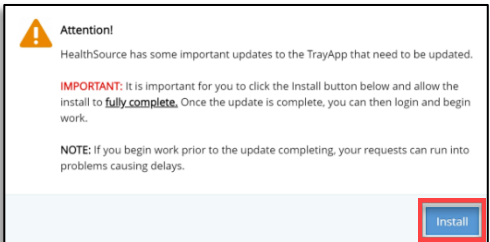# Healthsource 5.12 TrayApp Updates Job Aid
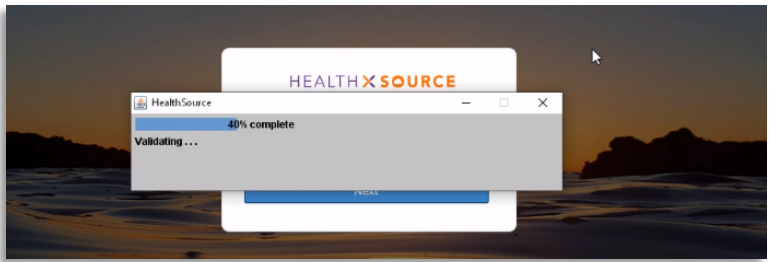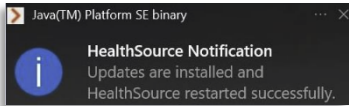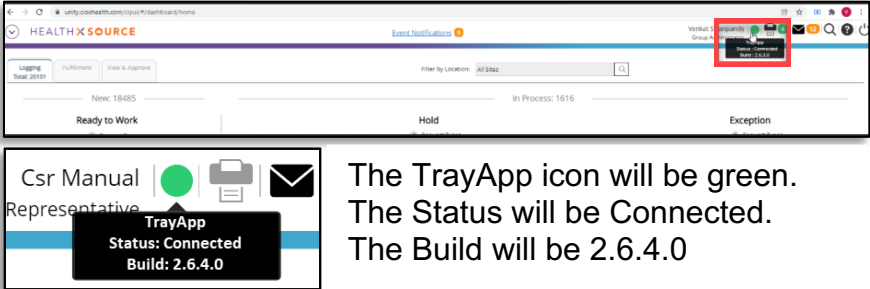
Introduction
HealthSource 5.12 (release date 4/8/2022) contains an update to the TrayApp. The TrayApp will update automatically for most users, with or without Administrator access/permissions.

This document provides instruction on how to proceed if the TrayApp does not automatically update including:
- How to manually update the TrayApp
- How to continue working with the previous TrayApp

Automatic Update Success
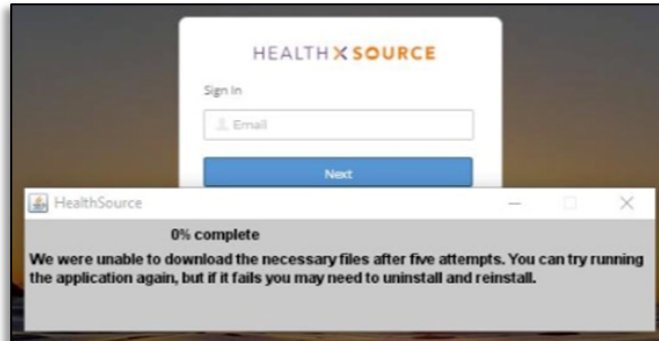Complete the following steps to successfully auto-update the TrayApp.

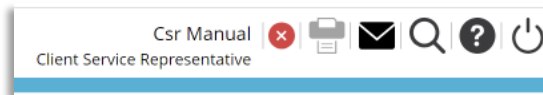| Step	Action
1	Log into HealthSource Clarity.
2	The TrayApp update pop-up window will appear. Click **Install.** **Attention!** HealthSource has some important updates to the TrayApp that need to be updated. **IMPORTANT:** It is important for you to click the Install button below and allow the install to <u>fully complete.</u> Once the update is complete, you can then login and begin work. **NOTE:** If you begin work prior to the update completing, your requests can run into problems causing delays. [Install]
3	The uploading progress pop-up window will appear. HEALTH**X**SOURCE — HealthSource — 40% complete — Validating . . .
4	A HealthSource Notification will appear at the bottom right of your screen when installed. Java(TM) Platform SE binary — **HealthSource Notification** — Updates are installed and HealthSource restarted successfully.
5	Log back into HealthSource Clarity.
6	Verify successful auto-update by hovering the mouse over the TrayApp icon. HEALTH**X**SOURCE ... Csr Manual Representative **TrayApp Status: Connected Build: 2.6.4.0** — The TrayApp icon will be green. The Status will be Connected. The Build will be 2.6.4.0

Healthsource 5.12 TrayApp Updates Job Aid, Continued

Automatic Update Failure

If the TrayApp does not automatically update upon login, the following progress pop-up window may appear.

When logged into HealthSource, the TrayApp icon located on the top right of screen will display a red circle with a white x.
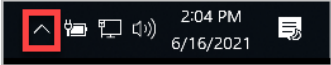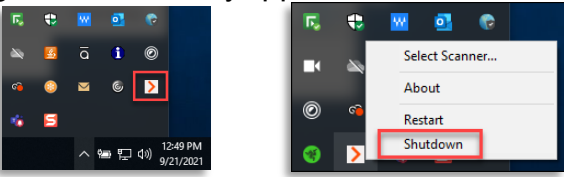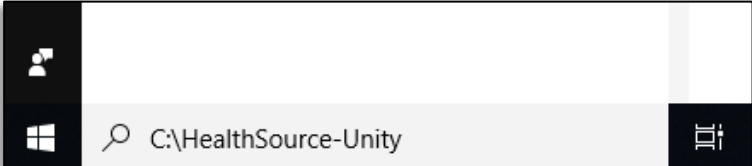

Manual TrayApp Installation

If the TrayApp does not automatically update, it can be installed from the Ciox *Company Portal* by searching for Healthsource TrayApp. If you do not have access to the Ciox *Company Portal*, complete the following steps to manually install.
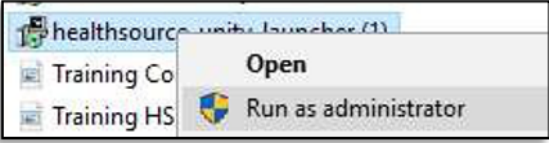
Note: User Administrator access is **required** for manual installation.

Step	Action
1	Log out of HealthSource Clarity.
2	Click the ⌃ icon located bottom right of your desktop.
3	Right Click the TrayApp icon and select **Shutdown**.
4	Copy c:\HealthSource-Unity and paste in the Windows search field located bottom left of your desktop.

Healthsource 5.12 TrayApp Updates Job Aid, Continued

Manual TrayApp Installation, continuedError! Not a valid bookmark self-reference.

Step	Action
5	Right click on the "HealthSource-Unity-TrayApp-uninstall" then click Run as Administrator.
6	Let uninstall complete. Click **Close** once completed.
7	Click the following link. The .exe file will download automatically. http://download.healthport.com/download/Unity_Install_Files/current/healthsource-unity-launcher.exe **Note**: It may take a couple of minutes to download the file.
8	Locate the .exe file in your downloads folder.
9	Right click "**healthsource-unity-launcher**" file that was downloaded and then click **Run as Administrator**.
10	Once complete, the TrayApp will restart.

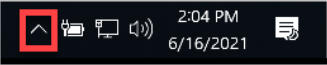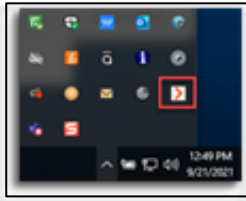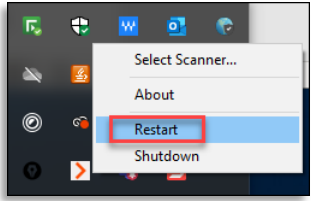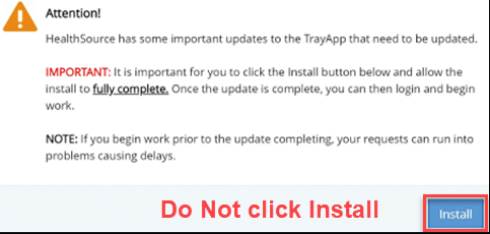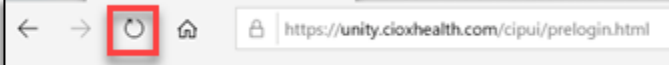**Note:** If you are unsuccessful with the manual installation, contact the Ciox Solutions Center, or your Facility's IT department if your machine is managed by the facility.

Healthsource 5.12 TrayApp Updates Job Aid

Continue Working with Previous TrayApp Version

If the TrayApp does not automatically update and you are not able to manually install, you can continue to work using the previous TrayApp version by completing the following steps:

Step	Action
1	Log out of HealthSource Clarity.
2	Click the ⬜ icon located bottom right of your desktop.
3	Right click the TrayApp icon and select **Restart.**
4	Log back into HealthSource Clarity. The TrayApp update pop-up will appear. Do Not Click Install. **Important:** Do Not Click Install.
5	Click the refresh button in the browser URL to bypass the TrayApp update pop-up window. Refresh button in Chrome. Refresh button in Internet Explorer Refresh button in Edge

Important: Installation of the TrayApp will be required by **4/22/22**. Please work with the Ciox Solutions Center, or your Facility's IT department if your machine is managed by a facility.