

## How to Re-Register InfoRetriever

### Registration Overview

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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, you must **re-register** it. If you fail to **re-register** before your institution's expiration date, 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](http://www.infopoems.com)) by clicking the **Online Access** button on the left-hand menu. Site admission varies depending on your organization: you might be automatically logged in to the Online Access area when you use certain university computers; your organization might offer a special link to access the InfoPOEMs site; or your organization might give you a username and password with which to access the site.

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

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## 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.

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## 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.
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## 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.
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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/faq.html>, or call 877-633-7636. You can also send an email to [support@infopoems.com](mailto:support@infopoems.com).