

# HealthSource Version 3.2.0.0 TrayApp Update



## Introduction

HealthSource version 3.2.0.0 (release date 03/21/2024) contains a mandatory update to the TrayApp. The TrayApp will update automatically for most users, with or without Administrator-level 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 temporarily continue working with the previous TrayApp until 04/06/2023

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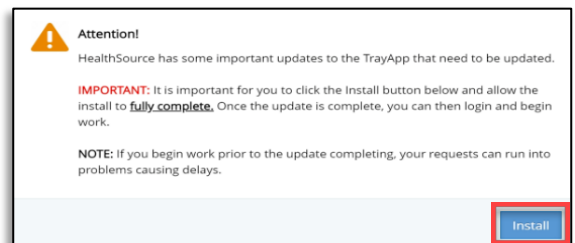
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## Automatic Update

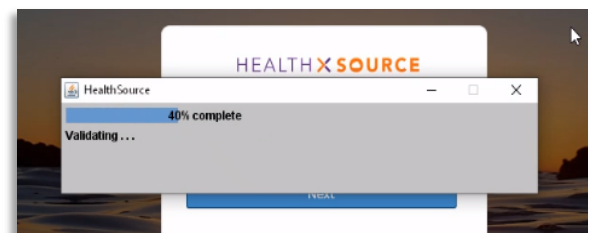
Complete the following steps to successfully auto-update the TrayApp.

**Step 1** Log into HealthSource.

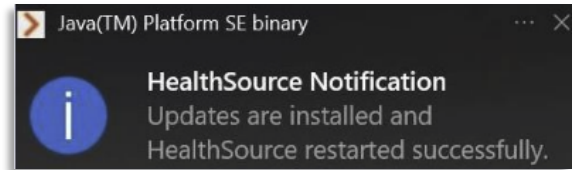
**Step 2** The TrayApp update pop-up window will appear.  
Click **Install**.



**Step 3** The uploading progress pop-up window will appear.

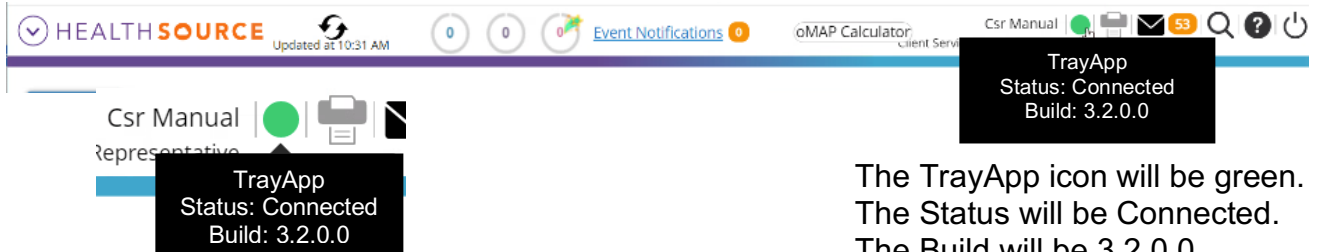


**Step 4** A HealthSource Notification will appear at the bottom right of your screen when installed.



**Step 5** Log back into HealthSource.

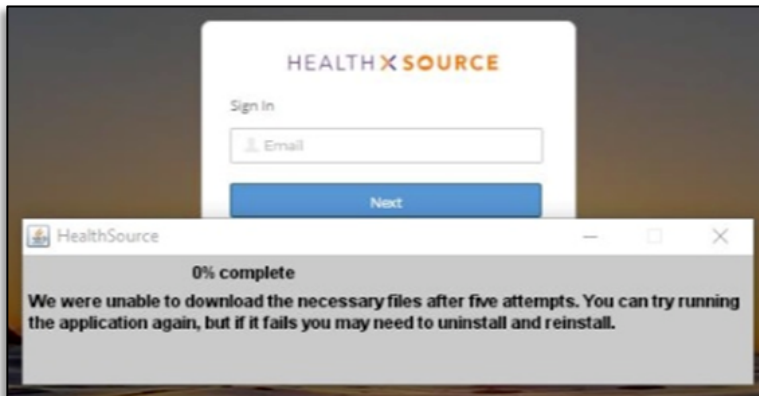
**Step 6** Verify successful auto-update by hovering the mouse over the TrayApp icon.



The TrayApp icon will be green.  
The Status will be Connected.  
The Build will be 3.2.0.0

## 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 Datavant *Company Portal* by searching for Healthsource TrayApp. If you do not have access to the *Datavant Company Portal*: see section below:

**Manual TrayApp Installation.**



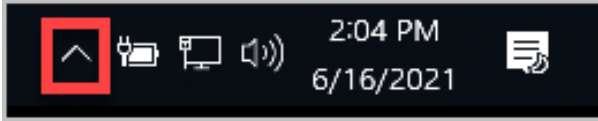
**Note: User Administrator Access is required for manual installation.**

# Manual TrayApp Installation Instructions

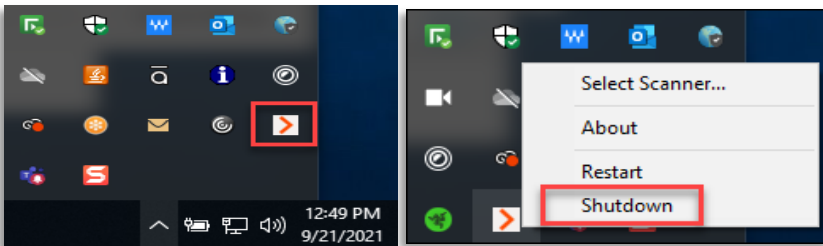
Complete the following steps to manually install TrayApp.

**Step 1** Log out of HealthSource Clarity.

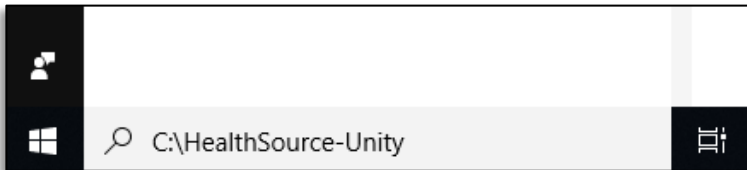
**Step 2** Click the icon located bottom right of your desktop.



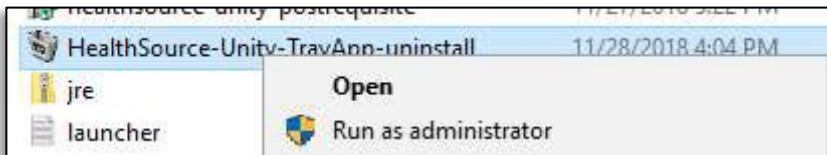
**Step 3** Right Click the TrayApp icon and select **Shutdown**.



**Step 4** Copy c:\HealthSource-Unity and paste in the Windows search field located bottom left of your desktop.



**Step 5** Right click on the “HealthSource-Unity-TrayApp-uninstall” then click Run as Administrator.



**Step 6** Let uninstall complete. Click Close once completed.

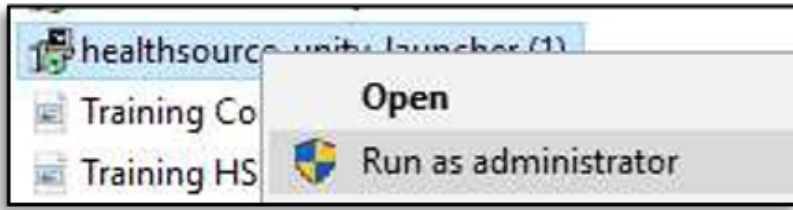
**Step 7** Click the following link. The .exe file will download automatically.

[https://download.cioxhealth.com/download/Unity\\_Install\\_Files/current/healthsource-unity-launcher.exe](https://download.cioxhealth.com/download/Unity_Install_Files/current/healthsource-unity-launcher.exe)

**Note:** It may take a couple of minutes to download the file.

**Step 8** Locate the .exe file in your downloads folder.

**Step 9** Right click “healthsource-unity-launcher” file that was downloaded and then click **Run as Administrator**.



**Step 10** Once complete, the TrayApp will restart.



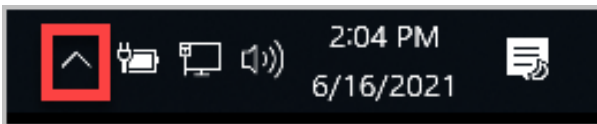
**Important:** If you are unsuccessful with the manual installation, contact the Ciox Solutions Center (CSC) if you use a Datavant managed machine. HealthSource will not work after April 6, 2024 without this version. If your machine is not managed by Datavant, please contact your Site’s local IT Department for installation.

## To Temporarily Continue Working with Previous TrayApp Version

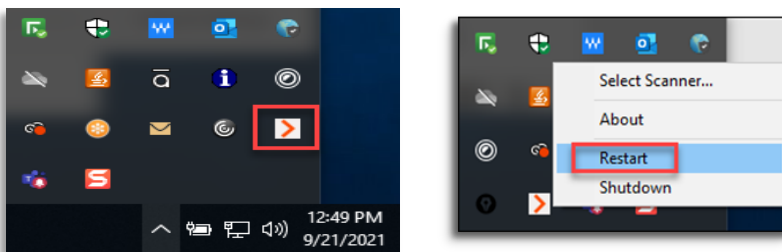
Complete the following steps to continue working with the previous TrayApp version.

**Step 1** Log out of HealthSource.

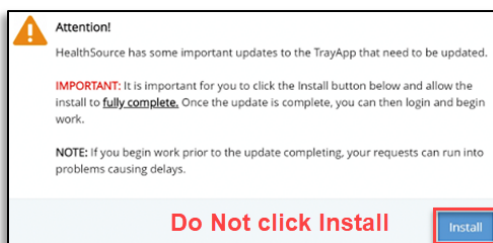
**Step 2** Click the  icon located bottom right of your desktop.



**Step 3** Right Click the TrayApp icon and select **Restart**.



**Step 4** Log back into HealthSource. The TrayApp update pop-up will appear. **Do Not Click Install.**



**Step 5** Click the refresh button in the browser URL area 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 is required by 04/06/2024 11:59pm ET. HealthSource will not work after April 6, 2024 without this version. Please work with the Ciox Solutions Center (CSC) if your machine is managed by Datavant. If your machine is not managed by Datavant, please contact your Site's local IT Department for installation