

How do I download Dynamic Web TWAIN on my computer?

Due to the ongoing withdrawal of support for third-party plug-ins in modern browser versions (e.g. Microsoft Edge, Chrome, etc.), Novari Health has upgraded the Dynamic WebTWAIN version to be compliant with the new HTML5 standard. The new Dynamic WebTWAIN is backwards compatible and will still support ActiveX for older browsers, such as Microsoft Internet Explorer 9 and 10.

Update to Version 13

Firefox and Chrome have made security changes which cause versions of Dynamic WebTWAIN older than 12.3 to not work correctly. Novari Health has upgraded to version 13 as of Novari ATC version 7.2. If you are on version 7.2 of Novari ATC or higher you will need to update Dynamic WebTWAIN. Version 13 can be installed alongside older versions of Dynamic WebTWAIN but it is **strongly** recommended to uninstall any older versions of the software prior to installing version 13 to avoid any compatibility issues.

Overview:

Dynamic WebTWAIN allows the users to scan and/or upload documents to a case. However, this feature requires the user to download the Dynamic WebTWAIN application. In order to install Dynamic WebTWAIN:

- If, when you log into Novari ATC, the Dynamic WebTWAIN software is not installed, a pop-up should appear (see below image).
- Once downloaded, follow the installation steps provided on screen.
- Refresh your browser after installation.

Below is the landing screen of the application whenever it recognizes you do not have Dynamic WebTWAIN installed. If you do not have the most recent version installed it will instead read "Scanning support is out of date". The method for installing the upgraded version is the same as installing it for the first time.

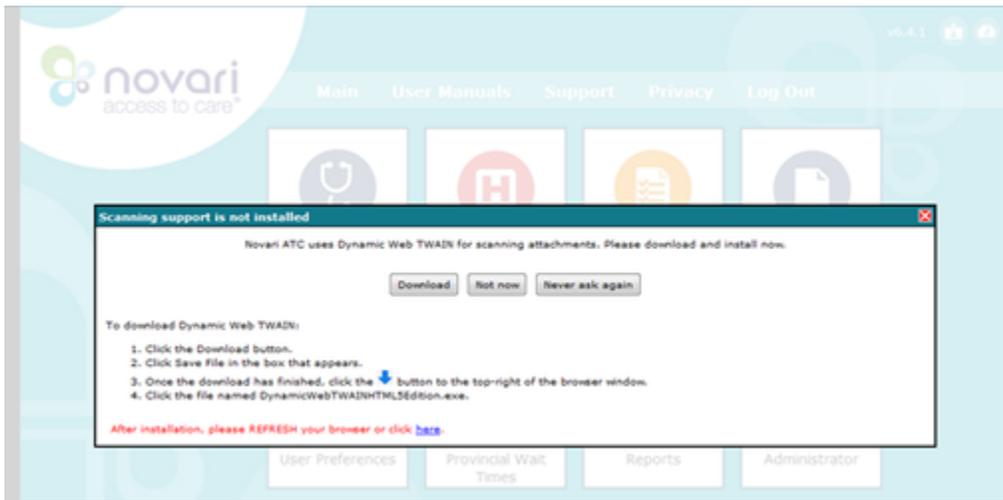


Figure 1: Prompt to Install WebTWAIN upon login

Clicking 'Not now' will prevent the application from prompting you to download this application again until the next time you log in. Click 'Never ask again' to stop receiving prompts to download Dynamic WebTWAIN; if you do not wish to download this software, choose this option.

If you chose "Never ask again" but then attempt to add an attachment, the application will prompt once more to download the Dynamic WebTWAIN software. This second process can be seen below:

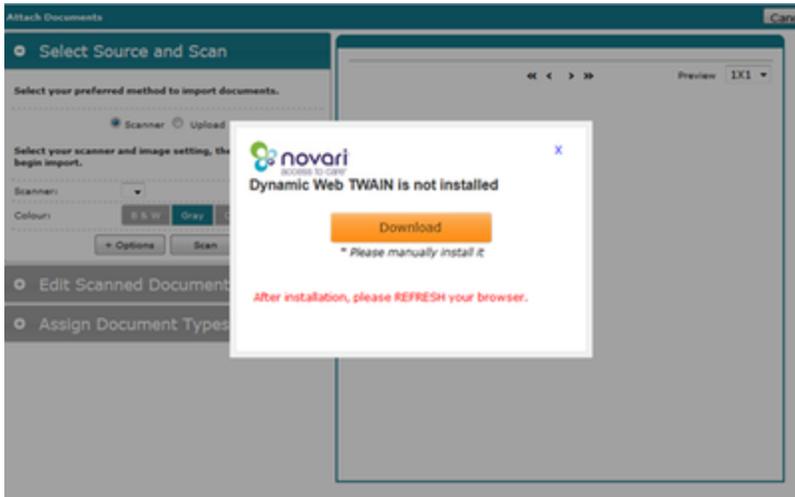


Figure 2: Prompt to Install WebTWAIN when scanning/uploading

Troubleshooting:

Under some circumstances, you might not be prompted to download Dynamic WebTWAIN but still will not be able to scan or upload attachments in Novari ATC. Please see the following troubleshooting topics to attempt to resolve your issue.

Checking if you have an older version of Dynamic WebTWAIN

If you have an older version, it's possible the Dynamic WebTWAIN software isn't recognizing that what you have is out-of-date. In order to fix this, you need to upgrade your version of Dynamic WebTWAIN. This is accomplished by uninstalling the current version you have and installing the more recent version. These steps vary based on Operating System and version. The following instructions are for Windows PCs:

You will require administrator rights on your PC in order to do this. If you do not have administrator rights please contact your IT help desk or the person who maintains your PC.

1. From the start menu, navigate to the control panel. Choose programs. Uninstall a program.
2. Locate the program whose name is similar to "Dynamic WebTWAIN" or "Image Capture Suite"; the publisher will be Dynamsoft. Each program with a name like this should be uninstalled.
3. Right-click, select uninstall and follow the on-screen prompts to completion.

Removing any existing browser plug-in for scanning and uploading

Older versions of Dynamic WebTWAIN were installed using a plugin. If you have the plugin installed still it may be conflicting with the newer version of Dynamic WebTWAIN. In order to fix this issue you will need to remove the plug-in. Below are instructions for a few common browsers. After removing any plugins you should attempt to install Dynamic WebTWAIN again by following the installation steps provided earlier. If you are unsure what browser you are using you can go to www.whatismybrowser.com to find out. If after following the troubleshooting steps you are still having issues scanning or uploading in Novari ATC, please contact Novari Health support.

Internet Explorer 11

1. Open Internet Explorer, select the Tools button , and then select Manage add-ons.
2. Under Show, select All add-on and then select the Dynamic WebTWAIN add-on.
3. If the add-on can be deleted, you'll see the Remove option. Select Remove and then Close.

Internet Explorer 10

1. In Internet Explorer, select the Tools button , and then select Manage add-ons.

2. To display all ActiveX controls, under Show, select Downloaded controls.
3. Select the Dynamic WebTWAIN ActiveX control, and then select More information.
4. In the More information dialog box, select Remove. You might be prompted to enter an administrator password or confirmation.
5. Repeat steps 4 and 5 for every control you want to delete. When you're finished, select Close.

Internet Explorer 9

1. Open Internet Explorer, select the Tools button, and then select Manage add-ons.
2. To display all ActiveX controls, under Show, select Downloaded controls.
3. Select the Dynamic WebTWAIN ActiveX control, and then select More information.
4. In the More information dialog box, select Remove. You might be prompted to enter an administrator password or confirmation.
5. Repeat steps 4 and 5 for every control you want to delete. When you're finished, select Close.

Firefox

1. Click the menu button  and choose Add-ons. The Add-ons Manager tab will open.
2. In the Add-ons Manager tab, select the Extensions or Appearance panel.
3. Select the Dynamic WebTWAIN add-on.
4. Click the Remove button.
5. Click **Restart now** if it pops up. Your tabs will be saved and restored after the restart.

Chrome

1. Open Chrome .
2. Click More .
3. Go to **More tools**  **Extensions**.
4. Next to the Dynamic WebTWAIN extension, click Remove .
5. Click **Remove**.