

## How to Re-Register InfoRetriever

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#### Registration Overview

Your institution has renewed its group subscription to InfoRetriever/InfoPOEMs. As a result, if you are currently using InfoRetriever on your handheld device and/or Windows PC, the application registration must be updated with your extended expiration date.

If you have installed the InfoRetriever Updater application on the desktop PC to which you sync their handheld or on which you installed InfoRetriever for Windows, your InfoRetriever application registration will be automatically updated on the first sync after the current registration expires. You will receive a message such as "Registration information was set" on this sync.

If you have not installed the InfoRetriever Updater application, or if automatic registration through the Updater is not successful, you will need to re-register your InfoRetriever application manually.

#### Manual Registration

Begin manual registration by logging into the Online Access area of the InfoPOEMs Web site ([www.infopoems.com](http://www.infopoems.com)) by clicking the **Start Here** button on the right side of the page. Contact the administrator of your InfoRetriever/InfoPOEMs subscription if you have trouble accessing InfoPOEMs Online Access.

Once logged in, click on **Register**, located on the top menu. To continue, refer to the system-specific directions listed below.

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## Registering InfoRetriever for Windows PC

- Enter your email address, name, and **Windows PC** as your platform. It is important to enter a valid e-mail address, as your license code will be sent to the address you provide.
- Next, you will see one of two screens. If you have never registered online, you be asked to enter a Serial ID. If you have registered online in the past, you can have your old license code sent to you or generate a new license code. Select the option to **generate a new license code**.
- Next, enter your InfoRetriever Serial ID. To locate your **Serial ID**, start InfoRetriever and select **File -> Register** from the Application Menu. The box labeled **Serial ID:** should be filled in for you. Type that number here.
- Within minutes of your request submission, an automatic email will be sent to you with a license code.
- Next, open InfoRetriever and select **File -> Register** from the Application Menu. Enter your 16-digit license code. Note that 0 and 1 are always the numbers zero and one, never the letters O and I. Press **Set License** and then tap **OK** on the pop up box. Tap the **Close** box. Then, tap in the upper left-hand corner and select **File -> Exit**.
- To verify InfoRetriever is re-registered, start the program and select **File -> Register** from the Application Menu. The screen should read **Registered** and list the number of days remaining in your subscription.

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## Registering InfoRetriever for Palm OS

- Enter your email address, name, and **Palm OS** as your platform. It is important to enter a valid e-mail address, as your license code will be sent to the address you provide.
- Next, you will see one of two screens. If you have never registered online, you be asked to enter a Serial ID. If you have registered online in the past, you can have your old license code sent to you or generate a new license code. Select the option to **generate a new license code**.
- Next, enter your InfoRetriever Serial ID. The Serial ID is NOT the manufacturer's serial number on the outside of your device; the InfoRetriever program generates the Serial ID. To locate your **Serial ID**, start InfoRetriever on your Palm OS device, tap the upper left-hand corner of the screen, and choose **File -> Register** from the Application Menu. The box labeled **Serial ID**: should be filled in for you. Type that number here.
- Within minutes of your request submission, an automatic email will be sent to you with a license code.
- Next, open InfoRetriever, tap the upper left-hand corner of the screen, and choose **File -> Register** from the Application Menu. Enter your 16-digit license code. Note that 0 and 1 are always the numbers zero and one, never the letters O and I. Press **Set License** and then tap **OK** on the pop up box. Tap the **Close** box. Then, tap in the upper left-hand corner and select **File -> Exit**.
- To verify InfoRetriever is re-registered, start the program, tap the upper left-hand corner of the screen, and choose **File -> Register** from the Application Menu. The screen should read **Registered** and list the number of days remaining in your subscription.

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## Registering InfoRetriever for Pocket PC

- Enter your email address, name, and **Pocket PC** as your platform. It is important to enter a valid email address, as your license code will be sent to the address you provide.
- Next, you will see one of two screens. If you have never registered online, you will be asked to enter a Serial ID. If you have registered online in the past, you can have your old license code sent to you or generate a new license code. Select the option to **generate a new license code**.
- Next, enter your InfoRetriever Serial ID. The Serial ID is NOT the manufacturer's serial number on the outside of your device; the InfoRetriever program generates the Serial ID. To locate your **Serial ID**, start InfoRetriever on your Pocket PC device and select **File -> Register** from the Application Menu. The box labeled **Serial ID:** should be filled in for you. Type that number here.
- Within minutes of your request submission, an automatic email will be sent to you with a license code.
- Open InfoRetriever and choose **File -> Register** from the Application Menu. Enter the 16-digit license code. Note that 0 and 1 are always the numbers zero and one, never the letters O and I. Press **Set License** and then tap **OK** on the pop up box. Tap the **Close** box. Then select **File -> Exit** from the Application Menu.
- To verify InfoRetriever is re-registered, start the program and select **File -> Register** from the Application Menu. The screen should read **Registered** and list the number of days remaining in your subscription.

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## Questions

If you have problems or difficulties while installing, registering, or using your InfoRetriever program, consult our Frequently Asked Questions page, <http://infopoems.com/support/faqs.cfm>, or call 877-633-7636. You can also send an email to [support@infopoems.com](mailto:support@infopoems.com).