How to Re-Register InfoRetriever

Registration Overview

The UND Library of the Health Sciences is renewing their group subscription to POEMs Technologies. As a result, if you are currently using InfoRetriever on your handheld device and/or Windows PC, you must RE-REGISTER it so it will continue to run. **If you fail to RE-REGISTER before JULY 1st, InfoRetriever will stop working.** PLEASE NOTE THAT YOU DO NOT NEED TO RE-INSTALL INFORETRIEVER, assuming you have the most recent version installed to your device. For directions how to RE-REGISTER, please see below:

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Re-Registering Palm OS

- Go to the Library’s web page at http://harley.med.und.nodak.edu/ Click on the InfoPoems link under Selected Resources. Go to the Online Access area of the InfoPOEMs website by clicking on the **Online Access** link on the left-hand side of the screen.
- Once logged in, click on **Register** located on the left-hand side of the screen.
- Enter your email address, name, and **Palm OS** as your platform. It is important that you enter a valid email address, as your license code will be emailed to the address that you provide.
- Next, you will see one of two screens. If you have never registered on-line, you will see a screen asking you to enter a Serial ID. However, if you have registered on-line in the past, you will have the option to have the old license code sent to you or to generate a new license code. Select the option to **generate a new license code**.
Next, enter in your Serial ID. The Serial ID is NOT the manufacturer's serial number on the outside of your device; the Serial ID is generated by the InfoRetriever program. 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 InfoRetriever from the Application Menu. The box labeled Serial ID: should be filled in for you. Type that number here.

An automatic email will be sent to you with a license code. This email will be sent to within minutes of you submitting a request.

Start InfoRetriever, tap the upper left-hand corner of the screen, and choose File -> Register InfoRetriever from the Application Menu. Enter the 16 digit license code sent to you. If applicable, make sure you enter zeros and not the letter O. Press Set License and then OK to the pop up box. Tap on the Exit/Close box. Then, tap in the upper left-hand corner and select File -> Exit.

To verify that InfoRetriever is re-registered, start InfoRetriever, tap the upper left-hand corner of the screen, and choose File -> Register InfoRetriever from the Application Menu. At the bottom of the screen is should read Registered and list the number of days left in your institution’s subscription.

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Re-Registering Pocket PC

- Go to the Library’s web page at http://harley.med.und.nodak.edu/ Click on the InfoPoems link under Selected Resources. Go to the Online Access area of the InfoPOEMS website by clicking on the Online Access link on the left-hand side of the screen.
- Once logged in, click on Register located on the left-hand side of the screen.
- Enter your email address, name, and Pocket PC as your platform. It is important that you enter a valid email address, as your license code will be emailed to the address that you provide.
- Next, you will see one of two screens. If you have never registered on-line, you will see a screen asking you to
enter a Serial ID. However, if you have registered on-line in the past, you will have the option to have the old license code sent to you or to generate a new license code. Select the option to **generate a new license code**.

- Next, enter in your Serial ID. The Serial ID is NOT the manufacturer's serial number on the outside of your device; the Serial ID is generated by the InfoRetriever program. To locate your Serial ID, start InfoRetriever, choose **File -> Register InfoRetriever** from the Application Menu. The box labeled **Serial ID**: should be filled in for you. Type that number here.

- An automatic email will be sent to you with a license code. This e-mail will be sent to within minutes of you submitting a request.

- Start InfoRetriever and choose **File -> Register InfoRetriever** from the Application Menu. Enter the 16 digit license code sent to you. If applicable, make sure you enter zeros and not the letter O. Press **Set License** and then **OK** to the pop up box. Tap on the **Exit/Close** box. Then, tap in the lower left-hand corner and select **File -> Exit**.

- To verify that InfoRetreiver is re-registered, start InfoRetriever, tap the lower left-hand corner of the screen, and choose **File -> Register InfoRetriever** from the Application Menu. At the bottom of the screen is should read **Registered** and list the number of days left in your institution’s subscription.

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**Re-Registering Windows PC**

- Go to the Library’s web page at http://harley.med.und.nodak.edu. Click on the InfoPoems link under Selected Resources. Go to the Online Access area of the InfoPOEMS website by clicking on the **Online Access** link on the left-hand side of the screen.

- Click on **Register** located on the left-hand side of the screen.

- Enter your email address, name, and **Windows PC** as your platform. It is important that you enter a valid email address, as your license code will be emailed to the address that you provide.
• Next, you will see one of two screens. If you have never registered on-line, you will see a screen asking you to enter a **User Code 1** and **User Code 2**. However, if you have registered on line in the past, you will have the option to have the old license code sent to you or to generate a new license code. Select the option to **generate a new license code**.

• Next, enter **User Code 1** and **User Code 2**. To locate your **User Code 1** and **User Code 2**, start InfoRetriever by clicking on 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 **User Code 1** and **User Code 2** into the web registration form and press **Get License Code**. Also, leave the registration box open so that you can type **Reg Key 1** and **Reg Key 2** into their proper boxes.

• An automatic email will be sent to you with **Reg Key 1** and **Reg Key 2**. This email will be sent to within minutes of you submitting a request.

• Copy and paste the Reg Keys from your e-mail into the small box that is still on the desktop version of InfoRetriever. Once the keys have been entered, press **OK**. A message stating the registration has been activated will appear.

• To verify that InfoRetriever is re-registered, when you return to the main screen, it will let you know how many days you have left in your institution’s subscription.

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**Questions**

If you have any problems or difficulties while installing, registering, or using your InfoRetriever program, please give us a call or send an email to:

Mary Markland 293-4173 markland@medicine.nodak.edu  
Judy Rieke  777-4129 jrieke@medicine.nodak.edu

You can also consult the InfoPoems Frequently Asked Questions page, http://infopoems.com/support/faq.html, or call 877-633-7636. In addition, you may send an e-mail to support@infopoems.com.