AVImark®

Support-
Frequently Asked Questions

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How often should I backup my data?

It is strongly recommended you back up your AVImark data every day and take the backup offsite.

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

1. From the Client Information Display (CID), **right-click | Choose**.

2. In the **Client Selection** window, enter the rabies tag number in the **Tag no.** field.

3. 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?

Follow the steps below to change the order of appointment columns in the calendar.

1. From the menu, click on **Work with | Users and Security**.

2. Select the category with your doctors.

3. Highlight on a name and right-click **Sequence | Appointments**.

4. You can drag and drop the names in the order you want or you can also use the green arrows to change the order.

5. Click **Done** to save your changes.

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 to your computers, please let AVImark Technical Support know you have it installed. Knowing this will help our support technicians save time when they remote in to help correct an issue.

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Benefits of using Client Server

The 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. It asks 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 everyone out of AVImark from the server computer by opening AVImark and going to **Utilities | Network Administration**. Inside of this window, **right click** then 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. 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 accidently 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.

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