

# 37. Reinstalling The THERAPIST

These instructions are designed for situations where you are reinstalling The THERAPIST on the same computer or are installing The THERAPIST on a second non-networked computer. There are five steps to the process:

- making backups of your data
- installing The THERAPIST
- restoring the data
- synchronizing the data
- removing the program from your old computer

Sometimes the last step is unnecessary or impossible to do.

## Backing Up Your Data

Be sure to make backups of all of the data on your old computer. This includes the global data and each of your practices. Don't forget the global data. If there is a backup password on this computer, either make note of it or remove it before making the backups. You can see or remove the backup password by going to *Setup » Preferences » Backup Options*. The password is in the lower right corner.

Usually, the most convenient place to back up to is a USB flash drive. Sometimes called thumb drives, these handy devices are cheap, reliable, and easy to move to your new computer.

## Installing The THERAPIST

**NOTE:** The THERAPIST is licensed to be installed on one computer. Installing the software on a second computer, unless it is a direct replacement, is not free. Contact customer service, if necessary, to purchase a second installation.

1. Using your most recent installation CD or download, install The THERAPIST. You can contact Customer Service at 800-895-3344 to order a maintenance release, either on CD or as a download, of the most current version.
2. Run The THERAPIST. The first thing you will see is a selection screen where you select which program to run. Your choices are **The THERAPIST Pro**, the **Administrator Utility**, or **Support Information**. Choose the **Administrator Utility**.
3. If you did not install the most recent release of The THERAPIST, you can download an update from the Beaver Creek Software web site at <http://www.beaverlog.com/therapist/download/pro3update.exe>. Don't skip this step or you may get errors after you restore your data.

Use the following to login to the Administrator Utility:

Login Name: **ADMIN**  
Password: **ADMINPASS**

## Restoring Data

1. If your data was backed up from a computer with a backup password, you must use the same backup password to be able to restore it. If you don't know the password, you won't be able to restore your data. Enter the password by going to *Backup and Restore » Backup Options*.
2. Restore your global data backup and each of your practice data backups by going to *Backup and Restore » Restore Offline Backup*. Repeat this step for each backup you will be restoring.

## Synchronizing the Data

1. Close the Administrator. The THERAPIST main program will start automatically. You will probably get a message that a secondary installation was detected and can continue or enter a synchronization code. When you are at the code entry screen, call customer service at 800-895-3344 Monday through Friday from 9:00am to 5:00pm Pacific Time to obtain your code. You must be at this screen because we need the Support ID from that screen to generate the code.
2. If you are doing this after hours or on a weekend, you should be able to skip synchronization for ten days.
3. Print a registration form from the new computer by going to *Tools » Register » Print Registration Form* or email the registration information by going to *Tools » Register » Email Registration*. If you print the form, you can fax it to the fax number on the form or mail it to the address on the form. The form is a self-mailer so if you don't have a fax machine just fold on the lines, tape it closed, add a stamp, and put it in the mail.

## Removing The THERAPIST from your Old Computer

If you have purchased a multiple installations and the new installation falls within the limitations of the number of installations purchased, there may be no need to remove The THERAPIST from the old computer.

If your old computer has died, rest in peace old computer. You may be asked to verify this in order to obtain a synchronization code for the new computer.

**IMPORTANT!** Do not disable The THERAPIST on your old computer until you have it installed on the new computer, your data has been restored on the new computer and you have verified that everything was successfully transferred to the new computer.

To avoid a charge for a secondary installation, you can print and send us a Removal Verification Form from your old computer. This form must be submitted before we will issue you a Synchronization Code for the new computer. You should have 10 days after installing The THERAPIST on the new computer before the program will refuse to run without the code. To disable The THERAPIST and print the **Removal Verification Form** please follow these steps on your old computer:

1. Start with The THERAPIST closed.
2. Run The THERAPIST. The first thing you will see is a selection screen where you select which program to run. Your choices are **The THERAPIST Pro**, the **Administrator Utility**, or **Support Information**. Choose the **Administrator Utility**.
3. Log into the Administrator Utility with your normal login for The THERAPIST then go to *File » Disable The THERAPIST*. You will have a couple of chances to change your mind because this renders The THERAPIST not usable.
4. When this process is complete a Verification form will be sent to your printer that you can either mail or fax to us using the information on the sheet.