



Delay in Studies Appearing in Tricefy

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Studies should appear in Tricefy almost, if not, immediately. If there is a significant delay, confirm there is a decent internet connection, specifically with sufficient Upload speed.

To do this, run a speed test using any computer connected to the clinic's network. There are numerous free tests online, such as <http://speedtest.net>. The Upload speed should be over 300kps (anything over 1mps).

If data is transferring from different locations (for example, Clinic Office to a Main Office) prior to being sent to Tricefy, consider installing an additional Uplink so that the data goes directly from the clinic to Tricefy.