

# >>>>>> INSTRUCTIONS <<<<<<<

**SUBJECT:** Software Update Request with Company Address/Phone Number Change

The following procedure is necessary for the security and protection of your company's customer database, as well as deterring illegal distribution of our software products. Adkad Technologies Inc. retains the intellectual property rights to its software products as described in the End User License Agreement, and may reject its use to any unauthorized users. This registration process allows the software to be used on multiple computers without having to purchase multiple copies, being that it is registered to a person, and not to a computer, as is many other software products. We regret any inconvenience this may cause.

If you are currently receiving a REGISTRATION ERROR #7 - Change your company address and phone back to what it was prior to receiving this error.

Please Read instructions carefully, including Reasons for rejection. Your request will be rejected if we do not receive proper documentation. **SEE REASONS FOR REJECTION:** At the bottom of the page.

If your application is approved, a representative will contact you to complete the transaction for your product update.

## STEP BY STEP INSTRUCTIONS:

1. Print and fill out the form "Update Request-New Registration Number" (Page 2) completely.
2. Gather supporting 3<sup>rd</sup> party documents for proof of changes to your Company Profile.

**IMPORTANT:** Supporting documents must be recent, and in the name of the registered Licensee of the software, and not just a company name or corporation alone. **ANY AND ALL CHANGES TO COMPANY PHONE NUMBER AND OR COMPANY ADDRESS MUST SHOW A REFERENCE TO THE NAME OF THE REGISTERED LICENCEE OF THE SOFTWARE** and be reflected in the 3<sup>rd</sup> party documents. Supply adequate documentation that shows a relationship of the registered owner and the new company profile. Example: If you are changing your address and company phone number and are submitting a phone bill as proof, the phone bill must show the registered persons name, the new phone number, and the new address on the document. You may need to submit multiple 3<sup>rd</sup> party documents that show a relationship between the registered user and **all** changes to the company information. If you can not provide adequate proof, you will need to purchase an additional license for the software. Only 3<sup>rd</sup> party documents will be accepted. We can not accept as proof, company letter head, business cards or hand written documents.

3. **CIRCLE** the NEW PHONE NUMBER and or ADDRESS on the 3<sup>rd</sup> party documents. (Do not use a highlighter)
4. Make sure you have included your credit card payment information, Check, or Money Order.
5. Fax, Mail, or scan and Email the form and supporting documents to:

**FAX** - (661) 749-2528 (Preferred Method, fastest service)

**MAIL** - Adkad Technologies Inc. 565 Herrick Rd. Delanson, NY 12053

**E-Mail** (Scanned Images) - [support@adkad.com](mailto:support@adkad.com)

You do not need to include these instructions with your reply.

The following is a list of possible reasons why your request for a new registration number may be rejected. Cause for rejection may or may not be limited or inclusive to the following.

### REASONS FOR REJECTION:

1. Fraudulent document(s).
2. Administrative fee. Payment or Credit Card information missing or incomplete.
3. The documents we receive are illegible.
4. 3<sup>rd</sup> party document(s) do not reflect the registered software owner's name.
5. Licensee of software retains only a 1 user license.
6. Missing or incomplete 3<sup>rd</sup> party document(s).
7. 3<sup>rd</sup> party document(s) reflect only one of the Phone Number or Address changes. (See step 2)
8. We have no record of software purchase for the person listed on the 3<sup>rd</sup> party documents.
9. The new address or phone was previously registered under this user, prior to a subsequent change.
10. The user does not hold a license for the particular product version stated. (No Upgrade on record)

Update Request-New Registration Number

Company Address/Phone Number Change

FILL OUT COMPLETELY AND FAX BACK WITH SUPPORTING DOCUMENTATION TO (661) 749 – 2528

Or by US Postal Mail to: Adkad Technologies Inc. 565 Herrick Rd. Delanson, NY 12053

&gt;&gt;&gt;&gt;&gt;&gt; Please follow instructions on page 1 &lt;&lt;&lt;&lt;&lt;&lt;

**CURRENT PRODUCT AND VERSION NUMBER** \_\_\_\_\_ (Click on the **ABOUT** button from the Main Menu to display this information)

**NUMBER OF PAGES:** \_\_\_\_\_ (Including a Cover Sheet) **TODAY'S DATE:** \_\_\_\_\_

\* **REGISTERED USERS NAME:** \_\_\_\_\_ **YOUR NAME:** \_\_\_\_\_

\* **THE REGISTERED USER'S NAME IS REQUIRED INFORMATION THAT MUST MATCH OUR RECORDS.**

**CURRENT REGISTRATION NUMBER :** \_\_\_\_\_

Retrieve the current Registration Number from the ORDER/REG screen of the software.

### OLD COMPANY INFORMATION :

Enter the current information from the COMPANY MAINTENANCE screen; which verifies how the software was originally registered.

**COMPANY NAME :** \_\_\_\_\_

**NUMBER & STREET** or PO BOX : \_\_\_\_\_

**CITY :** \_\_\_\_\_ **STATE :** \_\_\_\_\_ **ZIP :** \_\_\_\_\_

**COMPANY PHONE NUMBER** ( ) \_\_\_\_\_ - \_\_\_\_\_ (Top Phone# of the COMPANY MAINTENANCE screen)

**EMAIL ADDRESS :** \_\_\_\_\_

### NEW COMPANY INFORMATION :

**THE SUBMITTED 3<sup>rd</sup> PARTY DOCUMENTS MUST REFLECT THIS ADDRESS AND OR COMPANY PHONE NUMBER CHANGE.**

Repeat any information that is staying the same so that we know it is not changing.

\*\*\*\*\* Enter the new information EXACTLY as you want it to appear in the COMPANY MAINTENANCE screen \*\*\*\*\*

**COMPANY NAME :** \_\_\_\_\_

**NUMBER & STREET** or PO BOX : \_\_\_\_\_

**CITY :** \_\_\_\_\_ **STATE :** \_\_\_\_\_ **ZIP :** \_\_\_\_\_

**COMPANY PHONE NUMBER :** ( ) \_\_\_\_\_ - \_\_\_\_\_ (Top Phone# of the COMPANY MAINTENANCE screen)

**EMAIL ADDRESS :** \_\_\_\_\_

**A Representative will call you to complete the transaction for the Software Update.**

**Upon verification of information and payment, a new Registration will be sent via E-mail and Certificate via US mail.**

For faster service, you will receive a link to download and install the software update. Make sure you have included your email address.

### What to do when you receive your new Registration Number:

- (1) Back up your data using the software's Data Base Maintenance Screen. (See the software's help system topic: (Company / Making a Backup of your Data.)
- (2) Install the software update using the installation link that was sent to your E-mail or by installing the demo from our web site, or by CD if you ordered one.
- (3) Restore your data from the backup made in step 1. See the software's help system topic: (Company / Restoring Data From a Backup)
- (4) Change address/phone in the COMPANY MAINTENANCE screen to your new address and or Phone and exit the screen. It is normal to receive a registration error #7 if you attempt to open another screen. If you do, Exit out of the error 7 window. (DO NOT start the Trouble Shooter.)
- (5) Open the Software's ORDER / REGISTER Screen and type your new Registration number in the Registration Number box & click ACCEPT REG.
- (6) Uninstall the old version of the software using the Windows Control Panel only after you have determined that all of your data was successfully transferred to the new version of the software, and you are not receiving any registration errors.
- (7) Make sure you destroy any old copies of the software and registration certificates. This will eliminate possible confusion in future installations.

We hope you enjoy all of the new product features