

User has purchased an add-on to their software and after installation, does not see the new functionality.

With many products built on the ASSIST platforms, there are a variety of configurations that can be purchased. Examples of this include scanning, additional forms, or companion products. When a user purchases an additional component, they are sent a new CD with a new customer name and activation key. The user installs the new CD, opens their software, only to find that it looks and acts the same as it always did.

Resolution:

The media that is shipped to the user is generally superfluous to what they actually require. In most cases, the user themselves is not receiving the delivery from our warehouse but instead, the warehouse of the user's organization is the recipient. In order for proper processing, a physical object must be present for them to compare to an invoice before the shipment is accepted. As a result, we are required to send out physical media to assist with this. However, the only piece the user needs is the new customer name and activation key that is on the back of the CD jewel case. When products built on the ASSIST platform are installed, all of the necessary components for all functionality currently available are installed at the same time. The customer name and activation key control what portions of the software that the user can access. By click the word Help in the menu bar and choosing Update Activation Key, the user will be presented with a dialogue to either enter additional keys, as they would for additional portions of the Vineland-II, i.e. Teacher Rating form, Expanded form, or to replace their existing key, i.e. BASC-2 being upgraded to BASC-2 Scanning. Only an administrative user of the software, not necessarily the computer, can update the activation key. The only time an actual install of the CD may be needed is if the user is purchasing functionality that was not available at the time of original install. If their software is up to date, however, then this installation will not be necessary.

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