



MediTract Aceoffix Upgrade FAQ

What is Aceoffix?

Aceoffix is the plugin that facilitates in-browser editing of Word documents within Process Manager.

Why should we upgrade?

Version 5.8 will allow users to complete workflows in Chrome, Firefox, and Edge (as well as Internet Explorer 11), whereas in the current version, the document source and documents review phases are only supported by Internet Explorer 11. Please note that despite the support of additional browsers, Aceoffix will still only work in a Windows environment.

What will change?

Instead of seeing the documents appear within the workflow, users will open the document in a new window for review and/or editing. This will allow users to view attachments and workflow information in one window while viewing the document in another window.

Who will need to upgrade?

Every end user in your organization who will be editing or reviewing documents in Process Manager will need the upgrade.

Can users continue to use the old version after upgrading?

No. Once the upgrade has been installed in all your applicable workstations, MediTract will activate the option to use the new version in your database.

How do we get it?

Log into MediTract, enter Process Manager, and then click on Training Materials in the navigation pane. Click on the *Aceoffix Upgrade Instructions* link to open a document containing upgrade instructions along with a link to the file needed for the upgrade.

Are there any fees or licensing requirements?

No, there are no fees associated with the upgrade. MediTract has purchased all licensing requirements for the upgrade.

Are there any security risks associated with this upgrade?

There are no security risks associated with upgrading. Like the previous version, this new plugin is stable and digitally signed. Because it is embedded in Process Manager, it is subject to the same protections that make MediTract and Process Manager so secure.

For assistance, contact the Helpdesk at 1-855-527-9669 or helpdesktm@symplr.com.