

How to Re-Register InfoRetriever

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Registration Overview

The UIC Library 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, you must **re-register** it. If you fail to **re-register** before 12/31/06, the program will no longer run. Please note that, provided you have the most recent version installed to your device or PC, **you do not need to re-install** InfoRetriever.

How to Begin Re-Registration

For all systems, begin re-registration by logging into the Online Access area of the InfoPOEMs Web site (www.infopoems.com) by clicking the **Online Access** button on the left-hand menu. Once logged in, click on **Register**, located on left-hand side menu. To continue, refer to the system-specific directions listed below.

Re-Registering Windows PC

- Enter your email address, name, and **Windows 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 be asked to enter a **User Code 1** and **User Code 2**. 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**.
- Enter **User Code 1** and **User Code 2**. To locate **User Codes 1** and **2**, start InfoRetriever by clicking the **IR** icon located on your desktop. Then, select **Help -> Register InfoRetriever** from the Application Menu, and click the **Get Codes** button.
- Copy and paste both user codes into the Web registration form and press **Get License Code**. Remember to leave the registration box open so you can type **Reg Key 1** and **Reg Key 2** into the proper

boxes.

- Within minutes of your request submission, an automatic email will be sent to you with **Reg Key 1** and **Reg Key 2**.
- Copy and paste the Reg Keys from your email into the small box still on the desktop version of InfoRetriever. Once the keys are entered, press **OK**. A message stating the registration has been activated will appear.
- To verify the program is re-registered, the main screen will display the number of days remaining in your institution's subscription.

Re-Registering 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 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. If applicable, be sure to enter zeros and not the letter O. 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 bottom of the screen should read **Registered** and list the number of days remaining in your subscription.

Re-Registering 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 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.
- Open InfoRetriever and choose **File -> Register** from the Application Menu. Enter the 16-digit license code. If applicable, be sure to enter zeros and not the letter O. Press **Set License** and then tap **OK** on the pop up box. Tap the **Close** box. Then, tap the lower left-hand corner and select **File -> Exit**.
- To verify InfoRetriever is re-registered, start the program, tap the lower left-hand corner of the screen, and choose **File -> Register** from the Application Menu. The bottom of 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 InfoRetriever program, consult InfoPOEMS Frequently Asked Questions page, <http://infopoems.com/support/faq.html>, or call 877-633-7636. You can also send an email to support@infopoems.com.