

This guide covers things you should know or do after you install the new version of the IDEXX Cornerstone* Practice Management System.

If you haven't installed the new version yet, see these related documents:

- If you're installing from a file that was downloaded to your Cornerstone server through IDEXX SmartService* Solutions, use the [Getting Started Guide for Installing from Download](#).
- If you're installing from a DVD, use the [Getting Started Guide for Installing from a DVD](#).
- If you're installing Cornerstone software for the first time on a new workstation, use [Installing Cornerstone on a New Workstation](#).

1: Quick View Checklist

Use the checklist below to be sure you complete all the steps you need to set up and start using your Cornerstone software. Links in the checklist either take you to a section in the *Getting Started Guide* or open *What's New in Cornerstone 8.3*, which contains detailed information about setting up and using new features.

To access these documents, visit the **Cornerstone Resource Library** online at idexx.com/cornerstoneresources. Copies of both documents are also installed on your computer along with Cornerstone.

If you're upgrading from a version before Cornerstone 8.2, see [Prepare Your Practice for 8.3 NEXT](#) for additional information about changes in Cornerstone and training resources.

Preinstallation planning:

- If you did not yet review the [checklist of prerequisites](#) before installation, you may want to do so now. It covers what you need to do to set up and use specific new features in this release (p.3).

Set up security access to new windows and reports:

- Set up security for new features by referencing these [recommended security settings](#) (p. 9).

Set up new features:

- View detailed information about setting up the new features and functionality in this release in [What's New in Cornerstone 8.3](#). See the Setup instructions at the beginning of each feature section.

Learn and educate

- ❑ [Use the training checklist](#) to introduce the new features you choose to implement to your practice, and train staff (p. 11).
- ❑ View details about how to use the new features in [What's New in Cornerstone 8.3](#). See the Use section for each feature.
- ❑ To review the basics of Cornerstone in the context of version 8.3, view the [Basic Foundation Training tutorial](#) on the IDEXX Learning Center.

[Click here](#) to jump back to the top of the quick view checklist.

2: Prerequisites for New Features

Many of the new features in the 8.3 release require some setup in the Cornerstone* Practice Management System before you can use them. In addition, a few features have more involved prerequisites, such as purchasing an additional Cornerstone module or activating an account to use other IDEXX or non-IDEXX software or devices. The table below gives an overview of new features with significant prerequisites or setup requirements.

If you have questions or would like more information, please contact your IDEXX Cornerstone Sales Representative at 1-800-283-8386.

For more detailed information about how to set up and use the new features, see *What's New in Cornerstone 8.3*. Places to find this information are listed in the "For full details" sections of the tables below.

Note: Modules marked **Reinstall** are activated by reinstalling the Cornerstone software with a new activation key. To save time, you may want to purchase these modules before upgrading to Cornerstone 8.3, so you can enter the new key as part of the upgrade process, rather than reinstalling again later.

Client Communications

IDEXX Pet Health Network* Pro	
<p>IDEXX Pet Health Network* Pro lets you manage communication to and from your clients within the Cornerstone* Practice Management System. IDEXX Pet Health Network Pro is currently available in the United States only.</p> <p>The tools available when you use IDEXX Pet Health Network Pro with Cornerstone include:</p> <ul style="list-style-type: none"> • Sending automatic reminders by mail and/or email • Allowing clients to confirm via email or text—with the confirmation recorded in Cornerstone automatically • Manage important client communications from the Cornerstone message center—including appointment and prescription requests and updated client information • Sharing selected documents from the patient record with clients electronically 	
<p>Prerequisites</p> <ul style="list-style-type: none"> <input type="checkbox"/> Before you use the IDEXX Pet Health Network Pro features in Cornerstone, you need to sign up for the service. Get started by contacting an IDEXX Pet Health Network Pro communications specialist at 1-855-627-6570 or support@pethealthnetworkpro.com. <p>Note: IDEXX Pet Health Network Pro is a subscription-based service. There is also a charge for postcard communications. Contact IDEXX Pet Health Network Pro for subscription information.</p> <ul style="list-style-type: none"> <input type="checkbox"/> To communicate with IDEXX Pet Health Network Pro, the Cornerstone server must have Internet access. 	<p>Setup</p> <ul style="list-style-type: none"> <input type="checkbox"/> When you sign up for IDEXX Pet Health Network Pro, your dedicated communications specialist works with your practice to customize your marketing plan and ensure that you get the most out of your client communications. The specialist will also walk you through setting up IDEXX Pet Health Network Pro to support your plan for your practice. <input type="checkbox"/> If you are already using IDEXX Pet Health Network Pro without Cornerstone, some additional setup is required to use the features that are available with Cornerstone. Contact an IDEXX Pet Health Network Pro communications specialist at 1-855-627-6570 or support@pethealthnetworkpro.com.

For full details

See “IDEXX Pet Health Network Pro” in *What’s New in Cornerstone 8.3*.

IDEXX Email Service and IDEXX Faxing Service

Cornerstone has enhanced its email capability and added the ability to fax documents directly from within the system, saving staff members’ time and enhancing the overall work flow of the practice. This feature may be of particular interest to specialty/referral and emergency practices, as well as to referring veterinarians.

Prerequisites

- To purchase the IDEXX Faxing Service, contact IDEXX Cornerstone Support at 1-800-695-2877. The IDEXX Faxing Service is available in the United States and Canada.
- No special prerequisites are required to set up IDEXX Email Service.
- As with any Cornerstone email feature, you need to have an email account. If you want Cornerstone to use a desktop email program, such as Microsoft® Outlook®, that program needs to be set up.

Setup

- To activate IDEXX Faxing Service, you will need to perform a one-time setup to specify your account information and to agree to the terms and conditions of use.
- To activate IDEXX Email Service, you may need to perform a one-time setup to specify your account information.
- If you want to use a web-based email provider, such as Gmail™, Hotmail®, etc., additional configuration may be needed.

For full details

See “Communications Management for Email and Fax,” in *What’s New in Cornerstone 8.3*.

LifeLearn® ClientEd Online™

Cornerstone integrates with LifeLearn® ClientEd Online™ to offer customizable client education documents. ClientEd Online has more than 1,200 documents in its library, and new documents are added regularly. LifeLearn ClientEd Online is available in the United States and Canada.

Prerequisites

- Both new and existing LifeLearn customers will need to subscribe to the ClientEd Online service. Please contact your IDEXX Cornerstone Sales Representative at 1-800-283-8386 for more information.
- Using LifeLearn ClientEd Online documents requires Microsoft® Word 2003 or newer.

Setup

- Once you have completed the signup process and received your LifeLearn username and password, you can then perform the synchronization in Cornerstone to begin printing your ClientEd Online client handout documents.
- If you are currently using CD-based LifeLearn documents, you will want to review and potentially delete these documents before performing the synchronization. See “Getting Started with LifeLearn ClientEd Online” in *What’s New in Cornerstone 8.3*.

For full details

For information about purchasing LifeLearn ClientEd Online or about integrating your ClientEd Online documents with Cornerstone, see “Getting Started with LifeLearn ClientEd Online” in *What’s New in Cornerstone 8.3*.

For full details, see “LifeLearn ClientEd Online Integration with Cornerstone” in *What’s New in Cornerstone 8.3*.

Laboratory

VetConnect* PLUS

VetConnect* PLUS is an exciting, new web-based tool that lets you view, trend, and compare current and historical IDEXX test results side-by-side. With VetConnect PLUS, you can trend in-house diagnostics and outside laboratory data together, and display the results relative to the reference intervals for both, providing an enhanced diagnostic view for you and for your clients.

VetConnect PLUS is integrated into the laboratory work flow you use in Cornerstone—giving you easy access when and where you need it.

Prerequisites

- To see results from an IDEXX VetLab* Station on VetConnect PLUS, IDEXX SmartLink* technology is required to provide bidirectional flow between Cornerstone and your IDEXX VetLab Station. In addition, IDEXX SmartService* Solutions needs to be set up for the IDEXX VetLab Station. For more information, please contact your IDEXX Connectivity Consultant at 1-877-256-8457.
- The workstation where you want to view VetConnect PLUS must have Internet access.
- Windows®/Internet Explorer® 7 or later must be installed on each workstation. It does not have to be the default Internet browser.
- You must have a VetConnect account with administrator user name and password. Visit vetconnect.com or call 888-433-9987 to request an account if your practice does not already have one.

Setup

- Activate VetConnect PLUS from within Cornerstone. This begins the process of loading historical IDEXX Reference Laboratories data (if applicable); this may continue for up to 24 hours. (Cornerstone performance is not affected by the upload.)
- After you activate VetConnect PLUS from within Cornerstone, activate VetConnect PLUS from your IDEXX VetLab Station (if applicable). This begins the process of loading data, which may take a few hours. You can still use the IDEXX VetLab Station and Cornerstone during the upload.

For full details

See “VetConnect PLUS” in *What’s New in Cornerstone 8.3*.

IDEXX VetLab* Station

Cornerstone 8.3 offers more convenient communication between the workstations of your Cornerstone network and one or more IDEXX VetLab Station computers.

Prerequisite:

Required Setup for All Cornerstone/IDEXX VetLab Station Users

- ❑ If you use IDEXX SmartLink technology to connect Cornerstone and IDEXX VetLab Station, there is a required one-time update to link some patient sex and species values in the database. Cornerstone will attempt to complete the update automatically, but you may be prompted to manually resolve some linking questions. See “Linking Cornerstone Values with Laboratory Values” in *What’s New in Cornerstone 8.3*.

Setup for Enhanced Communication Features

- ❑ If you have multiple IDEXX VetLab Station computers, you can associate specific practice locations or workstations to use with a specific IDEXX VetLab Station by default. See “Improved Communications with IDEXX VetLab Station” in *What’s New in Cornerstone 8.3*.

For full details

See “IDEXX VetLab Station” in *What’s New in Cornerstone 8.3*.

Antech Diagnostics® Module

The Antech Diagnostics® module has been updated to enable online test ordering and automatic result download. In addition, pricing updates are pushed through Cornerstone automatically, providing you with the most up-to-date prices for tests. The Antech Diagnostics module is available in the United States and Canada.

Prerequisites

- ❑ To purchase the Antech module or to upgrade from the previous version of the module, contact your IDEXX Cornerstone Sales Representative at 1-800-283-8386.
- ❑ **Reinstall:** If you do not already have the Reference Laboratory module, you will need to purchase it as well. You will need to reinstall Cornerstone in order to start using the Reference Laboratory module.

Setup

- ❑ A one-time setup process is required to enter login information for the Antech website.
- ❑ There is a required one-time update to link some patient sex and species values between Cornerstone and Antech. See “Linking Cornerstone Values with Laboratory Values” in *What’s New in Cornerstone 8.3*.
- ❑ One-time setup is required if you want to set or change default pricing options on the Antech Diagnostics Lab Information window, or if you want to manually set profile prices or change the markup percentage.

For full details

See “Antech Diagnostics Module” in *What’s New in Cornerstone 8.3*.

Imaging

DICOM® Modality Worklist Integration

Cornerstone 8.3 leverages the modality worklist features of the DICOM® standard to share patient and exam information with a variety of non-IDEXX imaging devices. With devices that support the modality worklist and modality performed procedure step (MPPS) features of DICOM, you can send requests for images to these devices and see the status of these requests in Cornerstone. Limited integration may be possible with devices that do not support MPPS.

Prerequisites

- To use the new imaging integration features, DICOM Imaging and the Modality Worklist Integration module are required. For more information, contact your IDEXX Cornerstone Sales Representative at 1-800-283-8386.
- Reinstall:** If you purchase DICOM Imaging, you will need to reinstall Cornerstone.
- If you have an IDEXX Digital Imaging system and already have IDEXX SmartLink Digital Imaging, you do not need to purchase additional modules.

Setup

- A one-time setup is required to enter DICOM information about your computer network and each validated system with which you want to establish a modality worklist connection. There is a one-time fee for setting up the integration between a validated system and Cornerstone. For more information, contact your IDEXX Cornerstone Sales Representative at 1-800-283-8386. For a list of systems that have been validated by IDEXX as capable of integrating with Cornerstone, see idexx.com/validatedsystems.

For full details

See “Worklist Integration” in *What’s New in Cornerstone 8.3*.

Credit Card Processing

Integrated Payment Solution with XCharge®

The IDEXX Cornerstone* integrated payment solution, introduced in Cornerstone 8.1, provides a simple and secure solution for credit card processing initiated from Cornerstone. XCharge® software, developed by Accelerated Payment Technologies®, processes both credit and debit card transactions in the United States and Canada through an Internet connection. Helping you move toward a chartless practice, Cornerstone 8.3 now allows you to capture a client’s electronic signature for all credit card payments using a supported signature capture device or tablet PC.

Prerequisites

- Supported signature capture devices include the Topaz® ClipGem®, Topaz SignatureGem® (SigGem) and Topaz SigLite® LCD devices, or a tablet PC. For information on purchasing a signature capture device, call your IDEXX Practice Solutions Representative for Supplies at 1-888-224-4408.

Setup

- A one-time setup process is required to connect and enable the signature capture device.

For full details

See “Electronic Signature Capture with XCharge” in *What’s New in Cornerstone 8.3*.

Inventory

IDEXX SmartOrder* Inventory Solution	
<p>IDEXX SmartOrder* is the automated inventory integration between Cornerstone and MWI® Veterinary Supply (mwivet.com). IDEXX SmartOrder allows practices to place orders within Cornerstone and receive real-time inventory item status updates and electronic record of receipt from mwivet.com via a cloud-based Internet connection. This IDEXX SmartOrder inventory solution is available in the United States.</p>	
Prerequisites	Setup
<ul style="list-style-type: none"><input type="checkbox"/> An account with MWI is required to set up and use the IDEXX SmartOrder solution. Contact your MWI representative to set up your mwivet.com account if your practice does not have one.<input type="checkbox"/> A consistent, high-speed Internet connection is required for IDEXX SmartOrder.<input type="checkbox"/> Windows®/Internet Explorer® 7 or later must be installed on each workstation. It does not have to be the default Internet browser.	<ul style="list-style-type: none"><input type="checkbox"/> To connect IDEXX SmartOrder with the MWI online inventory ordering system, you must complete a one-time setup to enter your account information in Cornerstone and to agree to the terms and conditions of use for MWI.<input type="checkbox"/> For items that you order through MWI, you need to add a vendor item ID numbers and assign them to corresponding inventory item ID numbers. You can do this “on the fly” while working with an inventory order, or you can add and assign vendor item ID numbers ahead of time. The most efficient way to prepare for IDEXX SmartOrder is to assign IDs ahead of time for all the inventory items you order frequently from MWI.
For full details <p>See “Electronic Inventory Ordering with IDEXX SmartOrder and MWI Veterinary Supply” in <i>What’s New in Cornerstone 8.3</i>.</p>	

[Click here to jump back to the Quick View Checklist.](#)

3: Security and Setup

Suggested Security by Staff and Role for New Windows in Cornerstone 8.3

There are a number of new windows and new reports in Cornerstone 8.3.

The table below shows the suggested security access settings for these windows and reports for different staff and roles within your practice:

- **GEN**—If you choose to have only two tiers of security, for administrators and all other staff members, this would be the access settings for staff members who aren't administrators.
- **REC**—Receptionists
- **DR**—Doctors
- **TECH**—Technicians
- **M/O**—Managers/Owners

For more information about setting up security, see the *Cornerstone 8.3 Default and Security Settings Guide*.

Dialog Security	Access Suggestions					Path to Locate
	GEN	REC	DR	TECH	M/O	
Antech – Lab Item Price Update			X	X	X	Activities > Lab Work > Update Antech Lab Item Prices
Imaging DICOM Modality Types			X	X	X	Activities > Imaging > DICOM Modality Types
Invoice Discount – Apply to all lines	X	X	X	X	X	From the Invoice, select No in Discount column > Select discount to be applied > Select option to Add line discounts to all lines for this patient > Select OK
IDEXX Message Center			X	X	X	 button on toolbar
Patient Vaccine Corrections			X	X	X	Select patient Tags/Microchip ID tab > right-click on vaccination > Correct or Reissue
Synchronize LifeLearn Documents					X	Tools > Synchronize LifeLearn Documents
Report Security	Access Suggestions					Path to Locate
	GEN	REC	DR	TECH	M/O	
EOM Referral Revenue Report by Doctor by Revenue Center					X	Reports > End of Period > EOM > Specify Monthly Period>Specify EOM - Referral Revenue Report by Doctor by Revenue Center> Print OR Preview>Specify Doctor/Doctors>OK
EOM Referral Revenue Report by Hospital by Revenue Center					X	Reports > End of Period > EOM > Specify Monthly Period>Specify EOM - Referral Revenue Report by Hospital by Revenue Center> Print OR Preview>Specify Hospital or Revenue Center

EOM Referral Revenue Report by Rev Center by Doctor by Hospital					X	Reports > End of Period > EOM > Specify Monthly Period>Specify EOM Referral Revenue Report by Rev Center by Doctor by Hospital> Print OR Preview>Specify Date, Doctor ID, or Revenue Center ID
EOM Referral Revenue Report by Rev Center by Hospital by Doctor					X	Reports > End of Period > EOM > Specify Monthly Period>Specify EOM Referral Revenue Report by Rev Center by Hospital by Doctor>Specify Hospital ID or Revenue Center ID
EOM Referral Summary by Revenue Center – Doctor by Hospital					X	Reports > End of Period > EOM > Specify Monthly Period>Specify EOM Referral Summary by Revenue Center – Doctor by Hospital> Print or Preview>Specify Doctor ID or Revenue Center ID
EOM Referral Summary by Revenue Center – Hospital by Doctor					X	Reports > End of Period > EOM > Specify Monthly Period>Specify EOM Referral Summary by Revenue Center – Hospital by Doctor>Print or Preview>Specify Hospital ID or Revenue Center ID

This document contains suggested security settings; however, it is ultimately the practice's decision-maker that decides who needs access to certain areas within Cornerstone, and IDEXX shall not be liable for any actions arising from those security decisions.

[Click here to jump back to the Quick View Checklist.](#)

4: Communications and Training

Training Checklist

Use the "Use" sections in the Cornerstone* 8.3 What's New to train your staff on the new features.

The table below provides a checklist for all the new features in What's New.

Client Communications	
IDEXX Pet Health Network* Pro	<input type="checkbox"/> Overview <input type="checkbox"/> View Incoming Client Requests and information via the IDEXX Message Center <input type="checkbox"/> Automatic Appointment Confirmations through IDEXX Pet Health Network Pro <input type="checkbox"/> Share Documents with Clients <input type="checkbox"/> New Features to Record Client Email Addresses <input type="checkbox"/> Viewing IDEXX Pet Health Network Pro Activities on Reports
Communications Management for Email and Fax	<input type="checkbox"/> Overview <input type="checkbox"/> Emailing or Faxing Documents from the Cornerstone Editor <input type="checkbox"/> Viewing Communication in the Patient Clipboard* Window <input type="checkbox"/> Viewing the Communications Log <input type="checkbox"/> Accessing the Communications Log
Next Appointment Scheduling Reminder	<input type="checkbox"/> Scheduling an appointment using the reminder
Additional Client Information Enhancements	<input type="checkbox"/> New Features to Help Record Client Email Addresses <input type="checkbox"/> Appointment confirmations shows staff who entered confirmation
Linking Documents to Diagnosis Codes	<input type="checkbox"/> Automatically Printing a Linked "Diagnosis Document" from a Medical Note
LifeLearn® ClientEd Online™ Integration with Cornerstone	<input type="checkbox"/> Customizing and Editing Your Library of ClientEd Online Documents <input type="checkbox"/> Selecting a LifeLearn Document from the Start New Document Window <input type="checkbox"/> Other Ways to Use LifeLearn ClientEd Documents with Cornerstone
Laboratory	
VetConnect* PLUS	<input type="checkbox"/> Overview <input type="checkbox"/> Understanding the VetConnect PLUS Tab
IDEXX VetLab* Station	<input type="checkbox"/> Select an IDEXX VetLab Station when requesting a test
Antech Diagnostics® Module	<input type="checkbox"/> Overview <input type="checkbox"/> Viewing and Updating Profiles <input type="checkbox"/> Ordering a Profile <input type="checkbox"/> Updating a Pending Test Request
Miscellaneous Laboratory Enhancements	<input type="checkbox"/> Specifying Staff IDs for Laboratory Requests <input type="checkbox"/> Result Download and Result Matching <input type="checkbox"/> IDEXX Lab Report <input type="checkbox"/> Linking Cornerstone Values with Laboratory Values

Imaging	
Cornerstone Imaging	<input type="checkbox"/> Enhanced Crop Tool <input type="checkbox"/> Imaging Connections Status Bar
IDEXX Diagnostic Imaging	<input type="checkbox"/> Improved DICOM® Queue
Diagnostic and IDEXX Digital Radiography	<input type="checkbox"/> Changes to the Image Capture Window (Overview) <input type="checkbox"/> Image Coach* Tools <input type="checkbox"/> More Powerful IDEXX I-Vision Mobile* Application
Modality Worklist Integration	<input type="checkbox"/> Overview <input type="checkbox"/> Option to Select a Modality When Creating a New Image Request <input type="checkbox"/> Enhancements to the Image Requests and Results Window <input type="checkbox"/> Resolving Orphan or Not Requested Statuses for a Non-IDEXX Imaging Modality <input type="checkbox"/> Manually Setting Requests to a Status of Completed <input type="checkbox"/> Image Request Special Action Item Report Filtered by Modality
Credit Card Processing	
Electronic Signature Capture with Integrated Payment Solution	<input type="checkbox"/> Capturing the Client Signature at Payment Time <input type="checkbox"/> Posting an Invoice—New Option to Print a Full Invoice or Invoice Receipt <input type="checkbox"/> Identifying Signed Credit Card Transactions on the Patient Clipboard and the Client Account <input type="checkbox"/> Changes to Payment on Account Report
Client Communications	
Communications Management for Email and Fax	<input type="checkbox"/> Overview <input type="checkbox"/> Emailing or Faxing Documents from the Cornerstone Editor <input type="checkbox"/> Viewing Communication in the Patient Clipboard <input type="checkbox"/> Viewing the Communications Log <input type="checkbox"/> Accessing the Communications Log
Linking Documents to Diagnosis Codes	<input type="checkbox"/> Automatically Printing a Linked “Diagnosis Document” from a Medical Note
LifeLearn® ClientEd Online™ Integration with Cornerstone	<input type="checkbox"/> Customizing and Editing Your Library of ClientEd Online Documents <input type="checkbox"/> Selecting a LifeLearn Document from the Start New Document Window <input type="checkbox"/> Other Ways to Use LifeLearn ClientEd Documents with Cornerstone
Referral Relationship Management	
Referral Relationship Management	<input type="checkbox"/> Overview <input type="checkbox"/> Finding and Viewing Referral Veterinarian Information on the Doctor List <input type="checkbox"/> Adding, Editing and Viewing Referral Veterinarian Information on the Doctor Information Window <input type="checkbox"/> Finding and Viewing Referral Hospital Information on the Hospital List <input type="checkbox"/> Adding, Editing, and Viewing Referral Hospital Information on the Hospital Information Window <input type="checkbox"/> Accessing Referral Information and Referral History in Patient Information <input type="checkbox"/> Accessing Referral Information on the Patient Clipboard* Window <input type="checkbox"/> Referral Information on the Patient Check-in/out Window <input type="checkbox"/> Referral Information for Mobile Computing <input type="checkbox"/> New and Enhanced Referral Reports

Inventory	
Enhancements to Cornerstone Inventory Windows	<input type="checkbox"/> Want List <input type="checkbox"/> Purchasing Work List <input type="checkbox"/> Purchase Order List <input type="checkbox"/> Create Purchase Order <input type="checkbox"/> Item Information Tabs <input type="checkbox"/> Search for Inventory Item <input type="checkbox"/> New Invoice Item Grid Sort and Display Options
Electronic Inventory Ordering with IDEXX SmartOrder* Inventory Solution and MWI® Veterinary Supply	<input type="checkbox"/> Creating an MWI Purchase Order in Cornerstone <input type="checkbox"/> Adding Vendor Item IDs for Matching Inventory Items in Cornerstone <input type="checkbox"/> Adding a Vendor Item ID While Working with Inventory Orders <input type="checkbox"/> Tracking Order Statuses from Cornerstone <input type="checkbox"/> Synchronization of Electronic Inventory Orders with MWI
Miscellaneous	<input type="checkbox"/> Login/Password Management <input type="checkbox"/> New Database and Services Management Window <input type="checkbox"/> Additional Changes and Enhancements

Training Files

Work with the Cornerstone tutorial training files data to complete exercises that mimic everyday tasks in your practice without jeopardizing the integrity of your real medical records. You can access the training files from the Microsoft® Windows start menu. Select **Start > Programs > Cornerstone > Training Files**.

Cornerstone opens, and uses the training files database rather than the live version of the database that contains your practice's information.

In the training files (including the Cornerstone Assistant training files), functionality is limited for some Cornerstone 8.3 features which ordinarily communicate with systems outside of Cornerstone:

- **Pet Health Network Pro**—You can see and use Pet Health Network Pro features like the share button and the IDEXX Message Center alerts for appointment requests; however, these actions won't be reflected on pethealthnetworkpro.com or petly.com.
- **Inventory Ordering using IDEXX SmartOrder with MWI Veterinary Supply**—Although you can't use IDEXX SmartOrder, you can view the windows used for working with this feature. Also, Purchase Order 1000 in the training files shows an example of a purchase order created using IDEXX SmartOrder.
- **IDEXX Faxing Service**—Although you can't send faxes from the training files with the IDEXX Faxing Service, this feature is very close to the new email feature that is usable in the training files. Also, completed faxes are shown on the Communications Log in the training files.
- **Antech Diagnostics Module**—A training version of this module is not available in the training files. However, training is included when you purchase the Antech module or upgrade from the previous version of the module.
- **Lifelearn ClientEd Online**—You can only set up and synchronize Cornerstone with LifeLearn ClientEd Online documents from your live Cornerstone database.

- **VetConnect PLUS**—You can view VetConnect PLUS information for the following patients:
 - Zeke—Patient ID 15329 (Feline)
 - Blake—Patient ID 3679K-1 (Canine)
 - Twister—Patient ID 120Q-1 (Canine)
- **Electronic signature capture for the integrated payment solution with XCharge®**—In the training files, you can view XCharge features except the ability to capture electronic signatures.
- **Activation**—You cannot activate or set up any of the above features from the training files, only from your live Cornerstone database. Also, in the configuration windows for a multi-location single database environment, the training files do not allow you to apply primary settings to a secondary practice.

[Click here to jump back to the Quick View Checklist.](#)

Appendix: Starting and Stopping the Database

Stopping and Starting the Database

The database can only be opened or closed from the server. The database is the only thing required to be running on the server; the Cornerstone software does not need to be running. If the database is not open, workstations will not be able to access Cornerstone.

The Cornerstone database is the storage location for your data and is housed on the Cornerstone server. It records information that you enter during your daily activities.

Automatic Start

When you start the server, the Cornerstone database and IDEXX services (related background programs) will start automatically in the background:

- You won't see anything happening.
- You don't need to click any icons on your desktop to start the database.
- Once Windows has started on the server, you can open the Cornerstone software on any computer on your Cornerstone network.

Manually Stopping and Starting the Database

In the course of general daily operations, you should not need to manually stop or start the database.

1. Click Cornerstone Database Server . The IDEXX Database and Services window appears.
2. Click **Stop** to stop the database and all the other services or click **Start** to start them. A series of stopping or starting messages appear. When the process is done, you'll see the word Finished on the left and all of the services on the right will be either stopped or started.
3. Click **Minimize (-)** in the upper right of the window to close it. Only do this after Finished is displayed.

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