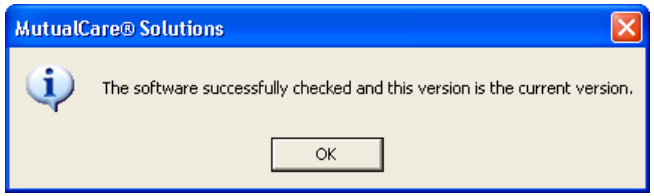
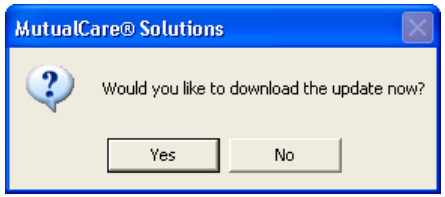
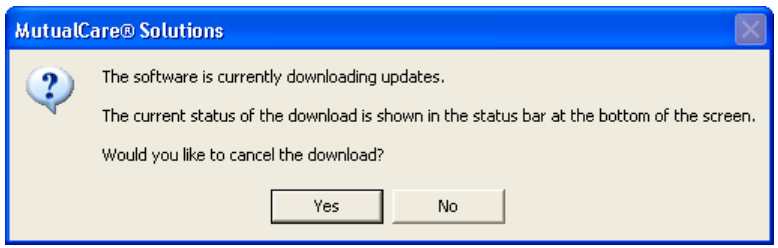
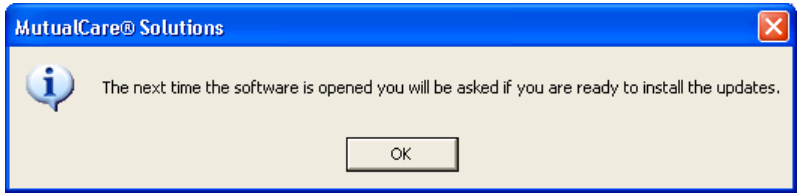
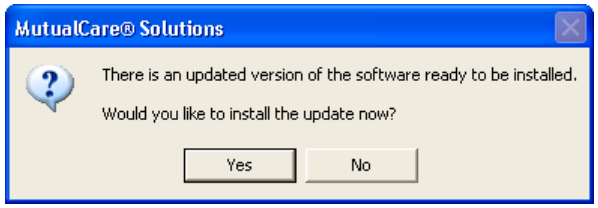
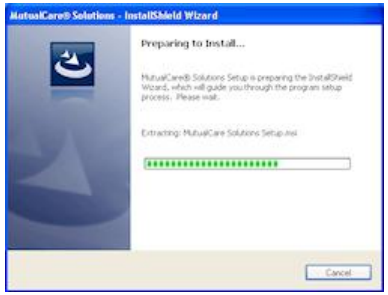
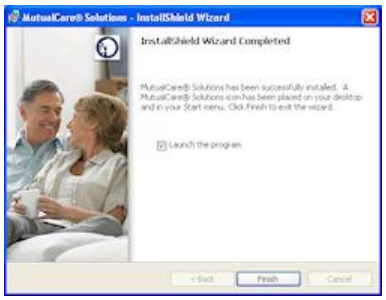
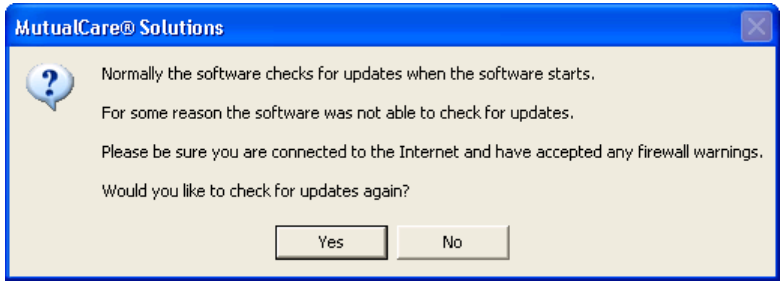
MutualCare® Solutions Auto-Update Process

Below is a description of each state of the MutualCare® Solutions auto-update process.

This applies to anyone who has downloaded and installed the AIM or GCUSA version from our website, or has downloaded and installed the GENERIC version from SPA.

Please note that AIM users inside the AIM building and internal MOO users do not have an auto-update process. When there is an update available for these users, a message is displayed to contact the Network Administrator. AIM and internal MOO users use a special, shared version of the software that cannot be auto-updated.

Button State	Messages displayed when the user clicks on the auto-update button	Description
		When the software is up to date, the button displays “Software is Current”. If the user clicks on the button, the message to the left is displayed.
		When the user clicks on the button when there is an update available, they are asked if they want to download the update.
		When the user clicks “Yes” to download the update, the status bar displays the progress of the download. The user can continue to use the software while the update is downloading.
		If the user clicks on the button during the download progress, they are given a chance to cancel the process.

		When the download is complete, the button changes to “Ready to Install Update”. Since the software cannot be updated when it is open, the software will be updated then next time it is opened.
		The next time the software is opened after a successful download of an update, the user is asked if they would like to install the update.
	 	When the user clicks “Yes” to install the update, it takes them through the familiar install process, installs the new software and then launches the new version by default.
		There is one other button state. If the user does not have an Internet connection or firewall software is blocking the software from connecting to the Internet, the button changes to “Check for Updates”. If the user clicks on the button, they see the message to the left.