updating the Managed Care Benefits in Dentrix

The steps are minimal to updating your Dentrix system.

Double click the **Dentrix Trojan Update Utility** Icon.
If you do not have this icon on the Windows desktop, then you can click Start, Programs, Dentrix Trojan Viewer #., Dentrix Trojan Update Utility.

When you have opened the **Dentrix Trojan Update Utility**, click on **Database Update.** You will see the screen below, alerting you that the database will be modified. Simply click on **OK** to continue.

Be sure all computers are exited from the Trojan Viewer and remain out for the entire update process.

You will then be prompted to choose the location of your updates. In the **Install Update from:** box type the path of "C:\MC\" then click on **OK** to proceed. **Be sure to include the back slash at the end of the path line, or your update will not process**.
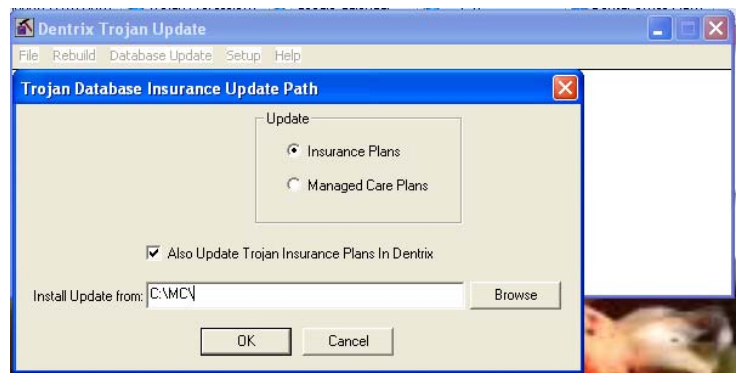
The Dentrix Trojan Update Utility will immediately begin to process your update. You will see a series of events processing. This is an example of one of the events that you will view.

Do not interrupt the update process once it has started.
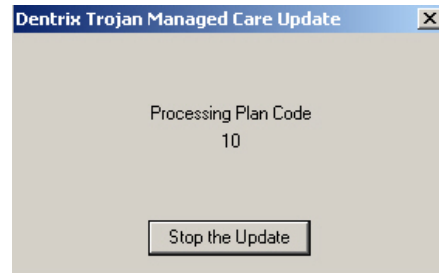
Once the update is complete you will see the following screen. Click on **OK**. Then click **File**, and **Exit** to exit from the Dentrix Trojan Update Utility program. You have now completed updating your Practice Management System with the latest Trojan benefits.

Completing the Process

Now that your Practice Management System has been updated you will need to finalize the Trojan Benefit Download Process.

Click on the **Trojan Managed Care Download** program that was minimized to the Windows Task Bar (at the bottom of the screen).
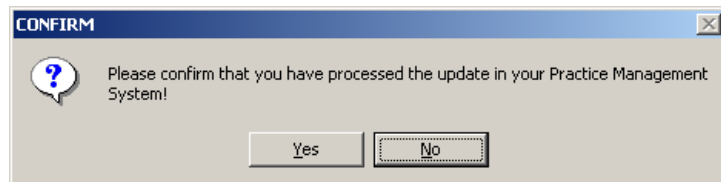
You will be brought back to this screen.

You are now ready to select option **2) Click here only after you have processed the Trojan Update**.
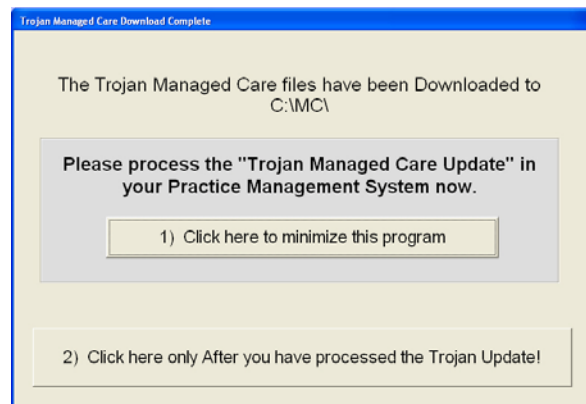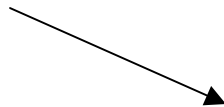
Confirm that you have processed the update by clicking **Yes**.

The Trojan Managed Care Download program will close and the benefit files that were downloaded will be purged to free up space on your computer

The entire Benefit Download and Update process is now complete.