# Templates Guide

## Installing and Updating Templates

OrthoView customers have unlimited access to the entire template library, but initial installations do not include templates. The templates required must be downloaded, either automatically using the Template Delivery Service (TDS) or by manually downloading and installing them. The TDS is the recommended method as it quickly makes templates available to users as and when they are needed; it is not necessary to set up templates beforehand.

## Template Delivery Service

The TDS allows access to an online repository of prosthetic and other types of medical templates used in OrthoView. It allows users to:

- See the latest templates
- See information about templates
- Download and install templates
- Auto-update templates.

It is available with versions of OrthoView 7.1 onwards and requires an internet connection. If you have an earlier version of OrthoView or cannot use the TDS due to internet restrictions, please see the section Manually Installing and Updating Templates.

## Using the Template Delivery Service (TDS)

In OrthoView 7.1+, to check that you are setup to use the TDS, go to **Preferences** and then the **Network** tab. On the **Web Services** section, check that the connection is set to 'Direct'.

Then, look at the symbol next to the 'Automatic template updates' setting. If the connection to the service is working, a green tick will be displayed (see screenshot to the right). If there is a red cross, please go to Troubleshooting.

Once you have checked the TDS is working, close Preferences and open **Template Management** via the **File** menu or by pressing *CTRL + T*.

You should now be able to see a complete list of templates available, as in the screenshot overleaf. It is not necessary to download templates here as they will be automatically downloaded when they are required, provided you have an internet connection. However, you may wish to download them in order to make a cached copy available later while offline.
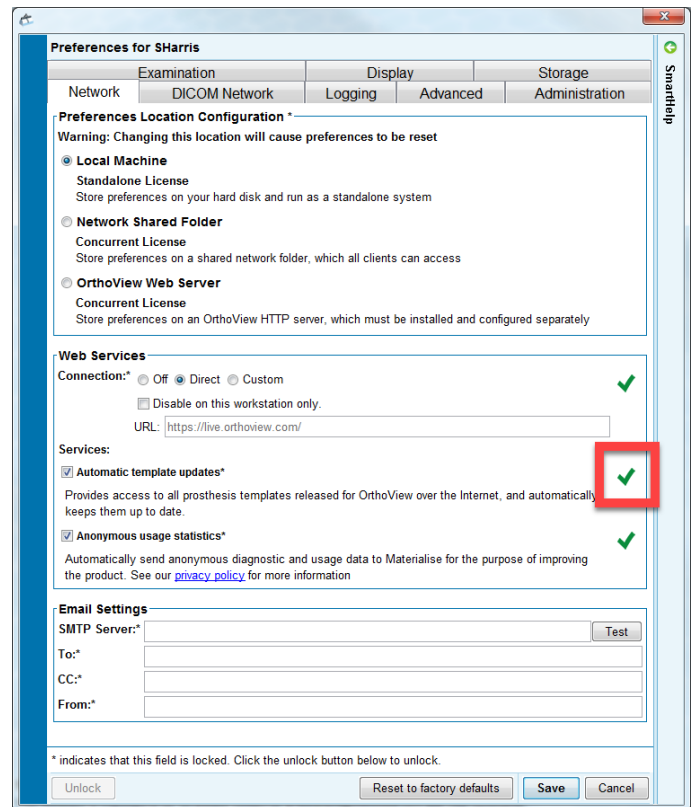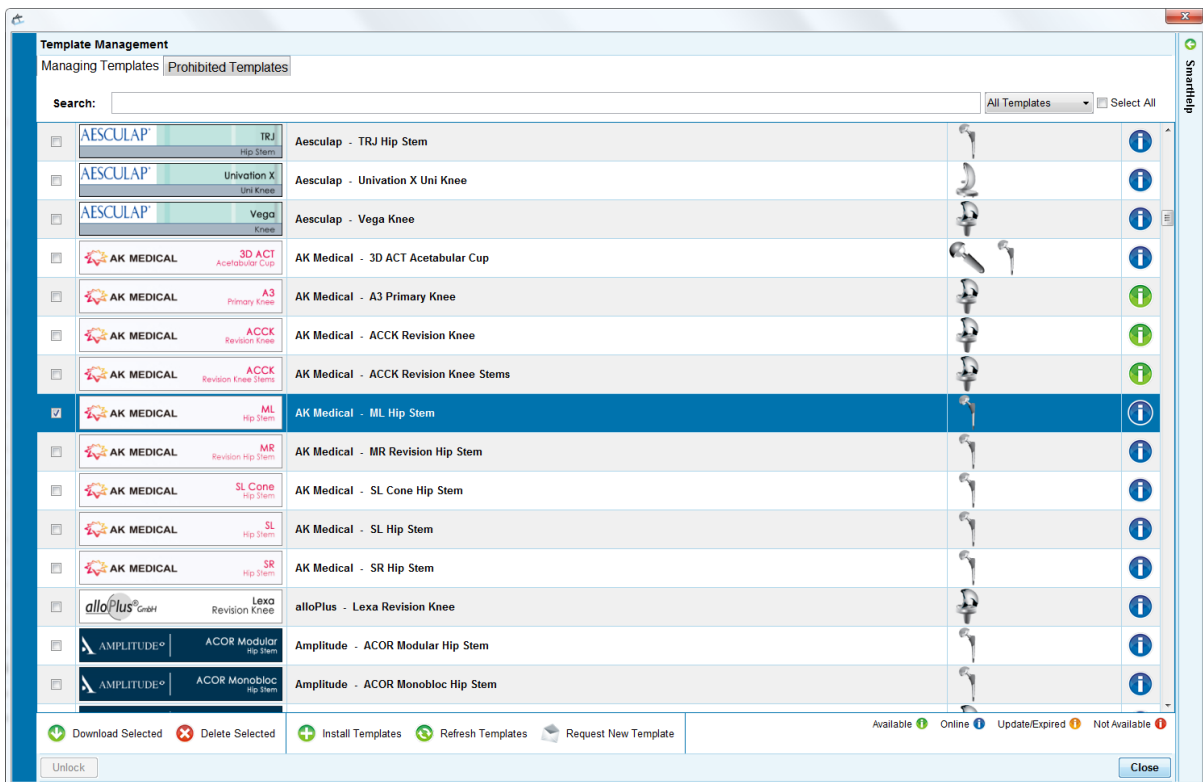
The following key (also bottom right on the **Template Management** panel) indicates the status of each template.



**Available**: This template has already been downloaded to your system and is ready to use.

**Online**: This template has not been yet been downloaded but is available when needed.

**Update/Expired**: The currently downloaded template is out of date.

**Not Available**: This template is no longer available.

You can filter the template list using the search bar at the top of the panel. Download any templates you require by selecting them, then pressing the **Download Selected** button on the bottom left corner. The template icon should then turn green and will be available for you to use in procedures. Please contact Support if you need further assistance.

## Troubleshooting

### The Web Services status checker shows a red cross.

Check your firewall settings and ensure the connection to the server is allowed. It should be configured to allow the following connection:

| Attribute | Value |
|-----------|-------|
| Server Name | s3.amazonaws.com |
| Server IP | Multicast |
| Region | us-east-1 |
| Service | AMAZON |
| Used ports | 443 |

The network firewall configuration is geography dependent; the server IP address range changes accordingly. The following steps should be done:

1. Detect the IP address

2. Search for the range at AWS

3. Setup firewall, allow IP range.

If the connection is allowed and the status checked still shows a red cross, the server may temporarily be down. Please try again later and contact Support if the problem continues.

### There is an "Access Denied" error when OrthoView tries to connect to the Template Delivery Service or a license related problem.

Please contact Support and have your OR number ready.

### Templates are not updating and say they are out of date.

In **Preferences**, go to the **Advanced** tab. In the **Template Management Settings** section, press the **Delete All** button next to Template Cache. Please contact Support if this does not resolve the problem.

# Manually Installing and Updating Templates

If it is not possible to use the Template Delivery Service, you can manually install and update templates through the www.myorthoview.com website, although it is a longer process. In this case you will only have access to the templates explicitly downloaded from the website.

# Registering for an OrthoView Account on www.myorthoview.com

To access templates, users must have a registered account on the OrthoView™ templates website.

Follow the steps below to create a user account:

1. Go to the OrthoView website www.myorthoview.com and select the **Register** link.

   Enter all the requested details for the hospital. Ensure you remember the username and password as you will need these to login to your account in the future.

   Use **Next Step** to move to the following page.

2. Fill in the details on the **Create Account** page. The first field on Page 2 is Software Version. Select from the drop down box the version number of OrthoView that you have installed.

3. In the field Order Reference No., enter the unique order reference code sent to you with your OrthoView™ license, temporary or permanent. It is a number similar to: OR123-12345678. If you do not use a valid OR Number we will be unable to approve your account. Please contact orthoviewsupport@materialise.co.uk if you have any problems.



4. Complete the remaining fields and click **Submit**. After receiving the registration information, OrthoView™ will authorize the account and send an e-mail to the valid nominated e-mail address, confirming the account has been authorized. This will be done no later than close of business on the next working day following the registration.

# Selecting Templates to Download

Once you have an approved account, login to www.myorthoview.com. Then go to **Request Templates** highlighted in the screenshot below.



Use the fields, such as **Manufacturer** and **Prosthesis Type**, to filter the templates shown. Please also ensure the version of OrthoView selected is correct.



In the list of templates, use the **Select** button to choose which templates you want. When you have finished, click either the **Email Me Selected Templates** button or the **Downloaded Selected Templates** button to receive the templates in a zip file. Please note you cannot download more than 150 templates at a time.

## Installing Templates

Once you have received the zip file containing the templates they will need to be correctly installed to make them available in OrthoView. To do this please follow the steps below:

Extract the contents of the zip file to a newly created empty folder somewhere (eg. Desktop) on a workstation that has OrthoView installed. If you have a server based installation of OrthoView the templates only need to be installed once to the templates folder and they will automatically be available to all users. If you have an individual workstation installation the templates will need to be installed on each workstation.

**Workstation installation**

If you know the location of the local folder that will contain the OrthoView templates then you can copy the .OVT files directly in to it. If you do not know the location then you can start an automatic installation routine by double-clicking one of the .OVT files (template files) and follow the onscreen prompts.

**Server/Web browser** installation Instead of double-clicking, you will need to enter a URL in to your web browser to start the installation process. The URL will be provided as part of the installation documentation.

Run the URL **http://[yourserver]/templates.htm replacing [yourserver]** with the correct path for your installation. This will start an installer which will give you the option to install a single template or all templates in a nominated folder.

Browse to the location of the templates on the workstation and click Open – this will send the selected template(s) to the correct location on the server and they will then be available to all workstations using the web-deployed OrthoView.
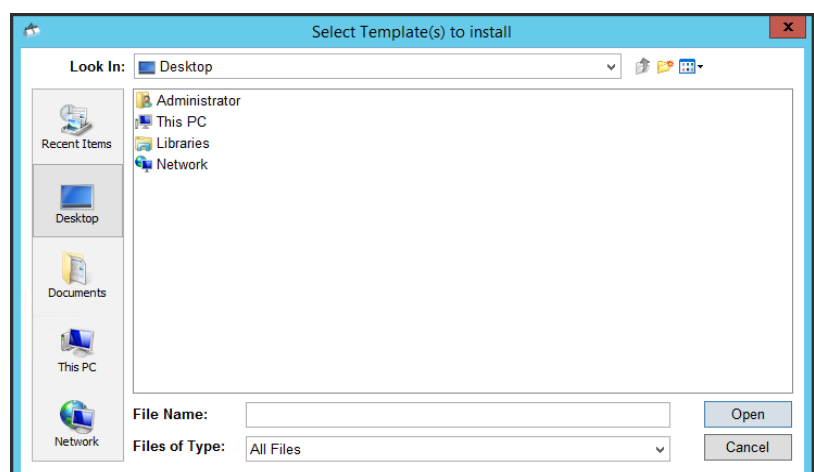
## Updating Templates

1. Go to www.myorthoview.com and login with your account details, then go to the **My Templates** section.
2. Use the Select all button to select the latest versions of all the templates you have downloaded in the past.
3. Download the zip file onto a computer that runs OrthoView, then unzip the file to a temporary folder.
4. Follow the normal installation instructions listed in Installing Templates.


### *Updating Templates for Web-Deployed Versions of OrthoView Only (those launched from a server using a URL)*

1. Go to www.myorthoview.com and login with your account details, then go to the **My Templates** section.
2. Use the Select all button to select the latest versions of all the templates you have downloaded in the past.
3. Download the zip file onto a computer that runs OrthoView, then unzip the file to a temporary folder.
4. Open OrthoView, then go to **File** > **Preferences** > **Network**.
5. On the Network tab, go to the box in the Web Services section. Copy the URL there, paste it into a web browser and add /admin onto the end.

   Example
   Original URL = http://<servername>/OrthoView
   Change to = http://<servername>/OrthoView/admin

6. Click the template installer link and follow the instructions.
7. All templates should now be updated to the latest version.

# Requesting New Templates

If we do not have a template available which you wish to use, you can contact us to request that we produce it.

To do this, go to **Template Management** in OrthoView. Click the **Request New Template** button at the bottom of the screen, highlighted below.
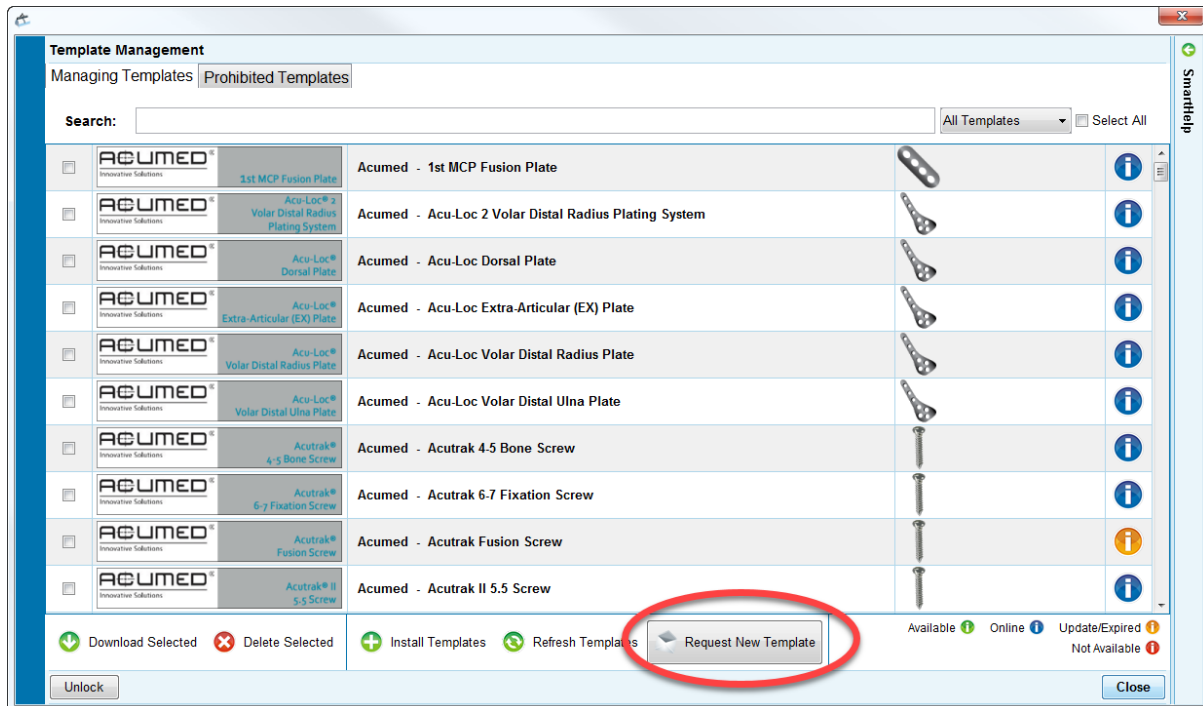


This will open a browser window to the OrthoView site. Please fill in the required fields (some are automatically filled in). Ensure the details are correct, then click the **Request Template** button.

You will receive an email notification when the template has been completed. Please be aware template production is subject to availability of data from manufacturers and we cannot specify timeframes. We prioritise based on the number of requests.

# Contact Us

If you need any further assistance, you can contact us via the following:

**Website**: https://live.orthoview.com/myaccount/contact-support
**Email**: orthoviewsupport@materialise.co.uk
**Phone**: +44 (0) 2380 762500

Please use your OR number with any correspondence.