BioDose/NMIS/RMIS/PRP

DVD Request
Current User Guide

This guide is intended for customers
who are requesting a DVD version of BioDose/NMIS/RMIS/PRP.

Introduction

Welcome

Thank you for being a loyal customer of ec^2 Software Solutions. The following pages will guide you through the DVD request process. If you need help at any time during the request, please call us at 1-800-851-0025. We appreciate your business and look forward to serving you.

Table of Contents

New Software Delivery Method

What has changed?

Please note that in order to provide you with the best software in the industry, Version 17 has some changes in the delivery of the software. Here are some things that you should be aware of:

The main source of upgrade materials will be changed from a shipped DVD to a software download through your software or through our website.

For those customers that do not have the ability to download their new software or who prefer to have still have a DVD shipped can still do so. In version 16.10 or higher of the software and on the website there is the ability to Request DVD.

Please see the attached screen shots for a step by step process of downloading your software or requesting a DVD.

Requesting a DVD from your software

If you are running version 16.10 or higher of Biodose/NMIS there is a new tab at the top of the main screen.
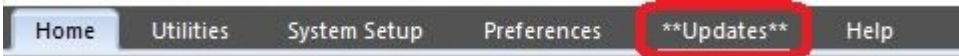
When the Software Update Preference is set to Show Availability or Download Automatically (Preferences > System > Software Update Preference) and there is a new release the Updates Tab will show **Updates**.

Clicking on the tab will show the buttons that allow you to manually check for an update or if one has been detected the Available Updates button will become active.
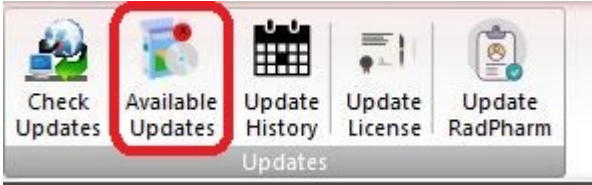
The message in the yellow box will let you know what, if any, updates are available. If updates are available you will enter the required information and select your option to download or request the DVD.

Requesting a DVD from your software

If you chose to request the DVD and window will pop up showing you the address we have on file for shipping the DVD.

Verify Address and Request DVD

Please verify the shipping address below and modify, if needed.

☐ Click to Edit the Address below

Attention to	John Doe	Department	Some Department
Address 1	1 Some Street	Address 2	Suite 1
City	Somewhere	State	New Jersey
Country	USA	Zip	00000-0000

Send Request   Cancel Request

If the address is correct just click the Send Request button. If the address is wrong you can click the edit button at the top and modify the address before sending the request.

Requesting a DVD from our website

To request a DVD through our website browse to
www.ec2software.com/support/software-downloads

You will enter the same contact as you would through the software but you will need
to enter your customer number which can be found in the bottom left of you
software. You will also need a password which is contained in your software.

Please enter your contact details

Customer Number

Customer Name

Password (From Help screen (F7) of the application)

First Name

Last Name

Phone No

E-mail

Check for Releases

To get this password you can click the F7 button on your keyboard but if that doesn't
work go the Help tab and click about. In the window that pops up it will show you
your password.

Requesting a DVD from our website

Once all of the information is entered correctly click the Check for Releases button. This will take you to the page to either download the lastest software or request a DVD. The address we have on file will be shown.

If the address is correct just click the Request DVD button. If the address is wrong you can click the Modify Address button at the top and modify the address before sending the request.