

Your server

Last Modified on 11/09/2022 2:35 pm EST

Summary

Patient Communicator has installed a small component on your server to read the information needed to message your patients. The data contained within your Patient Communicator is a mirror of the data you've entered into your PMS.

Turning Your Server Off

We recommend that your server remain on at all times. We retrieve important information needed for the next days messaging around midnight Eastern time every night in addition to update various system functions. Failure to update our files at midnight may cause a failure of messaging to be sent or changes in message settings made the previous day to not be recognized.

If your server is turned off or if there is an internet or power failure at the time a message is scheduled to be sent, the message will not be sent.

Changing Servers

Patient Communicator has been installed on your current server. Changing your server requires an installation of our software on the new server and an uninstall of our software from the old server. Please contact Customer Support prior to the change to ensure a seamless transition.
