

Important Content Update Message



We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Why is there a blank attachment that opens up in Document Management with a green icon that says Zip?

Last Modified on 02/12/2020 1:44 pm EST

When XDM (Zip) attachments are received, OP unzips the file so the CDA becomes available to the user. However, we do not remove the zip archive. Because of this, you see a blank document.

Confirm you are selecting the CDA button in the message window.

