MONTHLY UPDATE PROCEDURE FOR ◢ FRED.DISPENSE

STEP 1

Please tick ✓ and initial when step is completed >

PERFORMING A BACKUP

A backup must be performed before running the Fred Dispense Monthly update. The pre-update backup takes a copy of the Fred Dispense data and programs before you upgrade to a later version. It is recommended that this backup is taken away from the pharmacy and stored off-site.

It is recommended that you perform the backup after receiving the update notification email or before running Step 3 for the program update.

STEP 2

Please tick ✓ and initial when step is completed >

DOWNLOAD UPDATE USING FRED CONNECT

Within 24 hours of receiving the Monthly Update Email Fred Connect automatically downloads the Fred Dispense Update. Alternatively you can use Fred Connect to download the update manually

1. Right click on the Fred Connect icon found in the system tray and left click on Show

2. Left click on the Plugins Tab then left click on the Utility Configuration Tab

3. Left click on the Select Program Updates to Download button. A window will appear showing the list of updates available. Scroll to the bottom of the list and tick the box next to the update required. Left click the Download Selected Updates button to begin downloading the update.

4. The Fred Connect program will switch to the Downloads tab where the update download progress is shown. At this time you may wish to wait until the download completes. Alternatively Fred Connect can be sent back to the system tray by left clicking on the cross on the top right hand side of the window. The update will continue to download and dispensing can continue.
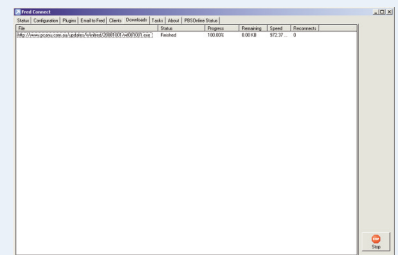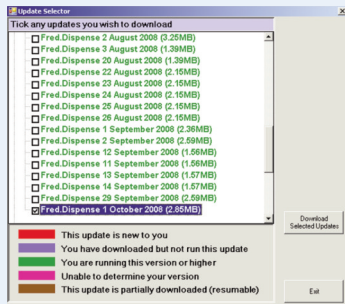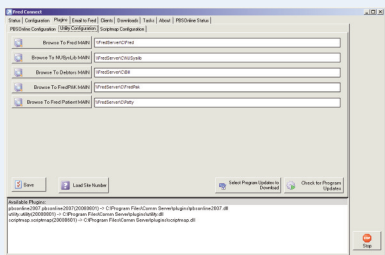
STEP 3

Please tick ✓ and initial when step is completed >

RUNNING THE PROGRAM UPDATE

The next time the Fred Dispense program is re-opened after the update has downloaded; a prompt will appear to run the program update. At this point Fred Dispense and Fred Connect should be exited on all computers.

1. Close Fred Dispense on all computers using **<ALT + X>**

2. Close Fred Connect by right clicking the Fred Connect icon in the system tray and choosing STOP.

You can then choose YES to the prompt to run the program update.
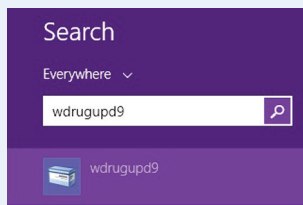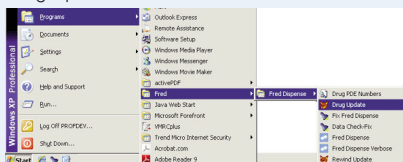**You DO NOT need to wait until the end of the month to run the Program Update step.**
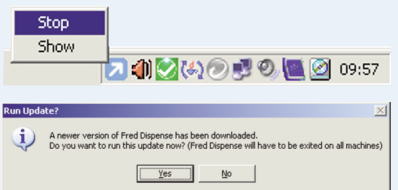
STEP 4

Please tick ✓ and initial when step is completed >

RUNNING THE DRUG UPDATE

From the first trading day of the month, Fred Dispense will prompt you to run an automatic update. If you are not prompted, follow these steps to perform a manual update.

Note: *Do not perform a manual update until after close of trading on the last trading day of the month.*

1. Exit Fred Dispense and Fred Connect on all computers

2a Left click on the Windows Start Menu and choose Programs, Fred, Fred Dispense, Drug Update.

2b For Windows 8.1 left click on the start menu, type wdrugupd9 and select the application

3. After performing the drug update Fred Dispense will run with new Drug details and prices. This can be checked by pressing **<F7>** Quick Drug Price lookup from Fred Dispense and typing **TEST <ENTER>** to check if the current month's Test Drug is displayed at the top of the screen.

If you are not receiving the monthly update notification email, make sure we have your current email address.
To advise us of any change to your email address please call **Fred Help on 1300 731 888** or email **help@fred.com.au**