Gylling Data Management, Inc.

Providing Research Software Solutions Since 1982!

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Thank you for purchasing our ARM software. We very much appreciate the support of our clients and are grateful for your continued ideas for new features. Please follow the directions below to install a new ARM version.

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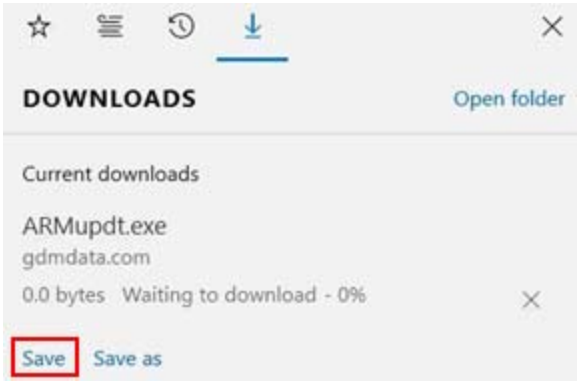
Step 1: ARM Installation Instructions

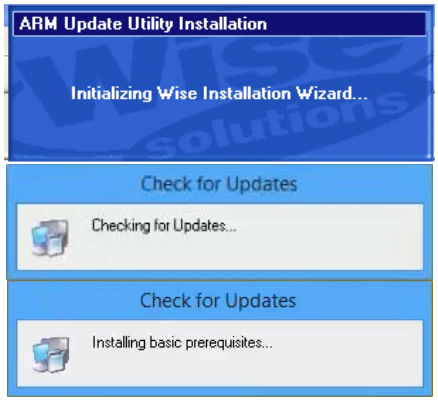
1. **Close all** Windows applications as computer **may reboot** during installation.
2. Run Check for Updates from this link www.gdmdata.com/ARMupdt/ARMupdt.exe
   - If asked whether to 'Save' or 'Save as', choose 'Save', and then click 'ARMupdt.exe' to start install.
   - If asked whether to 'Run' or 'Save', choose 'Run'.
   - If using the **Microsoft Edge** browser, the file will display in 'Current Downloads' section of the Downloads panel.

     + Select 'Save' to start the download.
     + After the file is downloaded, click 'ARMupdt.exe' in the Past Downloads section to start the install.

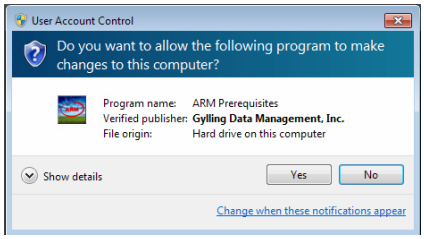


3. Login using the ARM Login name (from your order) and Password provided in **ARM Order and Login** email.
4. Select the **Install Updates** button to install ARM and any sponsor customizations.
   Note: to obtain additional sponsor customizations, in ARM go to Help, Request Corporate Customizations. This creates an email to send to your sponsor's local research scientist/representative to request the customizations. After the sponsor notifies GDM that you are authorized to receive their customizations, the customizations will be delivered and updated by ARM Check for Updates.
5. During ARM installation choose the **Next** button after making your selection, or the **Back** button to change an option before installation.
   - We recommend accepting the defaults.
   - **Important**: Cancelling or interrupting an ARM or customization install can break ARM
6. Your computer **may reboot** once or twice during installation. Check for Updates install should re-run automatically after a system reboot. If not, please re-run Check for Updates installation manually (described in step 2 above).
7. Press **Close** to exit the Check for Updates program.

Sequence of screen shots during the ARM install

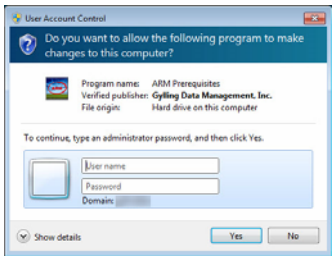


If logged into Windows as an Administrator:

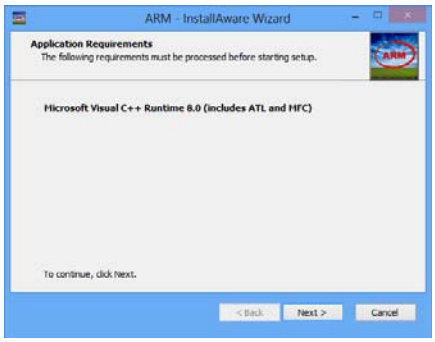


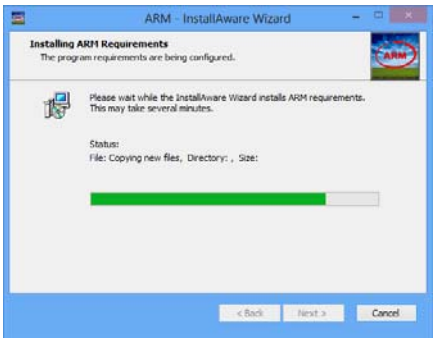
Select Yes.

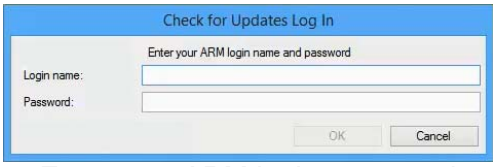
If logged into Windows as User:



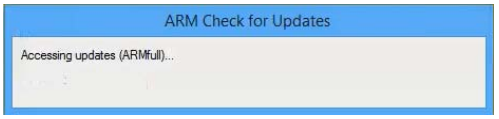
Enter Windows Admin account provided by your IT department.

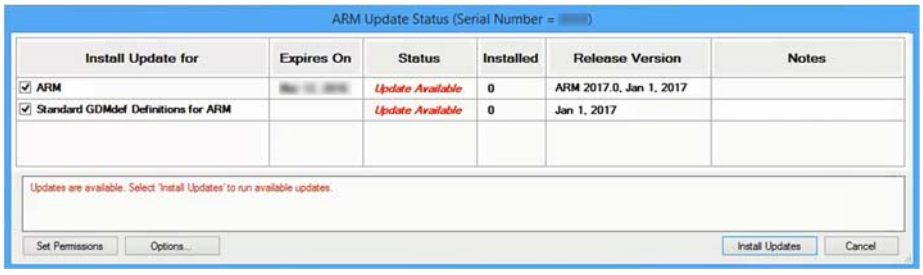




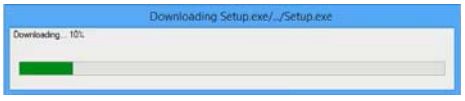


Enter your ARM login name and Password.

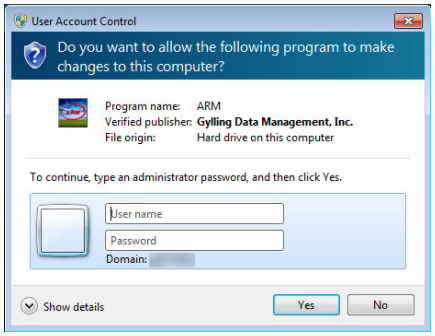


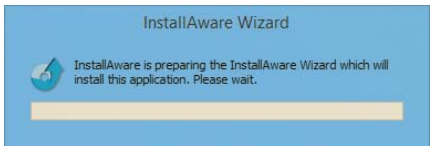


Available installations are selected by default. Press Install Updates.



Please wait for the download to finish. This may take several minutes, depending on your internet connection.

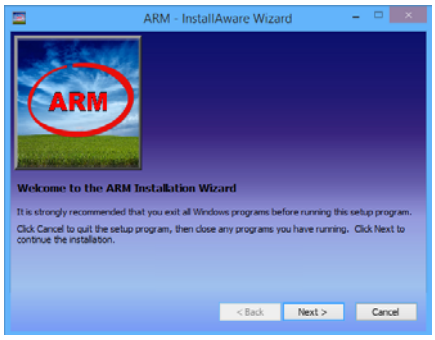


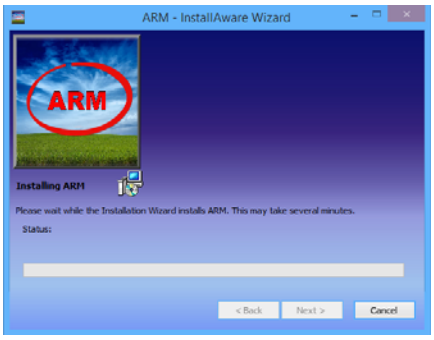


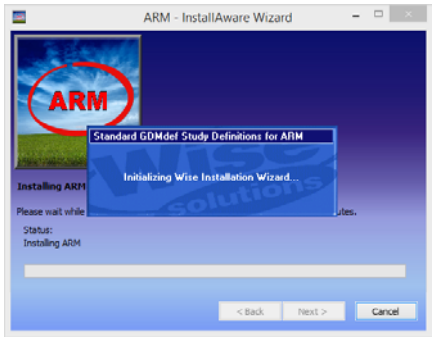
Please wait for next screen.

ARM is checking your computer at this time.

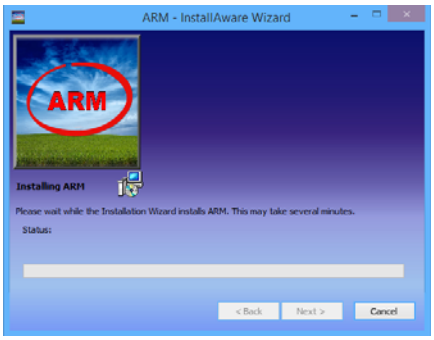
Please wait for the next screen.

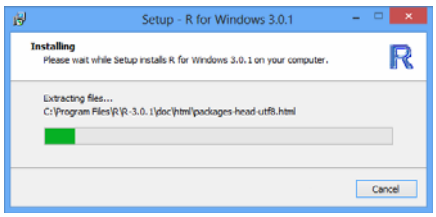


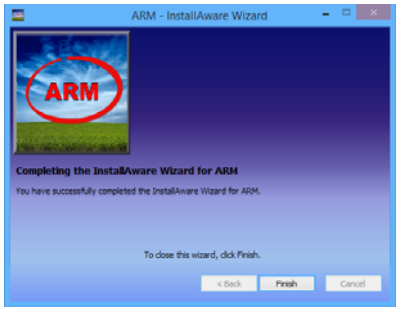


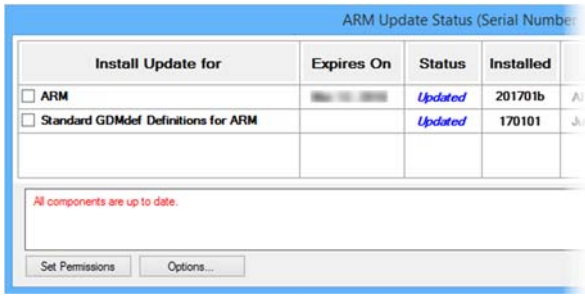


TIP: The 'Finish' button displays when install is done. Selecting 'Cancel' or 'X' STOPS installing ARM!









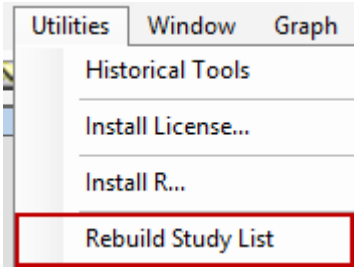
Step 2: ARM Login Passwords

ARM Order and Login email includes the ARM **Log in name** and **Password.** Enter the login and password exactly as listed and select the OK button to begin ARM.

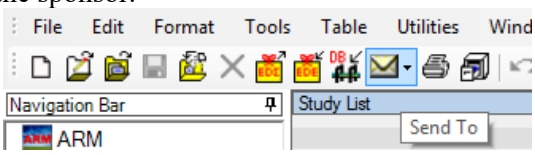
Congratulations! You have completed the ARM installation!

Tips for Getting Started:

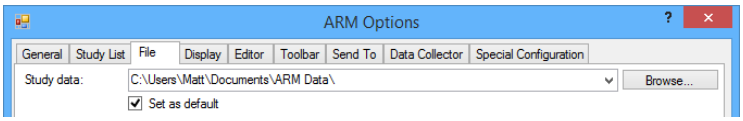
In ARM, go to Utilities and then ***Rebuild Study List*** if the ARM Study List (File - Open - Study from List) does not include all existing ARM studies on your PC.



Use the ***Send To*** option (envelope on tool bar) to email protocols and trials. When sending a customized sponsor trial to the sponsor.



Go to File tab of Tools - Options to define the location to store ***automatic backups*** of changes to ARM studies. Use a flash drive or USB hard drive to provide security against losing information from data entry mistakes or hard drive crash.



How do I learn ARM?

The Help menu includes a Quick Reference Card, Tutorial (in *.pdf format), How To Topics, Help, F1 Topic help, and F5 Study Definition help. Also visit our GDM website.

Windows Security Settings to Successfully Use and Update ARM

ARM requires minimum security settings (user rights) for the Microsoft Windows computer user account that will be running ARM, and also installing ARM program updates as they are released. These settings are described at http://www.gdmdata.com/media/documents/RequiredUserRights.pdf, and must be met to qualify for free ARM support. Contact your IT department or IT support person to make changes for user rights on your computer.

If ARM is run within a Windows user account that does not have appropriate access right, then warning messages are displayed during startup and normal operation of ARM.

Previous GDM Study Definition Versions

It is **not necessary** and **not recommended** to install previous version ARM on a new computer when using newer ARM version. ARM includes all previous GDM study definitions to read ARM trials or protocols from versions.

Installing Company Customizations on new computer

Run ARM's Check for Updates to install company ARM customizations.

To obtain additional sponsor customizations, use Request Corporate ARM Customization feature to contact your local research representative to request the customizations. After authorization the customizations will be available using ARM Check for Updates.

Only your Company Representative can authorize access to their customizations.

Using Company Customizations

Each large company has designed their own fields and validation lists because of their own unique study rules for their company. Please contact your local company research representative directly on specific questions for using their customizations, especially on how to fill out specific fields as they are trained in this area.

Information needed when contacting offices for ARM support

Before contacting GDM or your GDM Representatives, please have the following information available:

1. GDM provides free support only when using the newest ARM version so use Check for Updates to confirm you have the most recent ARM version.
    a. Either select the toolbar menu word "Help", then Check for Updates or
    b. from Windows desktop Start, All Programs Menu, ARM, then Check for Updates
    c. Go to http://gdmdata.com/Products/ARM/Updates to download most recent update.

2. When emailing for support, please include information described at http://gdmdata.com/Support/Support Options/.

3. For a printing issue also include the report printout. (On Print menu in the lower right corner is Print to Word Processor or Adobe PDF). Please be as specific as possible describing how you want the printout to be different so we can recommend which report option can accomplish your task.

Reinstalling ARM on same computer – Use Detect and Repair

The easiest way to reinstall ARM on a computer is to close ARM. Then from your Windows desktop select Start button, then All Programs Menu, ARM, then Detect and Repair.

After the Detect and Repair is complete then reboot your computer.

Change License Investigator Name or Company Name

Contact your GDM Representative or GDM to request Investigator or Company Names changes.

ARM ST is additional license

ARM Summary Across Trials requires additional add-in license to enable and use this optional feature. Contact your GDM Representative for additional information on ARM add-in programs.

ARM Training session before conferences

GDM provides ARM training before many conferences. Please visit our website at http://gdmdata.com/Resources/Meeting Calendar/ for the next ARM training session.

Additional Questions??

Visit **www.gdmdata.com** for information about new features, updates, and installation issues.