

To **practiX Support**  
 Organisation iSOFT  
 Fax 1800 500 874  
 Subject **practiX Upgrade Request**

***A minimum of 24 hours notice is required to request a booking.***

In order to have this upgrade performed for your practice, please complete the request below and fax to iSOFT.

**On receipt of this form, iSOFT Support will confirm the scheduled date and time of the upgrade.**

Practice Name:	MSS ID:
	practiX Version:
Contact Name:	Contact Number:
Email:	AH Contact Number:
Preferred Date:	Preferred Time:

**(NOTE: All times are AEST)**

**I understand the following:**

- It is the responsibility of the practice to phone the iSOFT Support Team on 1300 364 747 when the practice is ready to commence the upgrade.
- Upgrades performed outside of iSOFT support hours of 7.00am to 7pm (AEST) Monday to Friday, will attract a fee of \$150.00+GST per half hour (min. charge \$150.00+GST). Upgrades performed during normal support hours do not incur this cost.
- iSOFT will only provide support for iSOFT products, all other hardware/software etc are the responsibility of the practice.

Signed: \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Dare: \_\_\_\_/\_\_\_\_/\_\_\_\_

**The following is required for a successful upgrade to occur.**

- Remote Access to the Server with administrator rights (Support staff connect via BOMGAR software)
- iSOFT Support is granted exclusive access to practiX / Plexus / Classic while the upgrade occurs.
- Full database backup before iSOFT Support staff perform the upgrade.

Office Use Only	
Received Date:	Returned Date:
Scanned Date:	CAR ID:
Confirmed Date:	Confirmed Time: