



## PTAR

### Important Message for PTAR Facilities Using Topaz Signature Pads/Swipe Device



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**Please Note: If you currently are using a Scriptel device or do not use any type of PTAR signature pad or swiping device you can disregard this notice.**

On **May 18th, 2016**, eMedNY will be implementing the Topaz API plug-in support into PTAR for all Topaz devices. The support will be implemented on Wednesday evening, May 18th at 8:00pm and will last approximately 1 hour. Any Facilities attempting to use the signatures pads may be unable to capture signatures in PTAR during this timeframe. **Please do not install the new plug-in before 9pm, May 18th or your Topaz device may not capture signatures.**

All PTAR Facilities who are currently using the TOPAZ signature pads /swipe devices for the New York State Department of Health Public Transportation Automated Reimbursement System (PTAR) program, will be **required to install the new API plug-in** in order to continue using your Topaz device(s). This new plug-in will replace the older NPAPI plug-ins that many web browsers have stopped supporting, causing Topaz devices to fail or stop working. This plug-in will be supported by Internet Explorer 11, Google Chrome and Mozilla Firefox. **Please be aware that IE 10 was not compatible with the new plug and you will need to upgrade to IE 11 or use one of the other supported web browsers listed.**

All PCs currently using Topaz devices will be required to upgrade to the new API plug-in as the device **will not function** without the upgrade after May 18th. Any PTAR Facilities that have been experiencing issues with their Topaz devices; the new plug-in should resolve any previous issues. We highly recommend that you contact your IT dept and/or Desktop Support dept to perform this activity. We do not advise uninstalling/installing these plug-ins without their assistance.

We ask that you please visit the eMedNY website at [emedny.org](http://emedny.org) and click the PTAR tab for install instructions. You can access and download the .pdf document titled "**PTAR**

**Topaz API Plug-In Install Guide" under "Relevant Documents"** on the right side of this web page. This document will provide instructions on how to perform the install or uninstall-reinstall process for the new API plug-in.

PLEASE NOTE:

- PTAR support staff will be unable to guide or assist you with this process. Again, we highly recommend that you contact your IT dept and/or Desktop Support dept to perform this upgrade.
- If your IT dept and/or Desktop Support dept have any questions regarding this change, please advise your IT/Help Desk staff to contact PTAR Support at [PTARSupport@csra.com](mailto:PTARSupport@csra.com).
- If your IT dept and/or Desktop Support dept experience issues with the installing/uninstall/reinstall of the plug-ins; please e-mail the TOPAZ tech support staff at [techsupport@topazsystems.com](mailto:techsupport@topazsystems.com).

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