

HOSTED SERVER TRANSFER INSTRUCTIONS


If you are a Hosted client and received a banner notification the week of December 30, 2019, to enhance performance, your CGM webPRACTICE system will be transferred to a new upgraded Hosted server. This will require each user to perform the two steps listed below on their workstation.

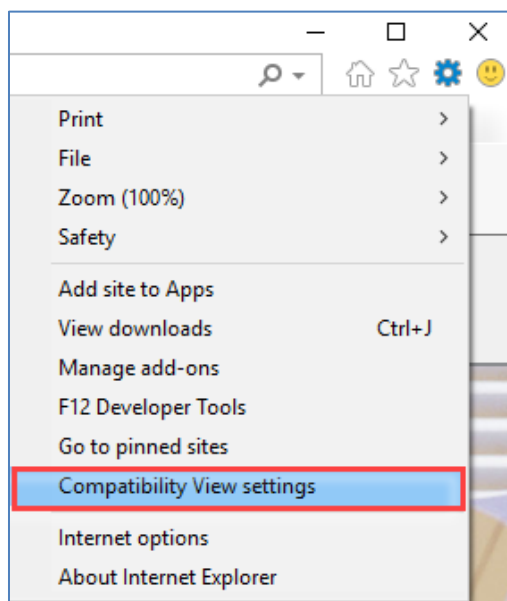
The steps are listed as 'before' and 'after' but you have the option of completing both of the steps after the transfer if you prefer.

Complete before the transfer

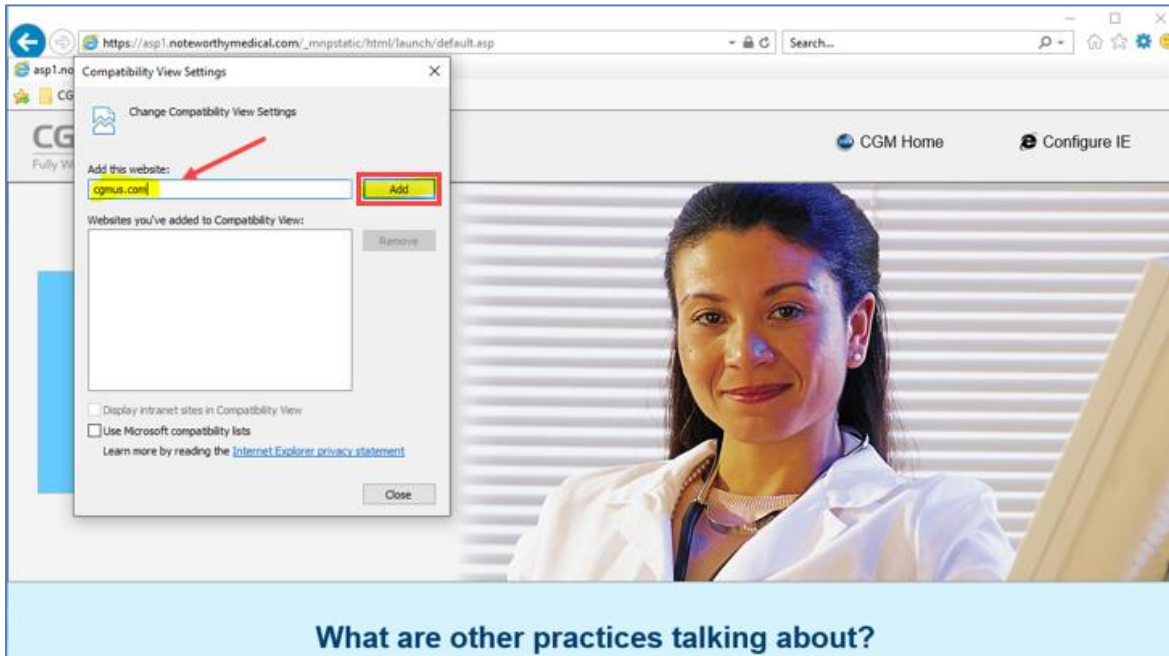
Since the website address for the new CGM webPRACTICE server will be different from the one you currently access, you will need to add the new website address to Internet Explorer so you can access it.


Open the **Log In** page for CGM webPRACTICE, which opens Internet Explorer.

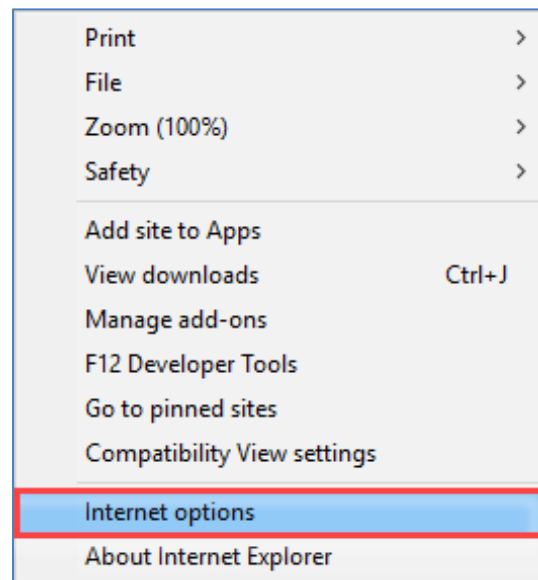
Click the Tools icon  in the upper-right corner or click **Tools** on the menu bar. Select **Compatibility View settings**.



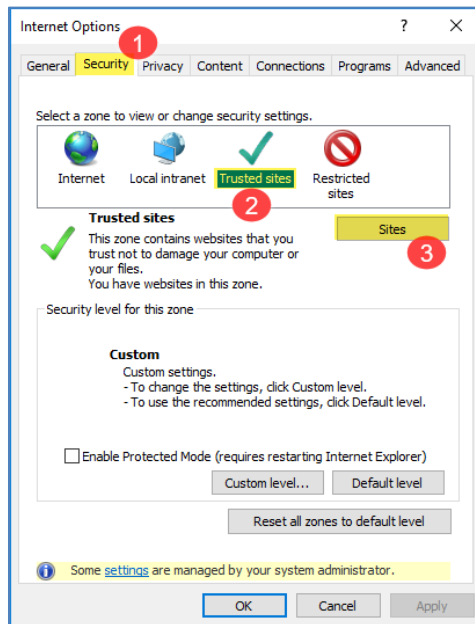
In the **Add this website** field in the *Compatibility View Settings* window, type **cgmus.com** and click **Add**.



Click the **Tools** icon  again and select **Internet Options**.

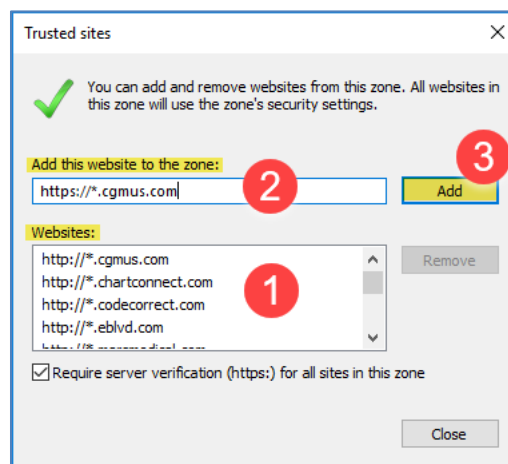


Click the **Security** tab, click **Trusted sites** and then click **Sites**.



When the *Trusted sites* window displays:

- Scroll down the list of **Websites** to see if the following websites exist:
 - http://*.cgmus.com
 - https://*.cgmus.com
- If either of the websites above are not in the list of Websites, you will need to add them. Type the website address in the **Add this website to the zone:** field and then click **Add**.



- After you confirm that both websites exist in the **Websites** list, click **Close**.
- Click **OK** on the *Internet Options* window.
- This completes the first step.

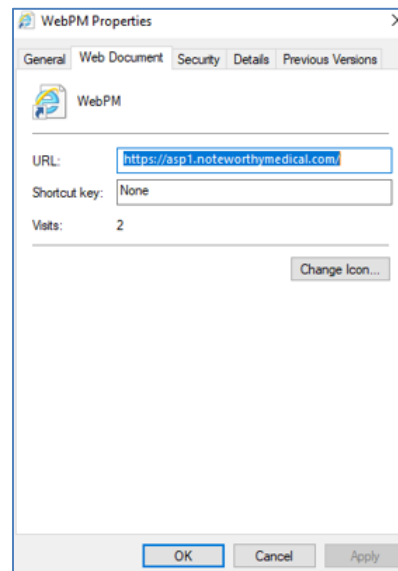
Complete after the transfer

Only perform this step after the server transfer is complete, which will be any time after 9:00 P.M. EST Sunday, January 12, 2020.

To ensure that you can quickly access CGM webPRACTICE in the future, you will need to edit the shortcut that you use to access the system or create a new Favorite in Internet Explorer.

Edit a shortcut

Right-click on the shortcut and select **Properties**.

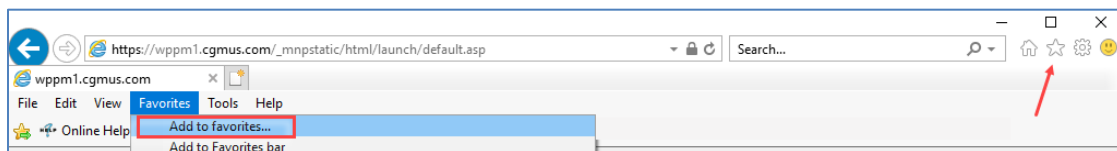


Click the **Web Document** tab. The existing URL may start with either ASP1, ASP2 or ASP3. Change the **URL** to <https://wppm1.cgmus.com> then click **OK**.

Create a new Favorite in Internet Explorer

Open Internet Explorer.

Click **Favorites** in the Menu bar and then **Add to favorites** or you can click the **Favorites** icon .



Confirm the **Name** field in the **Add a Favorite** dialog box contains **CGM webPRACTICE Launch Page** and click **Add**.

Delete the old Favorite.

This completes the second step.