How to Re-Register Essential Evidence Plus

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Registration Overview

Your institution has renewed its group subscription to Essential Evidence Plus. As a result, if you are currently using Essential Evidence Plus on your handheld device, the application registration must be updated with your extended expiration date.

If you have installed the Essential Evidence Plus Updater application on the desktop PC to which you sync their handheld, your Essential Evidence Plus 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 Essential Evidence Plus Updater application, or if automatic registration through the Updater is not successful, you will need to re-register your Essential Evidence Plus application manually.

Manual Registration

Begin manual registration by logging into the registration area of the Essential Evidence Plus Web site (www.essentialevidenceplus.com) by clicking on **Support -> Registration -> Manual Registration** from the navigation. Contact the administrator of your Essential Evidence Plus subscription if you have trouble logging on.

Registering Essential Evidence Plus 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 Essential Evidence Plus Serial ID**.** The Serial ID is NOT the manufacturer's serial number on the outside of your device; the Essential Evidence Plus program generates the Serial ID. To locate your **Serial ID**, start Essential Evidence Plus 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 Essential Evidence Plus, 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 Essential Evidence Plus 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.

Registering Essential Evidence Plus 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 Essential Evidence Plus Serial ID**.** The Serial ID is NOT the manufacturer's serial number on the outside of your device; the Essential Evidence Plus program generates the Serial ID. To locate your **Serial ID**, start Essential Evidence Plus 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 Essential Evidence Plus 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 Essential Evidence Plus 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.

Questions

If you have problems or difficulties while installing, registering, or using your Essential Evidence Plus program, consult our Frequently Asked Questions page, http://essentialevidenceplus.com/support/faqs.cfm, or call 877-633-7636. You can also send an email to support@essentialevidenceplus.com.