

Frequently Asked Questions for the BCBSIL Illustration Software

Q. What is the latest version of Illustration Software?

A. Effective November 2009, the latest version of the Illustration Software is 6.0.

Q. How do I know what version I have?

A. The version number is displayed on the Tech Support screen in the Illustration Software.

Q. How do I update the Illustration Software to the latest version?

A. The update and new install use the same installation package.

***** IMPORTANT STEP ***** 1) Make a **backup** of your proposals before you run any updates or uninstall your application.

To make a backup, click the "Backup Proposals" button on the Tech Support Page within the Illustration software.

2) Uninstall the "BCBS Illustration" program from the control panel.

If the yellow BCBS Illustration icon still exists on your desktop, you may delete it.

3) Install the BCBSIL ILLUSTRATION software version 6.0 by clicking this link

http://www.vandbconsulting.com/site/bcbsil/v6_0/install.htm

4) Click the "Install" button on the webpage.

5) Click "Install ActiveX Control" when prompted "The website wants to install the following add-on "BCBSIL Illustration v6.0 If you trust the website and the add-on and want to install it, click here".

6) Click the "Install" button on the Security Warning pop-up window".

7) The InstallShield wizard will start. Follow the prompts.

8) Answer "Yes" when prompted "The webpage you are viewing is trying to close the window. Do you want to close this window?"

9) To Install the Access 2007 Runtime click this link

http://www.vandbconsulting.com/site/bcbsil/v6_0/accessruntime.exe

and take the default prompts.

10) Click the yellow icon "BCBS Illustration" to launch the Illustration software and then verify that you have the most current version on the Tech Support page, version 6.0.

11) refer to **How do I Import my clients from a previous database?**

Q. How do I Install the Illustration Software on a new computer?

A. Follow these Instructions to install the Blue Cross and Blue Shield of Illinois Illustration Software version 6.0.

1) Click this link http://www.vandbconsulting.com/site/bcbsil/v6_0/install.htm

2) Click the "Install" button on the webpage.

3) Click "Install ActiveX Control" when prompted "The website wants to install the following add-on "BCBSIL Illustration v6.0 If you trust the website and the add-on and want to install it, click here".

4) Click the "Install" button on the Security Warning pop-up window".

5) The InstallShield wizard will start. Follow the prompts.

6) Answer "Yes" when prompted "The webpage you are viewing is trying to close the window. Do you want to close this window?"

7) To Install the Access 2007 Runtime click this link

http://www.vandbconsulting.com/site/bcbsil/v6_0/accessruntime.exe

and take the default prompts.

8) Click the yellow icon "BCBS Illustration" to launch the Illustration software and then verify that you have the most current version on the Tech Support page, version 6.0.

Q. How do I Import my clients from a previous install?

A. Click the Import Database button on the Tech Support page. Navigate to the previous database location and select the database. See step by step instructions in the Appendix

Q. How do I backup Proposals?

A. Click the "Backup Proposals" on the Tech Support page in the Illustration Software.

Q. How do I restore Proposals?

A. Click the "Restore Proposals" on the Tech Support page in the Illustration Software. You must have already created a backup within the Illustration software for version 6.0 or greater.

Q. Is Illustration Software compatible with Windows 7, Vista and XP operating systems?

A. Yes, the Illustration Software is compatible on Windows 7, Vista (x86 & x64) and XP operating systems. We recommend you to refer to the instructions provided before installing Illustration Software.

Q. Need technical assistance with Illustration Software?

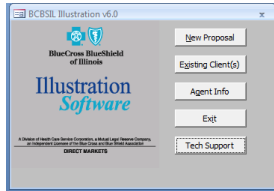
A. If you require technical assistance or have questions about using the Illustration Software, please email a detailed description of your question to support@vandbconsulting.com or call (219) 979-2625 or check out the latest version of the FAQ at

http://www.vandbconsulting.com/site/bcbsil/v6_0/FAQ.pdf

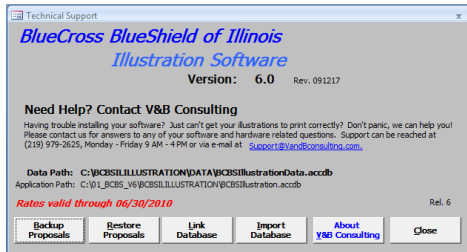
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Appendix

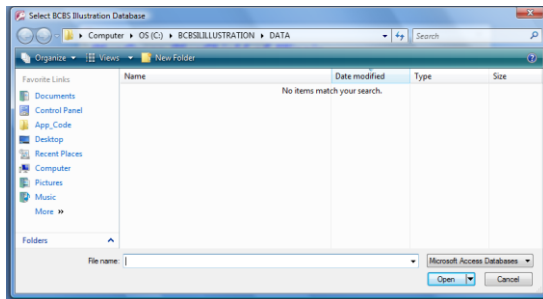
Q. How do I Import my proposals from a previous database?



Click “Tech Support”

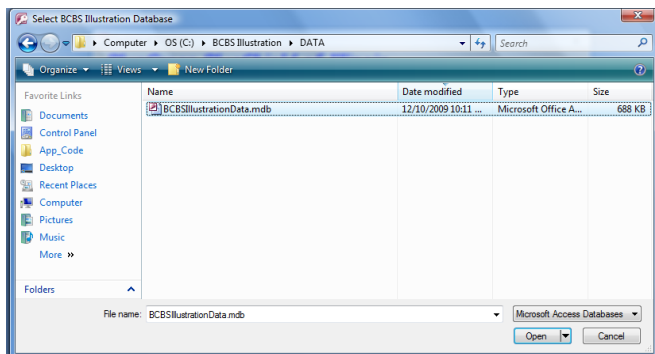


Click “Import Database”



Navigate to the folder where you have the BCBSIllustrationData.mdb file, i.e. the database that you want to import.

It should be either “C:\BCBS Illustration\Data” or “C:\Program Files\BCBS Illustration\Data”.



Click on the file “BCBSIllustrationData.mdb” so it appears in the Filename box and then click “Open”. This will automatically import your data and return you to the Tech Support page when completed.