



## ChiroSUITE KB - Recovering Your Files from Encrypted USB

The information contained herein is the property of Sunbaked Software Inc.  
Any reproduction without written consent is strictly prohibited.  
©2020, Sunbaked Software Inc. · All rights reserved · v1.20.0220

855-509-1111

This document is designed to help you recover your files from the encrypted USB device you were provided! These instructions were created with Windows 10 Pro, but should be much the same regardless of your operating system. This process also requires an encryption password that will be provided to the registered email we have on file.

As always, if you have any questions, comments, or concerns, please do not hesitate to pass them along. We are always looking for ways to improve **ChiroSUITE** and the support we provide. We need both your positive comments & constructive criticism to do so. ☺

Brock W Denys  
President, Sunbaked Software Inc.

**Personal cell for emergencies:** I recommend calling the regular support line and pressing “9” at the automated attendant - sometimes we will forward support to another number. My personal cell is 780-995-4335.

### Table of Contents

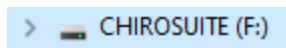
Insert the USB device .....	2
Opening the USB device .....	2
EncryptStick lite .....	2
Decrypted Your Files .....	3
Your Files & Folders .....	4



**Think before you Print!** The great thing about a PDF is that you can read through it, open it over and over again, search it, and generally get all the information you need without ever printing it out on paper. Do what you can to help the environment!






## Insert the USB device

Depending on your computer, the device should be recognized & drive letter will be assigned. If your File Explorer does not open automatically then please open it manually. The USB device will always be named “ChiroSUITE”, but the drive letter will depend on your computer. For our example screenshot below, our drive has been assigned to F:



## Opening the USB device

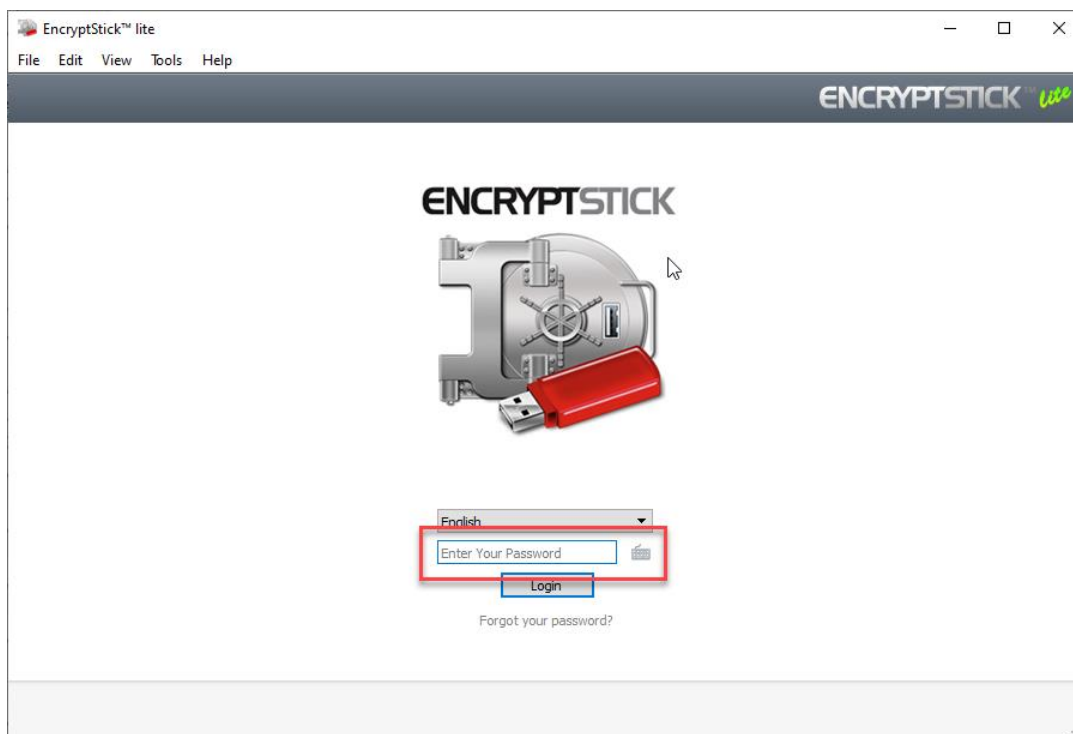
Highlight the drive & on the right hand side you should see a list of files & folders on the drive. Your dates & sizes will vary, but the file list should be very similar. We encrypt the data in case the USB drive is lost or opened by someone who should not have access to your patient data.

Name	Date modified	Type	Size
 EncryptStick lite.app	10/18/2015 6:17 PM	File folder	
 EncryptStickLite Settings	1/30/2020 1:23 PM	File folder	
 EncryptStickLite Vault	1/30/2020 1:28 PM	File folder	
 EncryptStick Lite Quick Reference Releas...	10/18/2015 6:17 PM	PDF Document	2,009 KB
 encryptsticklite.exe	10/18/2015 6:17 PM	Application	16,083 KB

Double click the encryptsticklite.exe to launch the program (your File Explorer may hide the .exe).

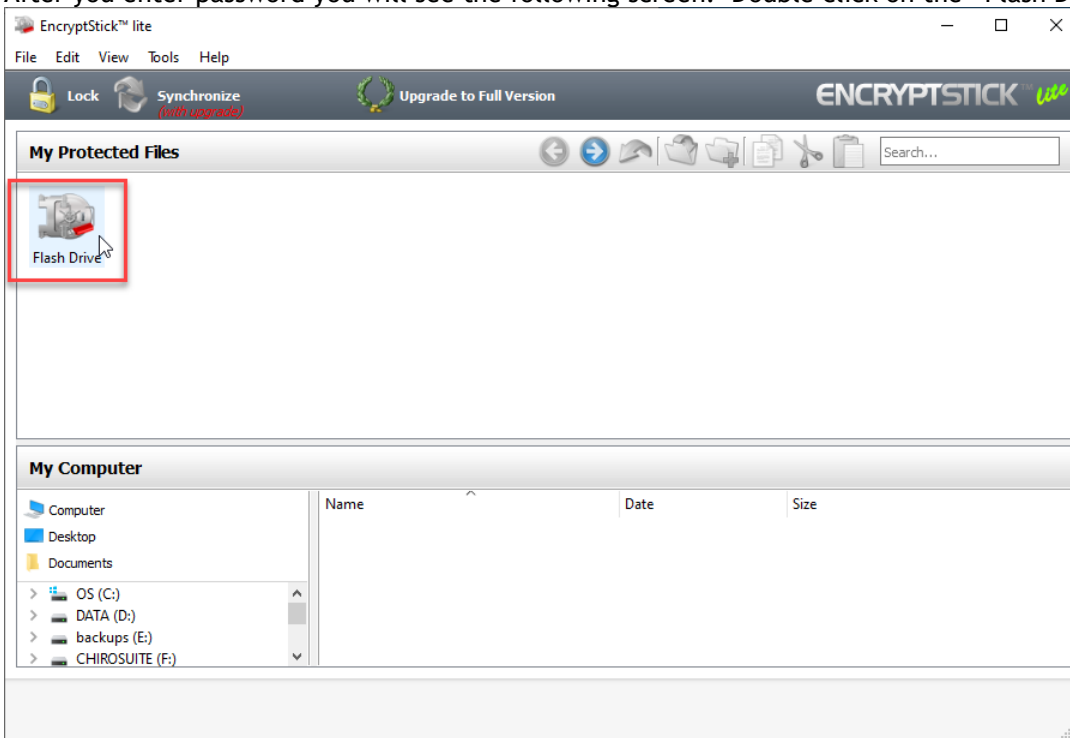
## EncryptStick lite

After launching, you should receive the screen to enter your password into. This password will have been emailed to your registered email address. We can only provide this password to the registered business owner!

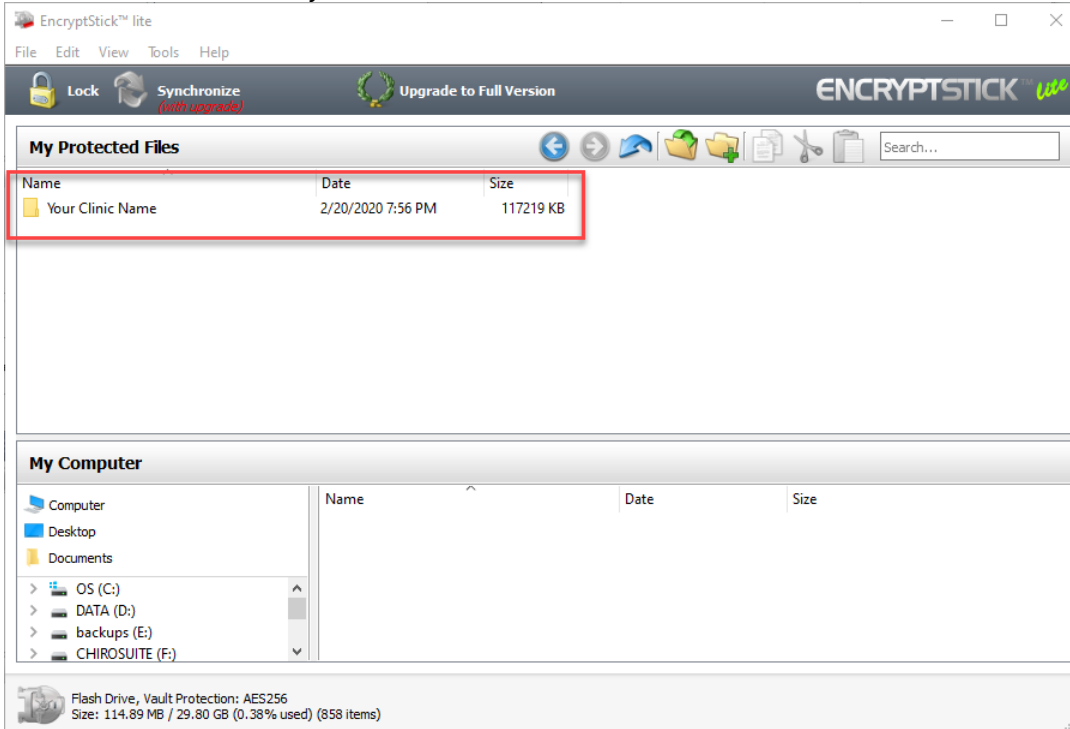


## Decrypted Your Files

After you enter password you will see the following screen. Double click on the “Flash Drive” icon to see a list of files.

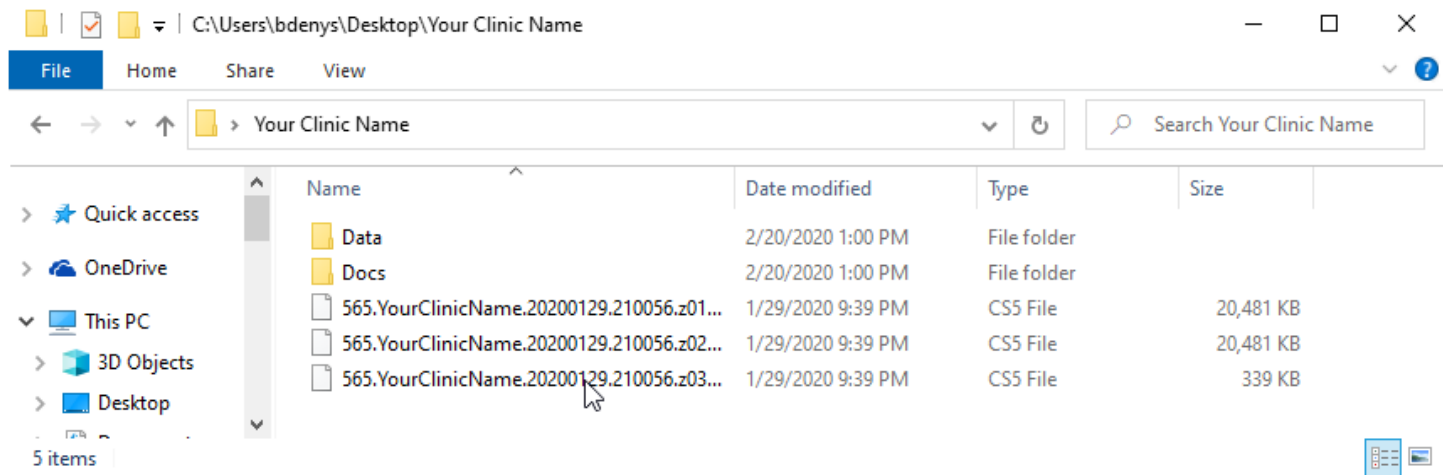


You will see a folder with your clinic name. You can drill down to specific folders & files below by double clicking the folder - it works like every Windows folder.



## Your Files & Folders

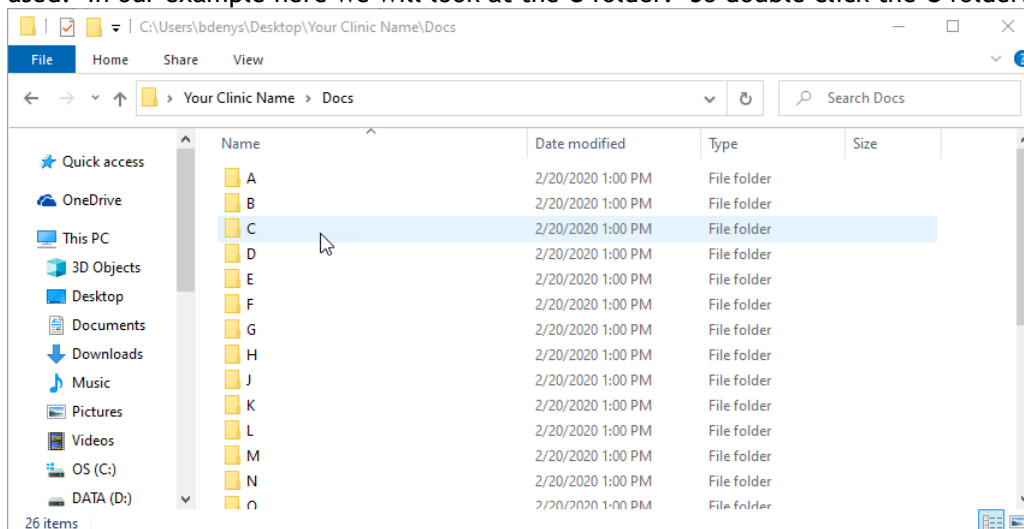
When you look at the files & folders provided, you will see various things...



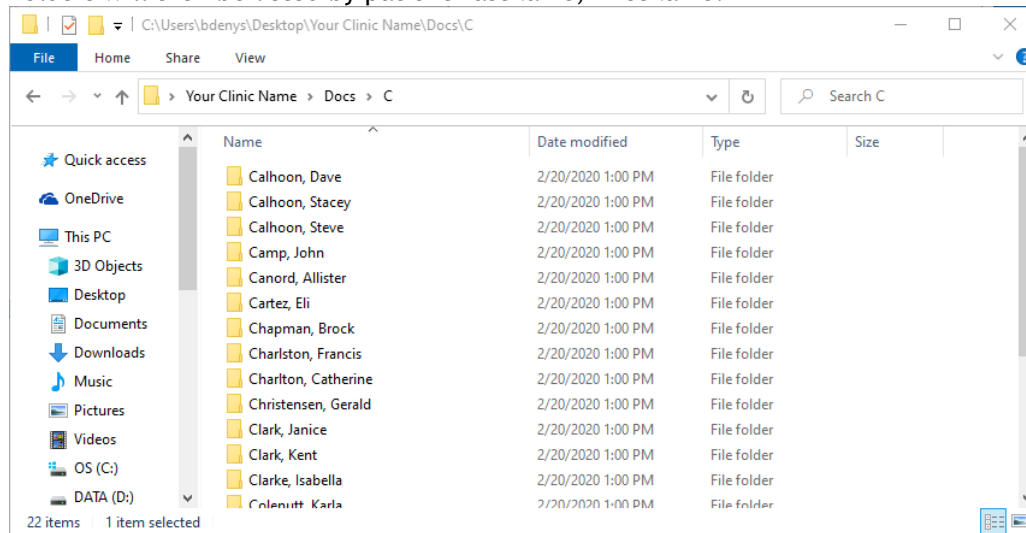
In the root folder we have placed your last encrypted data backup with ChiroSUITE. The number of files here will simply depend on the size of your data file - you'll have between 1 - 99 files. We do NOT keep these files on our side, so you may need these in the future if your computer crashes. These files can only be decrypted by our support team.

In the Data folder we will have provided all the exported data to be imported by another software vendor if you are moving on. These files should have already been provided to you if moving on, but otherwise are there in case you want to import them into another system at some future date.

In the Docs folder will be all the documents that existed on your electronic patient charts. If you were adding intake forms, consent forms, government forms, x-rays, or whatever you were tracking - those files will appear here. We have broken the list down alphabetically by first letter of last name. We recommend copying the whole Docs folder ONLY to a network shared folder somewhere so that anyone who needs access to these files can access them. We ONLY recommend copying this folder as the other folders contain too much personal patient data that can be easily used. In our example here we will look at the C folder. So double click the C folder.



Folders will then be listed by patient LastName, FirstName.



Within each of their folders will be the files that you have saved on their electronic patient file. If you do not have a folder, then nothing was saved to their electronic file.