

Transfer an existing user account (patient info) & Backup and restore

How to 'transfer' an existing user account to a new computer

If you install RadarOpus on a new computer, you can transfer your "User Account" (Login and Password), and personal data to this new computer as described below.

There are two possible situations:

- A. You have already patient information (and/or additions) on your old computer
- B. You did not save any patient info (and/or additions) on your old computer

A. If you have already patient info (and/or additions)

If you have saved patient information (and maybe also personal additions) on the old computer:

- First: Make a RadarOpus backup on that old computer.
- Then, on the new computer start RadarOpus and do not create an account.
- Then restore the RadarOpus backup to this new computer, as described below.
- After you restart RadarOpus, the previous account (login and password) will have been transferred to this new computer.

Steps:

1. Make a Backup on the old computer
2. Start RadarOpus on the new computer, and do not create an account but select:
"No, remind me later"



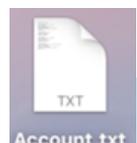
3. **Restore** your RadarOpus backup. Then restart RadarOpus. You will then be asked to login with your previous Login name and Password.

For more information, how to make a backup, and how to restore it, please see below.

Note: Where to find your Login and Password details

Your account information (Login, password, security question) can be found in the document "Account.txt" which has been stored on your Desktop after you installed RadarOpus the first time on your previous computer.

It is highly suggested to print and store this document in a safe place.



B. If you did not yet save any patient info, or additions on the old computer

If you had not yet saved any patient information (or any personal additions), and you like to setup the same Login and Password on the new computer, like you had on the old computer:

- You can also restore from the old computer a RadarOpus backup into the new computer
- But it is faster to do the following:

Select: **“Yes, create an account”**



Then you should enter the exact same account information, which you have on the old computer. You can find these account details the file **Account.txt** which you probably have printed or noted down somewhere.

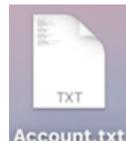
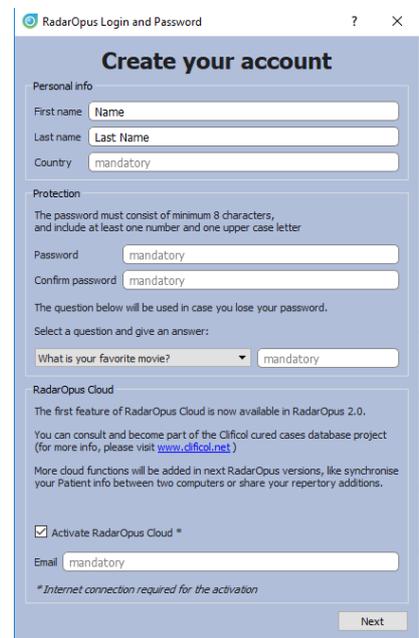
1. First name
2. Last name
3. Country
4. Password (local password)
5. Confirm Password
6. Select the same security question, and give the same answer
7. Email: insert the email used to create the RadarOpus Cloud*

Click **next** to continue

Note: Where to find your Login and Password details

Your account information (Login, password, security question) can be found in the document “Account.txt” which has been created in your Desktop.

It is highly suggested to print and store this document in a safe place.

* If you had already activated your **RadarOpus cloud (Clificol access)** the following message will appear:

“It seems you have already registered RadarOpus Cloud with email ”

You must enter here your the RadarOpus Cloud password.

This password too is stored in the document **Account.txt**



Backup and Restore: How to use the RadarOpus backup

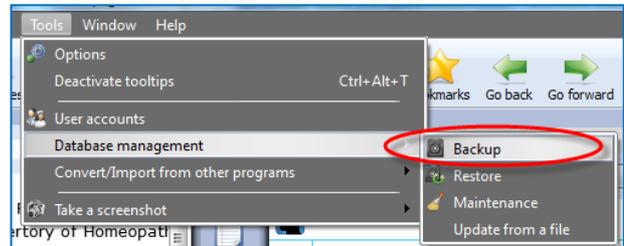
It is important that you make regular backups of your additions and patient information stored in the RadarOpus database.

You can choose to make a backup when you close the program and are prompted to do so. But you can also start the backup yourself at any moment.

See video: [Backup and Restore](#)

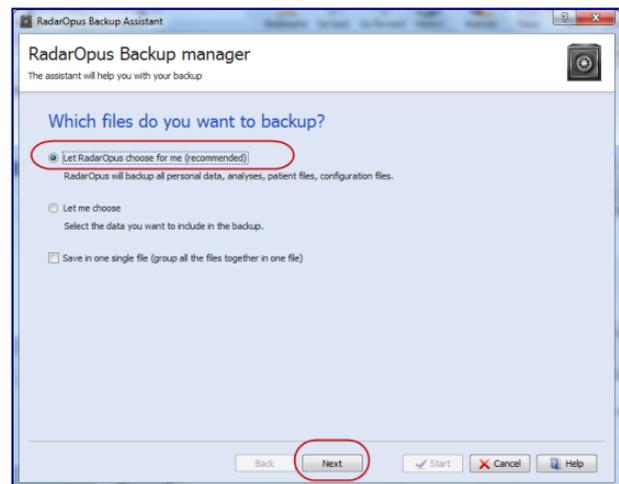
To start a Backup manually:

Go to **Tools, Database management** then select **Backup**



Then: Select the recommended setting:
Let RadarOpus choose for me

Then click on **Next** to continue.



Click on **Browse** and select a folder where the backup will be saved.

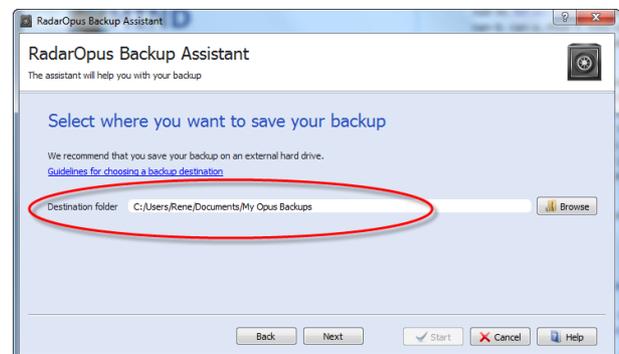
Attention: make sure you select a correct **folder** on your hard drive to save the backup.

For example, on windows:

C:\Users\Name of user\Documents\Opus-backups

After selected, you should see the complete path of that folder in the "Destination folder" box.

Click on **Next** to continue, and then click on **Start**



The Backup Name

The name of the RadarOpus backup folder will contain the **Year_Month_Day_Time** when it was created.

External media

Make sure that you also copy your backup to an external media, or you can also save the RadarOpus backups directly to the external media: Memory stick, External Hard drive.

Keep several backups

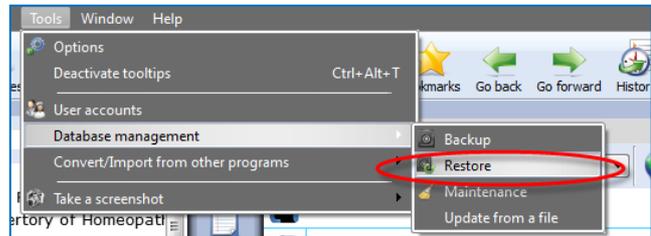
It is always best to keep at least three of the previously made backup copies. From time to time you can delete some of the older backups if you start to have too many.



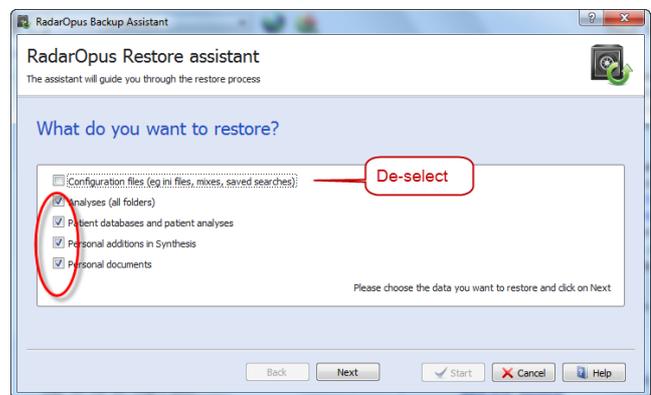
Restore a backup

Attention: if you restore a full backup then all existing information in your RadarOpus will be overwritten. This is not a “merge” function!

Go to **Tools, Database management** then select **Restore**



It is best to **de-select** the item: **Configuration files**, if you are moving from an older to a newer RadarOpus version. You should also de-select this item if you want to see the original default program settings again. Keep all the other options selected.



Click on **Next**, then on **Start**.

Exchange between Mac and Windows

A RadarOpus backup made on a **MAC** can be restored to a **Windows** version and vice versa, but only if both are running the same RadarOpus version. You can restore a backup made on an older version to a newer version, but not the other way around.

Attention: Using a Cloud Folder (Drive) like Dropbox, OneDrive, iCloud

It is **Not** advised to use a cloud drive like Dropbox to exchange files between different computers you are using on a regular basis.

The RadarOpus backup consists of a folder with several subfolders, and it might take some time before all is synchronized. We noticed with a few users some problems when regularly using such cloud function. Probably it is caused by not allowing sufficient time for all files to be uploaded, and again downloaded to the other computer.

You can only use such cloud folders only if you really allow sufficient time for all files to be uploaded and downloaded again on the other computer!

Attention

Only from RadarOpus version 2.1 or higher the RadarOpus backup files will be password protected and encrypted to such a level that it complies with the new European GDPR regulations. Until that time you should not store the RadarOpus backup in the cloud.