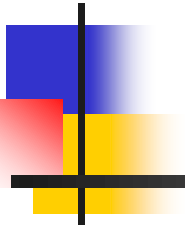


ARM License Maintenance and Renewal



Gylling Data Management, Inc.



Overview

- ARM maintenance payment is due 1 year after receiving ARM invoice
- Ordering annual maintenance
- Payment options
- License expiration



GDM Software Maintenance Plan

Benefits of required annual maintenance:

- Lower cost for new licenses and upgrades
- Easier cost budgeting of small annual fee vs. large upgrade cost every 2-3 years
- Upgrades delivered automatically - no need to order upgrades
- New features immediately available
- Contract researchers always up-to-date to support newest sponsor customizations



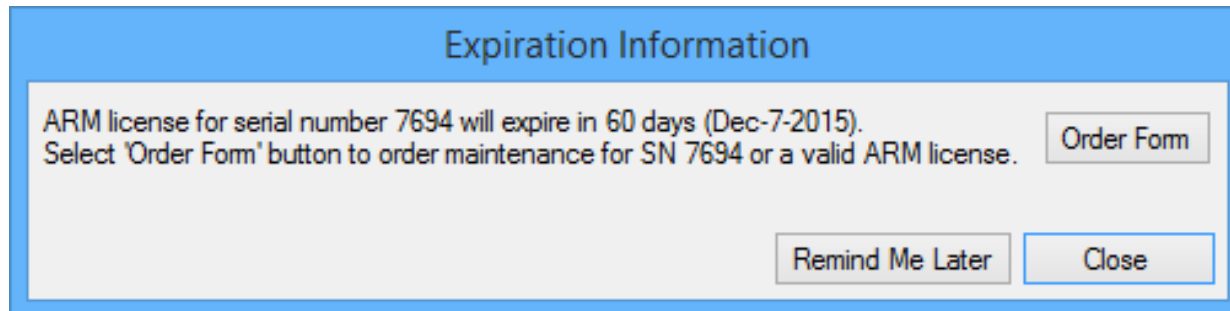
GDM Software Maintenance Plan

Benefits of required annual maintenance:

- New Microsoft developments (Windows, Office) supported without requiring tedious changes by-hand
- No concern about what ARM version is required by collaborating researchers
- Data quality improvements become available immediately
- Is due 1 year after ARM 2015 invoice date

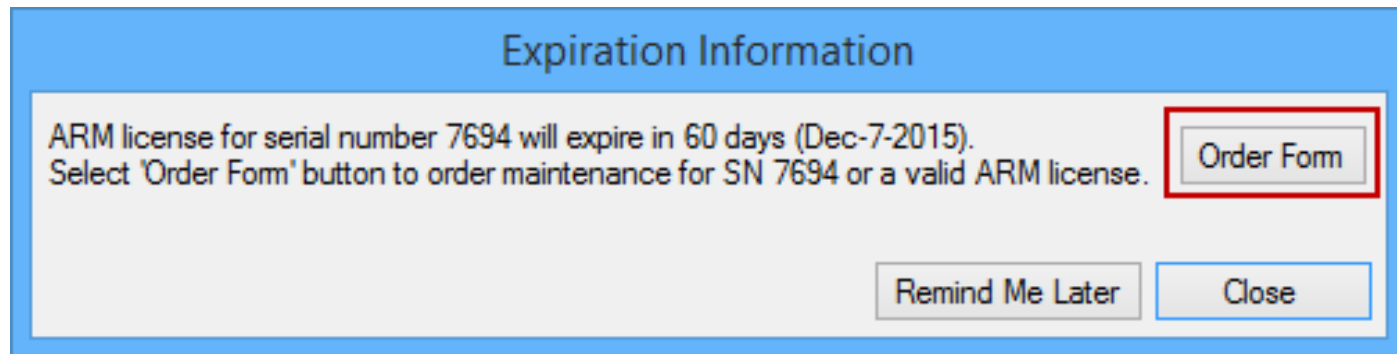
When is Maintenance Due?

- GDM will send reminder email if we have your email address
- Check maintenance expiration anytime from Help – About ARM
- ARM prompts when <120 days left



Ordering ARM Maintenance

- Select Order Form for pricing information



Expiration Information

ARM license for serial number 7694 will expire in 60 days (Dec-7-2015).
Select 'Order Form' button to order maintenance for SN 7694 or a valid ARM license.

Order Form

Remind Me Later Close

- Next step depends on licensee:
 - Technician or part of a company group
 - Supported by GDM Representative
 - Supported by GDM Headquarters



Technician or Company Group

- Technician licensee should contact the Full licensee to order maintenance

- Grouped licenses have a central contact person within the company
- Communicate with your company contact person to update maintenance
- Contact your GDM Representative to change a company group



Supported by GDM Representative

- Order maintenance through the GDM website Order Form

* Item	* Action
<input checked="" type="checkbox"/> ARM * -License Type- <input checked="" type="radio"/> Full license <input type="radio"/> Technician license <input type="radio"/> Graduate student	<input type="radio"/> New <input type="radio"/> Upgrade <input type="radio"/> Reassign <input type="radio"/> Upgrade and Reassign <input checked="" type="radio"/> Maintenance

- Confirmation email is sent to Representative based on Country



Final Steps

- Payment must be received **before** the maintenance end date is extended
 - New end date = previous end date + 1 year (so no penalty for renewing early)
- Email is sent when process is completed
 - Follow-up: within 2-3 working days
 - Run Help - Check for Updates to update expiration date on PC

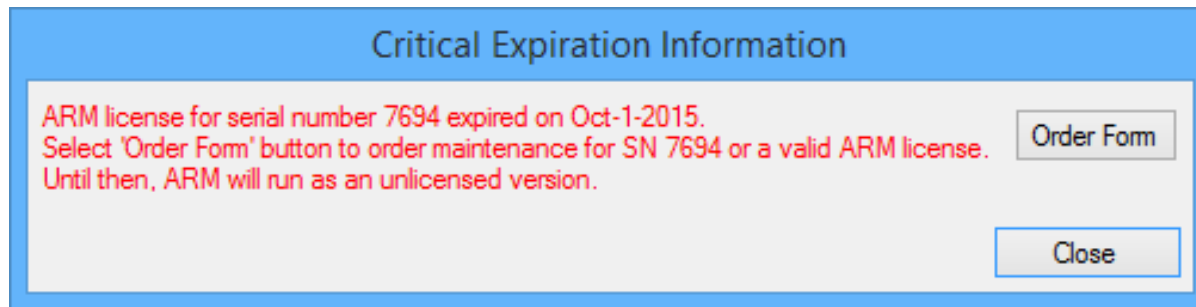


Re-activate Expired License

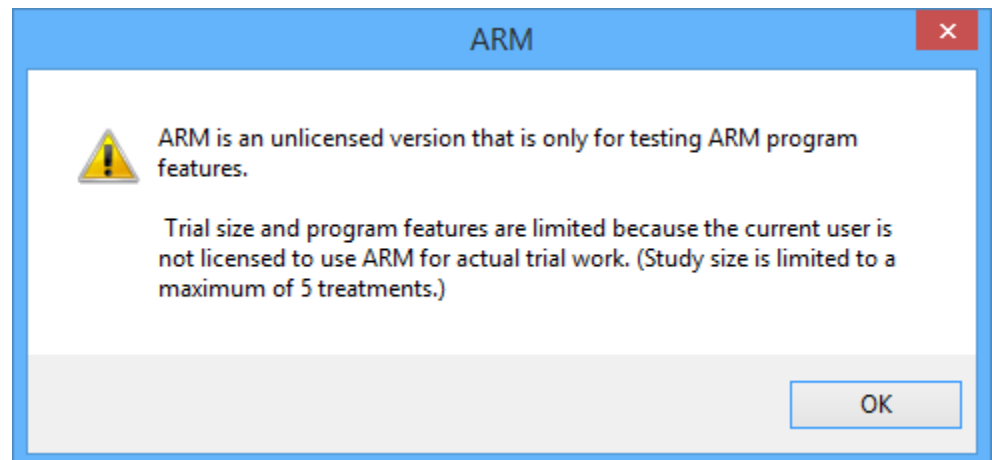
- Run Check for Updates
 - Start – All Programs – ARM – Check for Updates
- Log in and install all available updates
- License files are updated when Check for Updates is finished

What If I Do Not Pay?

- ARM prompts when license has expired



- ARM runs as unlicensed version





What If I Do Not Pay?

If ARM 2016 maintenance is not paid, ARM opens as an *unlicensed version*:

- Protocols and trials limited to 5 treatments or less
- Only preview reports and graphs (no print)
- Cannot export data or study information
- Read-only access to existing protocols and trials
- Study list is disabled



What If I Do Not Pay?

If ARM 2016 maintenance is not paid:

- Read-only access to trials conducted under GEP, with no printing or export
- ARM 2017 maintenance fee will also include unpaid 2016 total



Summary

- Annual maintenance
 - Easier cost budgeting
 - New features immediately available
- Check maintenance expiration anytime from Help – About ARM
- Purchase maintenance before expiration date for continuous support