Medical Billing Professionals Support Suite

Medisoft Network Unavailable This Weekend

2017-01-19 - Medical Billing Professionals - Comments (0) - General

We will be upgrading our network this weekend. Therefore, the Medisoft Network will be unavailable beginning this Saturday, January 21st at 9:00 AM (Eastern Time) through late on Sunday, January 22nd.

Providers will be unavailable to access Medisoft during this time.

The upgrade will include improved security and backup.

In addition, we will be moving away from using Dell's vWorkspace for connecting to the network to Remote Desktop Web Connection. The reason for this is simple. Last year Dell sold its entire software division, including vWorkspace. The company that purchased the software division is phasing vWorkspace out. They will be providing limited support for the foreseeable future but no new upgrades or releases. Therefore, it is crucial for us to switch to another means of connectivity.

We expect the transfer from vWorkspace to Remote Desktop Web Connection to be completed by Sunday evening. If so, we will post information in the News section of the Support Suite about the new connectivity to the network. It is actually quite simple. You would simply log in at the website, www.medicalbillingclaims.com, where you would see the icons available to you. You then would click the Medisoft icon to launch the program.

If the upgrade to the network takes longer than expected, we will not transition this weekend to Remote Desktop Web Connection but will schedule it for another time.

Either way providers should check the News section of the Support Suite for updated network information.

Thanks,

Steve