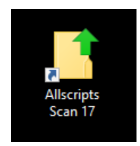
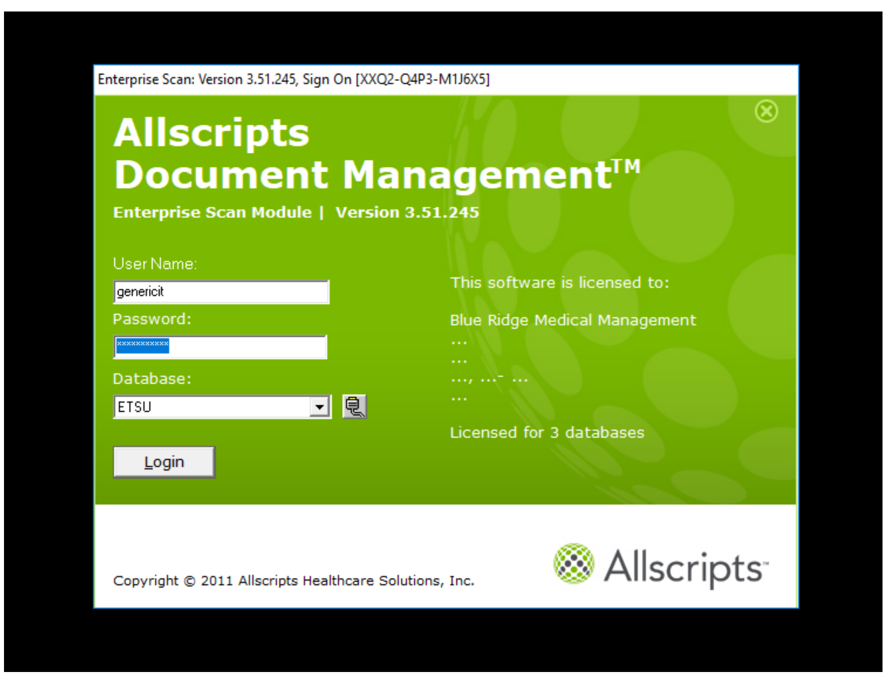
Allscripts LiveScan Scanner Setup (Windows)

- Allscripts LiveScan is used to scan forms and other paperwork into the Allscripts system. If someone calls in asking for a new user for this just put in a ticket and one of us will get it over to Amanda Livingston. She is the one who actually creates new user accounts. In addition if someone calls in about LiveScan popping up a message about concurrent sessions. They either left a session open on another computer or sometimes if they just reboot their computer that will sometimes fix it too. If neither of those things work just put in a ticket and Amanda can kick them out from the back end. However it's pretty rare I get that call but it does happen. The main call we get about LiveScan is getting the scanner setup. This is because every time that a user moves to a different computer it must be configured on each computer. An example of this is some people move from check in to check out all day then of course any new user would have to have it setup. This guide looks really long but it really is not bad.

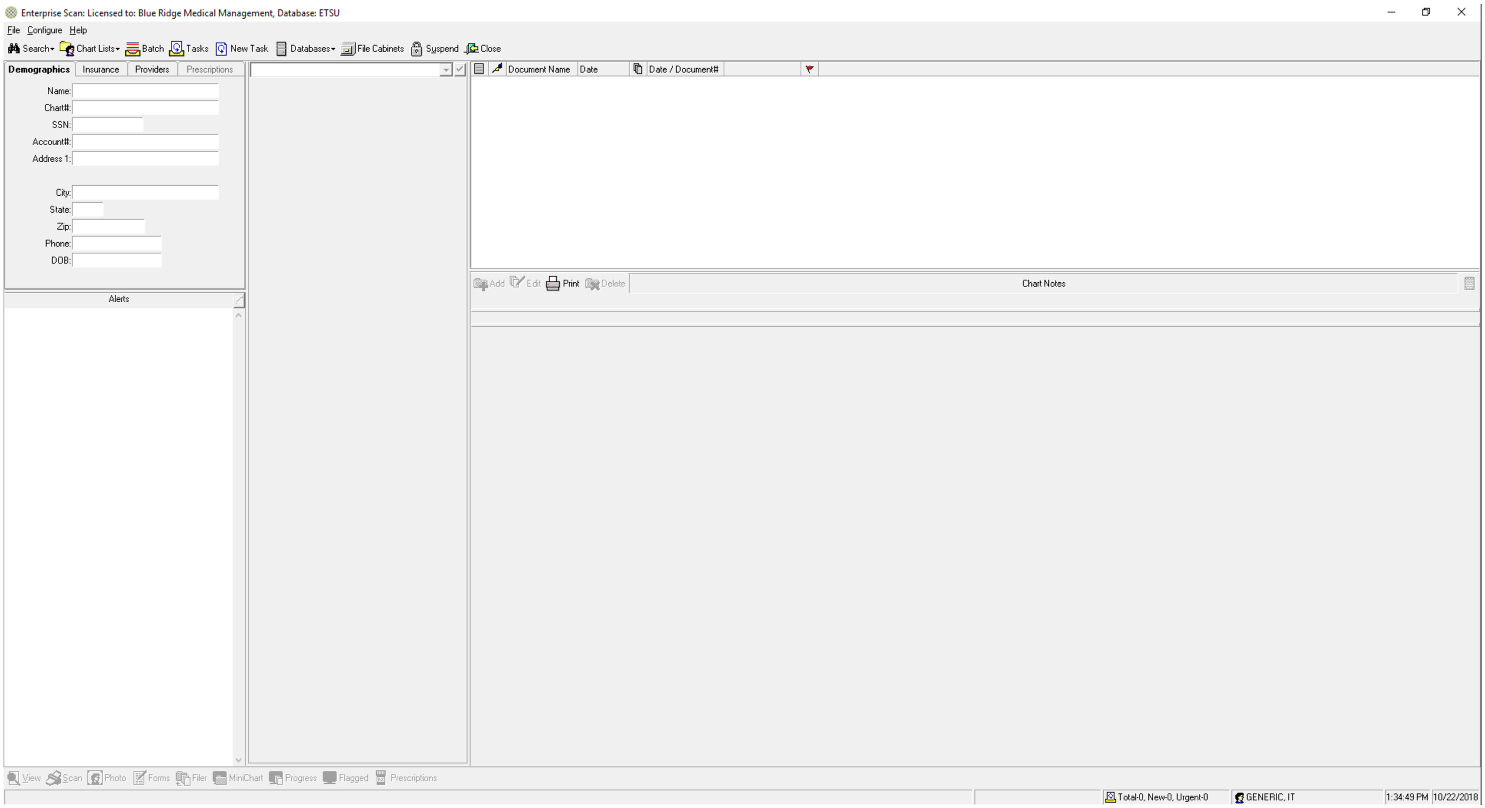
- On the user's desktop they should have an icon that looks like this and says Allscripts Scan 17.



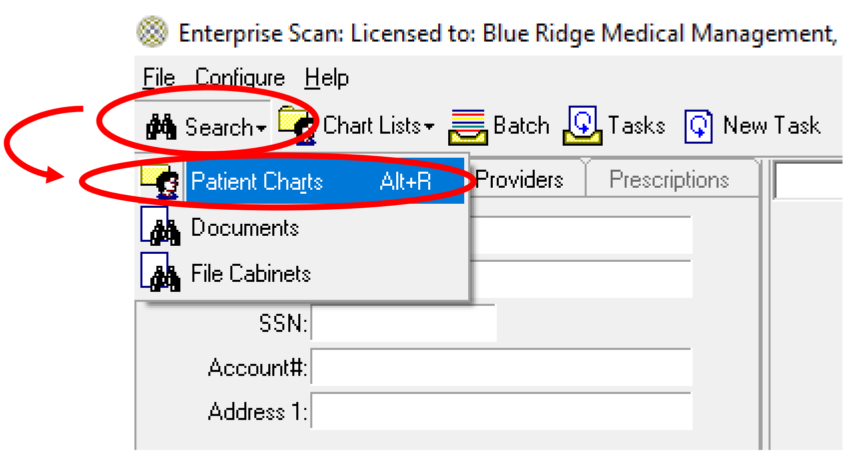
- When LiveScan is launched it will make you log in as usual.



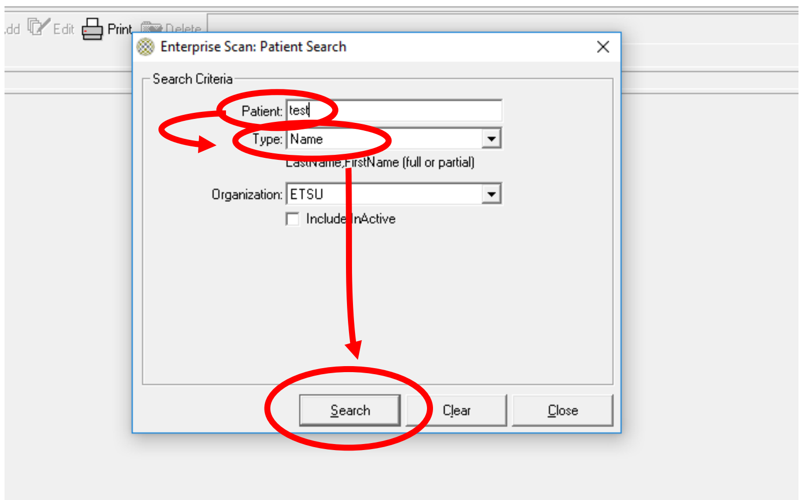
- Once the user is logged in the screen will look like this.



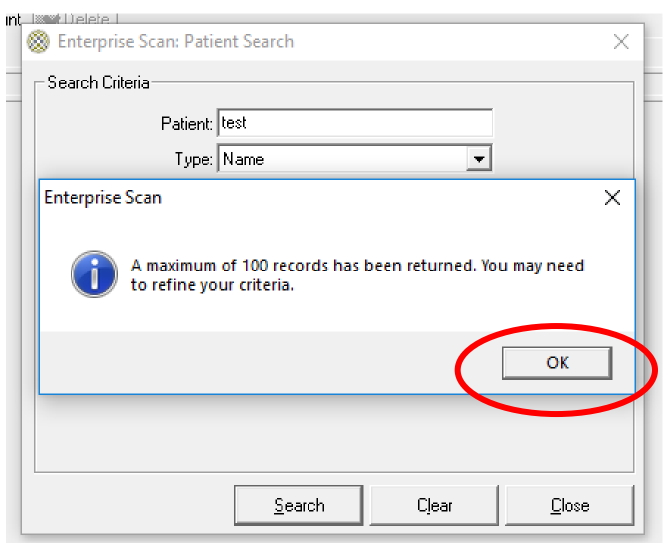
- The easiest way to setup the scanner is to first look up a test patient. Do this by going up to the top left and clicking search then patient charts.



- Now type in test into the patient search field. Also make sure that type is set to name when you do this for faster results.



- It will pop this screen up just hit ok.



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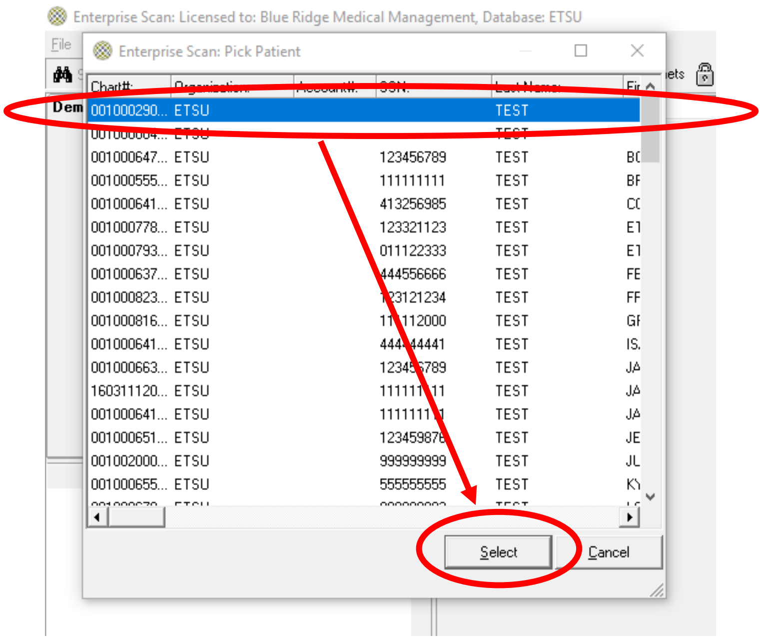
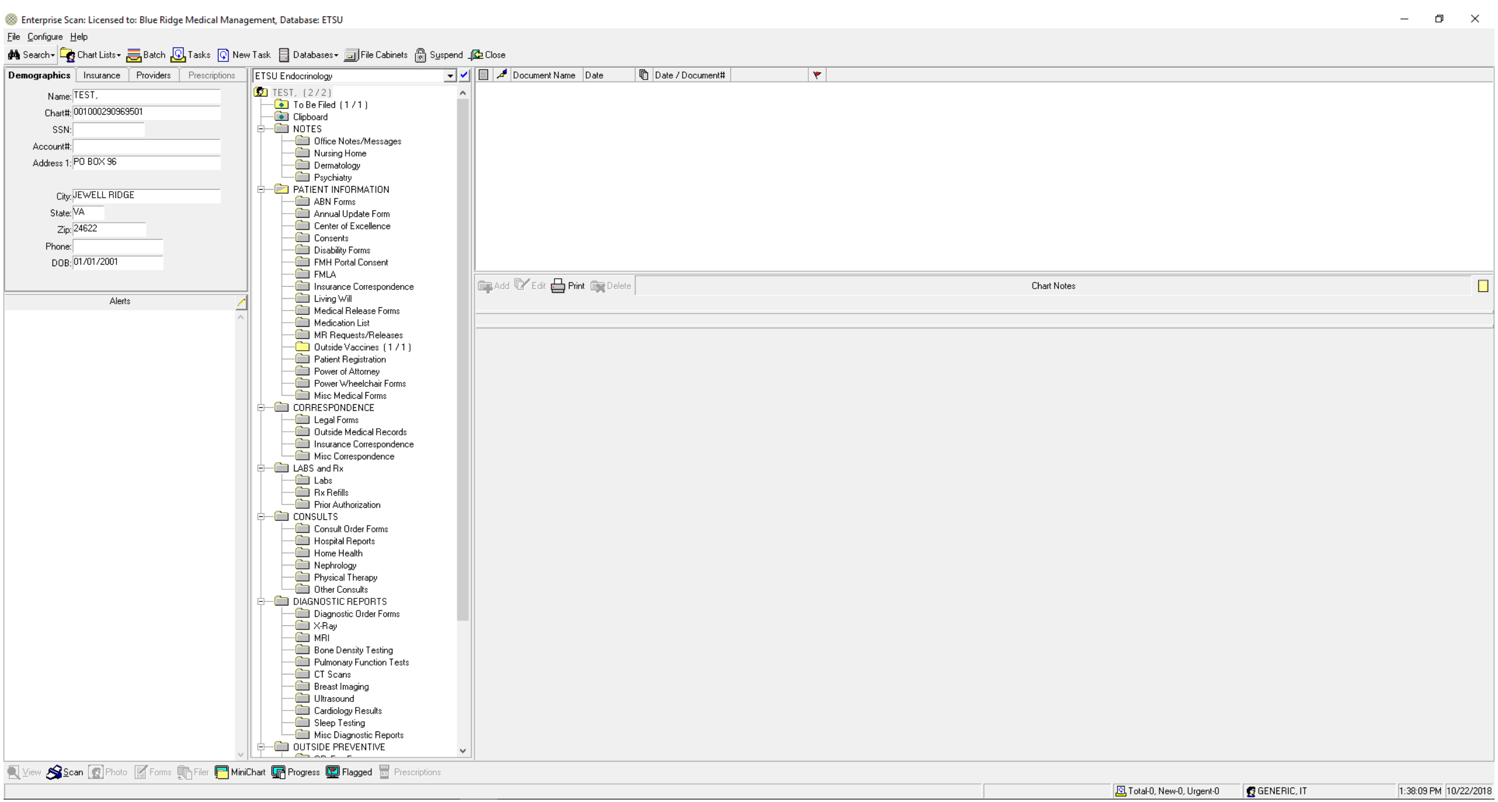
- Click on the first user in the list but they should all be test accounts. Then submit.



- The screen should then look like this.



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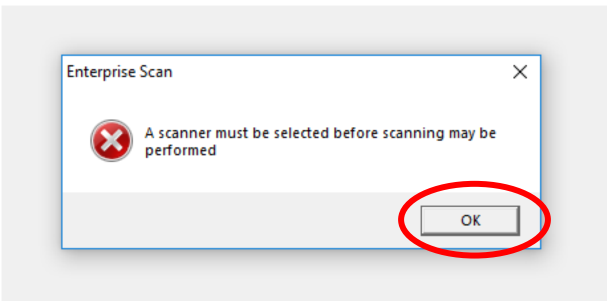
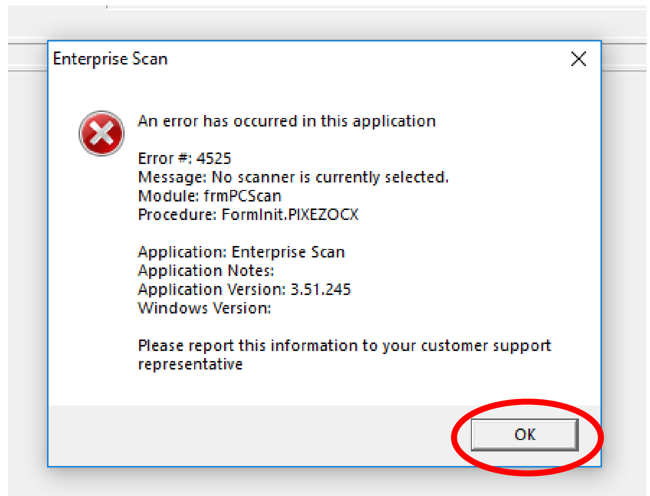
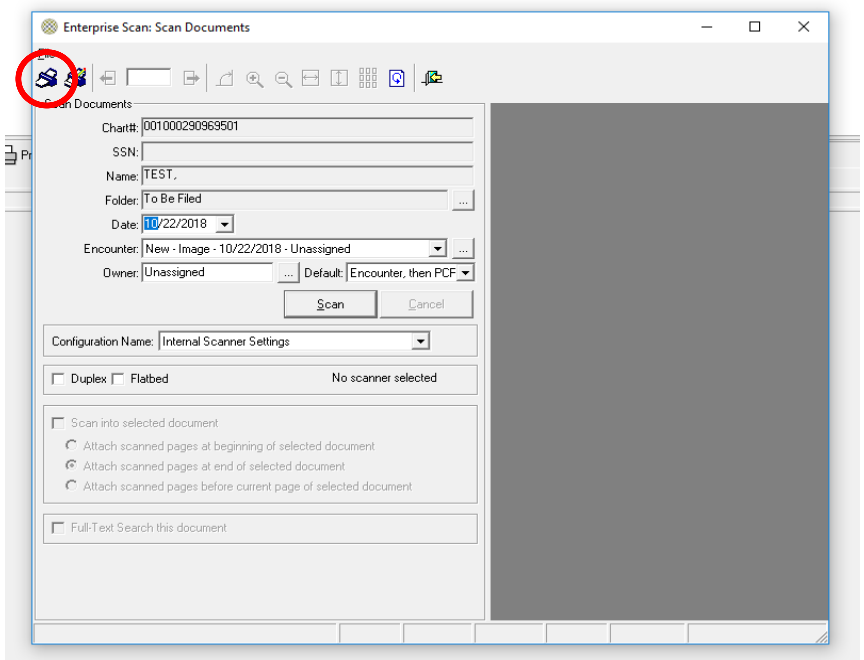
- Now click the scan button at the bottom left of the screen.

- Most likely you will see these two errors just click ok to both of them.

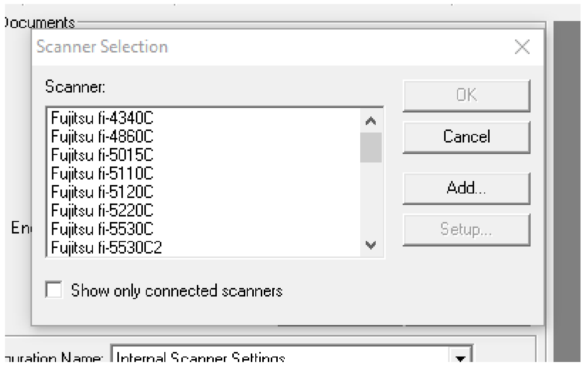




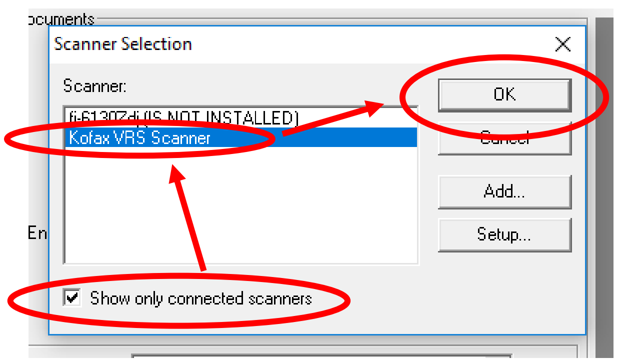
- This is the screen where you will do the actual configuration. There are two scanner looking icons you need to click on the first one.



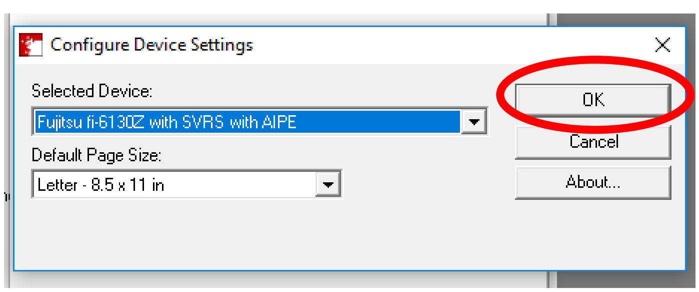
- When you first click that button it is going to look like this wanting you to pick a scanner from the list.



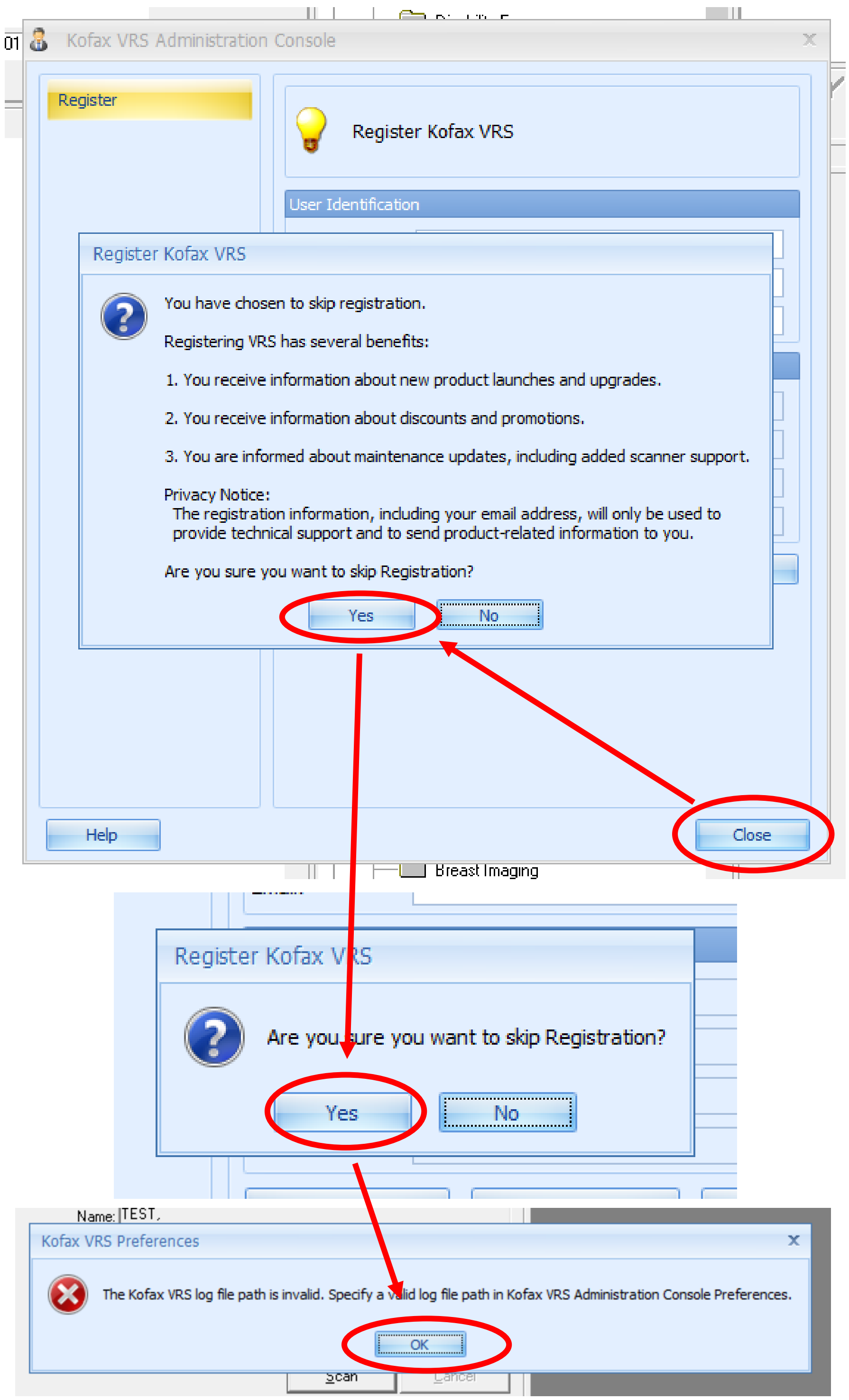
- Click the checkbox for "Show only connected scanners" it will give you two options but it should almost always be set to Kofax then click OK.



- Then if the scanner is on and connected this screen will appear. If it pops up and says No Device under selected device a majority of the time they have the scanner turned off. Then click on OK.



- Now it is going to pop up wanting you to register it. We just skip the Registration so click close then yes then then yes again. An error will then pop up and just hit ok.



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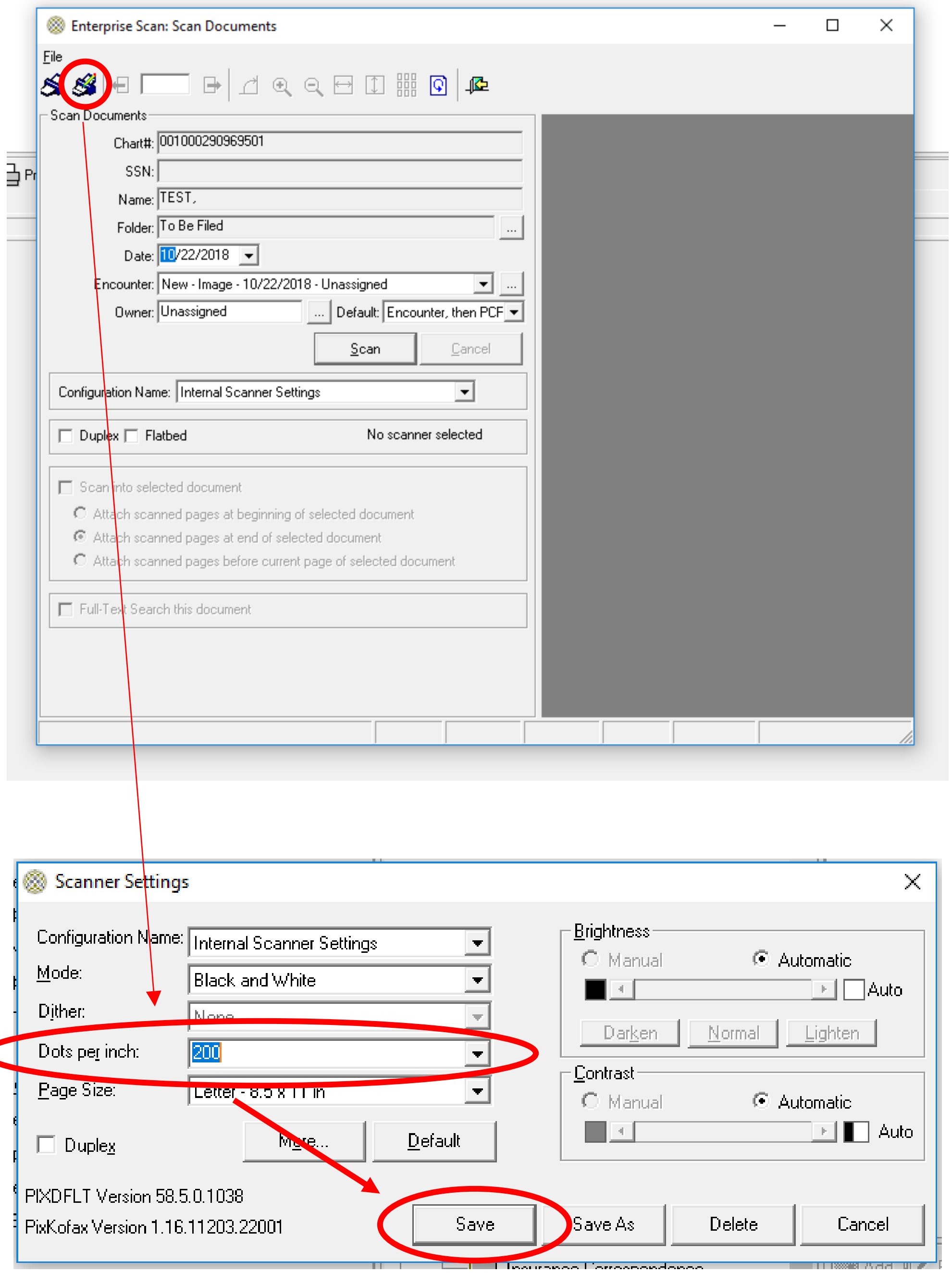
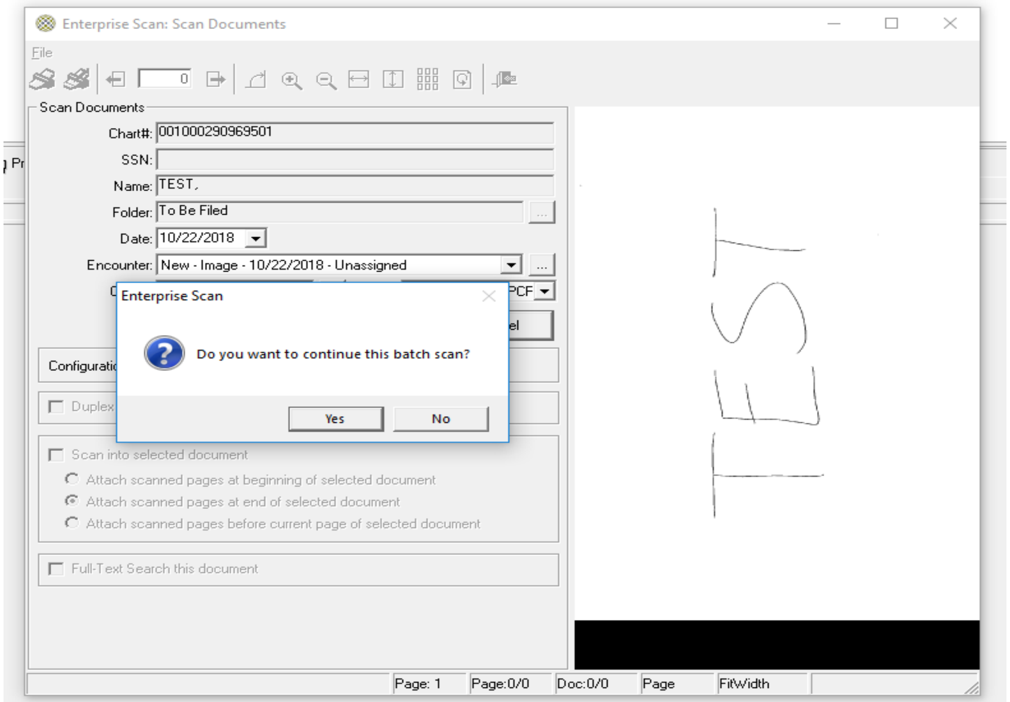
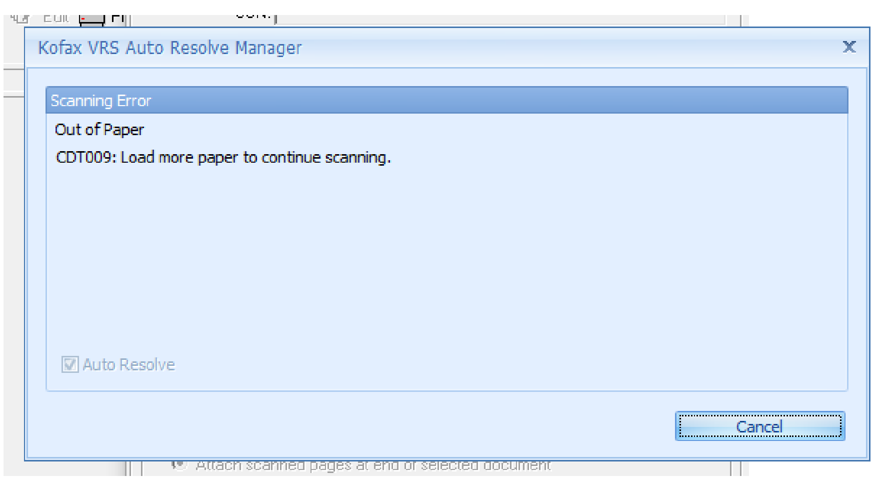
- It should now return you to this screen where you want to now click the second scanner icon. The DPI needs to be set so that it does not ask every time. Set it to 200 then click save.



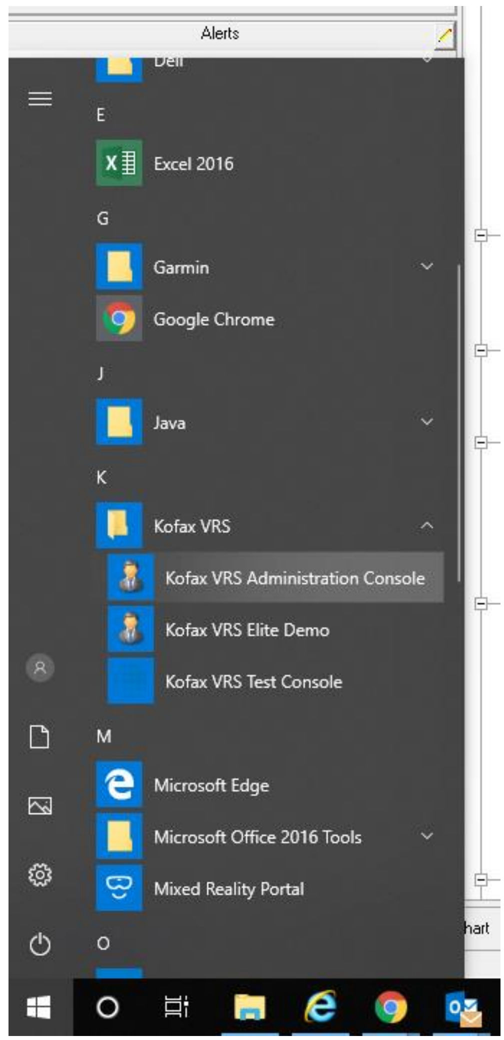
- Have the user put something in the scanner. It does not matter what it is since it is a test patient. Click the word scan that is kind of in the middle to make it scan. When it is successful it should look something like this. If they want to stop scanning they click no and if they want to continue scanning into that section of the chart they will click yes.



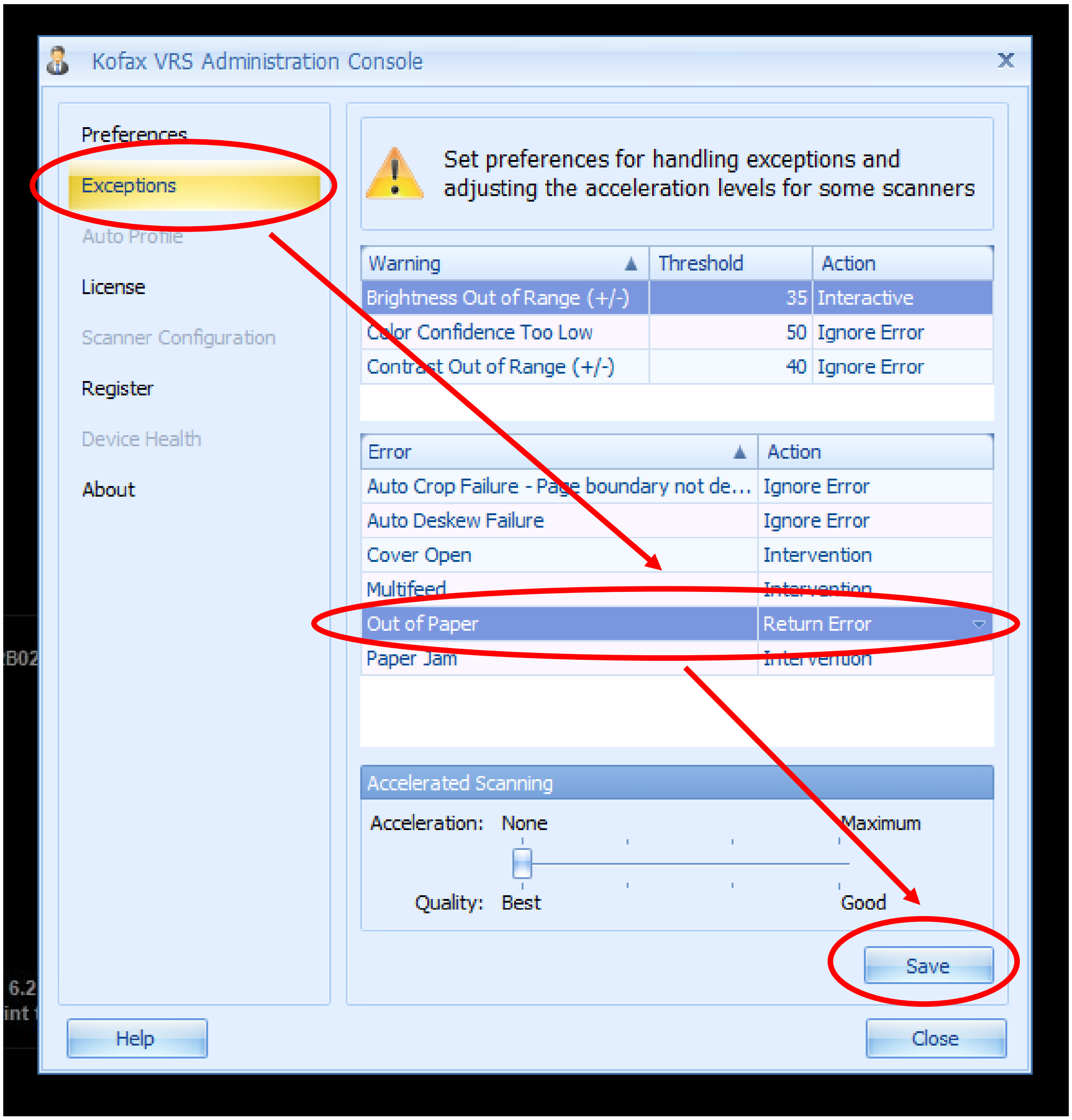
- If they get an error that says they are out of paper that looks like this there is a quick fix for that.



- Go to the programs list and you are looking for the folder Kofax VRS then click on Kofax VRS Administraion Console.



- Once Kofax pops up you want to click on Exceptions located on the left. Then over on the right towards the middle there is an option for Out of Paper. That needs to be set to Return Error so that popup out of paper error will go away. Then click save.



- That is it the scanner should now be fully functional.