

IT FAQs

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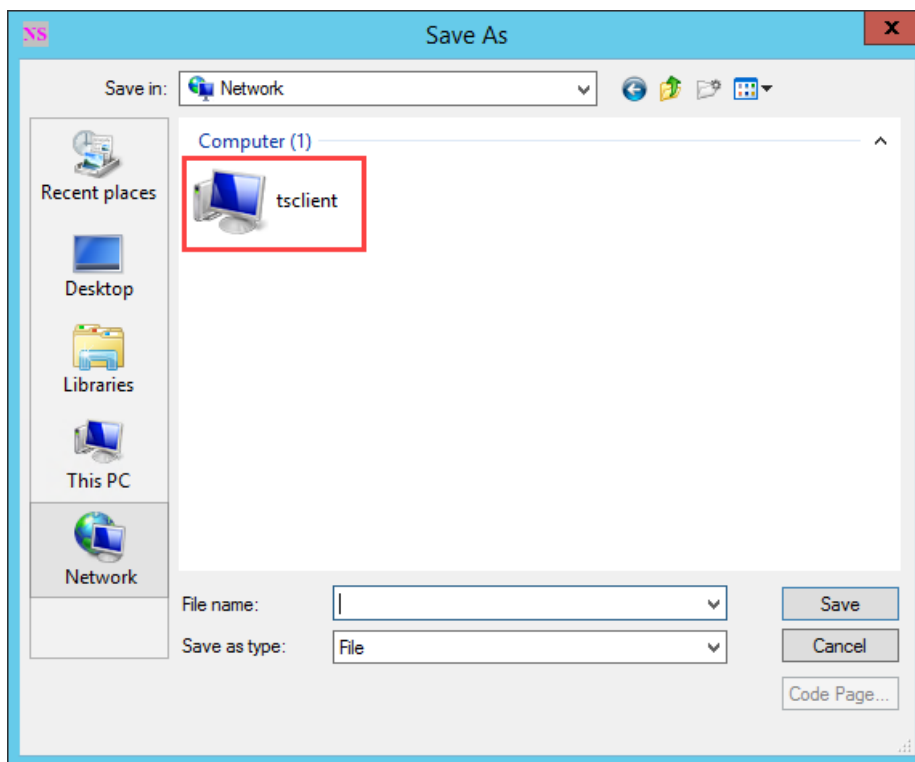
Why is my Topaz Signature Pad not working with NextStep?

If the Topaz Signature Pad is not working, check the workstation to make sure the .net version is installed and updated on that machine. If you are unsure how to check the .net version, contact your IT professional.

Where do I save files that I exported from NSS Billing?

Follow these steps to save files to your local computer that you export from NSS Billing:

1. Create a folder on your local computer or C: Drive.
2. Run the report/file you want to export as you normally would.
3. Navigate to the **Network** drive in the Save As window.
4. Double-click **tsclient**.



5. Double-click the **\\tsclient\C Share** folder. If you created the folder for Step 1 in the C: drive it would be displayed here. If you need to drill down further to your local workstation folder follow this path: **Users folder > Select your user folder > Select where you saved your file.**
6. Select the desired file extension in the **Save as type** drop-down and enter a **File name**.
7. Click **Save**.