



Upgrade Booking Form

PLEASE PRINT AND FAX THIS FORM

Fax: 1800 500 961

Practice Name : _____
 MSS ID : _____
 Practix Version : _____
 Contact Name : _____
 Contact Number : _____
 AH Contact Number: _____

In order to have this upgrade performed for your practice, please complete this upgrade booking form and fax to iSoft Health. On receipt and booking of the upgrade, iSoft Health will return a confirmation of the booking.

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

Please check the following requirements for a successful upgrade to occur.
Remote Access to the Server (Support staff connect via BOMGAR software)
iSoft Health requires exclusive access to PractiX / Plexus / Classic while the upgrade occurs.
It is recommended that you back up your database before iSoft Health staff perform the upgrade.

iSoft Health will only perform support on iSoft Health products all other hardware/software etc are the responsibility of the practice.

I understand that upgrades performed outside of iSoft Health support hours of 7.30am 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.

I also acknowledge if direct access to the server is not available, the upgrade will take considerably more time than would otherwise be expected and there is a greater risk of the upgrade process failing resulting in excessive down time for the practice.

I understand it is the responsibility of the practice to be available at the schedule date and time for assist iSoft Health Software Support Team and if needed to call support on 1300 364 747 when the practice is ready to commence the upgrade.

Name: _____ Signed: _____

Please enter Date and Time that you would like your scheduled upgrade to be performed at (iSoft Health will confirm availability):

Date: _____ Time: _____

**Please note: all times quoted on this form are to be AEST times.
Once this form has been completed signed and faxed to ISoft Health a Support Analyst will confirm the above-mentioned booking time.**

 Office Use Only
 Received Date:
 Returned Date:
 Scanned Date: