



DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

February 2007

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We're Here to Help You!

We appreciate that you have chosen DrugPak to manage your substance abuse testing data. This newsletter is an opportunity for us to pass on news, helpful hints, and suggestions. If you ever have any questions or problems, don't hesitate to contact us.

Be sure to regularly check for DrugPak module updates at [http:// www.drugpak.com/update](http://www.drugpak.com/update) and remember to read the release notes to learn more about the changes.

The following modules have recently been updated:

[DrugPak Main Module \(1/4/2007\)](#)

[Document Manager \(12/21/2006\)](#)

[MRO Management \(12/21/2006\)](#)

Go Paperless With Document Manager

One of the newest modules of DrugPak is Document Manager. Document Manager is an electronic document library that gives you the potential to save time and provide better service to your clients.

Scan Documents

Document Manager uses any TWAIN-compliant scanner to create document images.

With a multi-sheet scanner you can store a stack of COC forms in seconds and have immediate, easy access whenever you need the images in the future.

• **Are You Still Using Windows 98?**

In many TPA and MRO offices no one really cares what operating system the computers run. The only question is "Do the computers run?" But this is an important technical consideration that deserves your attention, especially when that operating system becomes obsolete or unsupported.

Here is a quote from windows.com, Windows 98 home page:

"Effective July 11, 2006, Windows 98, Windows 98 Second Edition, and Windows Me (and their related components) will transition to a non-supported status. After this date, Microsoft will no longer provide any incident support options or security updates."

As a matter of fact, Windows XP Service Pack 1 became non-supported by Microsoft on October 10, 2006.

Scanlon Associates currently recommends running DrugPak, version 5.5 and version 6 on Windows XP

Store Any File

Document Manager can be used to store any kind of computer file and link it to data in DrugPak. Archive documents like Word, Excel and Acrobat. Images such as JPG, BMP, TIF, and multi-media like WAV, AVI, WMV. Any file on your computer that you want to store and link to a DrugPak result, participant, company, collection site, or laboratory record!

Find It In a Flash

Once an item has been brought into Document Manager you can create key references that allow you to manage and search your documents in a variety of customizable ways. Access documents linked to DrugPak records using the camera button in the DrugPak Tool Bar or search Document Manager using customizable keywords and filters.

You Will Wonder How You Functioned Without It

One of the primary uses of Document Manager is to scan chain of custody forms.

When used in conjunction with MRO Management it can be used to insert information such as COC Received Date, Participant Name, and other essential information.

Document Manager lightens your workload in other ways as well. For example, your customers can have access to documents at any time--even after normal business hours--through the Internet using DP Live. The latest v5.5 release of DP Live supports this feature.

Document Manager can be

Pro, service pack 2.

What this means to you is that as the computer industry moves forward with new technology, old technology must be retired. In order for you, and Scanlon Associates as your software supplier, to maintain compatibility with the Windows software industry, to at least some extent it is necessary that you update your systems periodically. Scanlon Associates understands that your business is not about computers. You use computers to run your business. If you are still using Windows 98, we regret having to say it, but it is time to upgrade.

If you are not sure what version of Windows you are running, right-click your "My Computer" icon (normally found on the desktop) and select "Properties" from the pop-up menu. Toward the top right the version of Windows and any installed service pack(s) will be listed.

Discuss your computing needs with your IT Department or local IT professional to decide if upgrading old hardware is appropriate or if new systems should be purchased. A new computer does not have to be expensive and high-powered to run DrugPak. Generally, the slowest available new retail computers exceed DrugPak's system requirements.

At this time DrugPak has not been tested with Windows Vista (the new version just recently available) and at this time **Scanlon Associates cannot recommend installing DrugPak on a Windows Vista machine.**

[Visit the microsoft.com Windows 98 home page for more information.](#)

• Technical Support: Using E-mail for DrugPak Support

One of the tools available to you to access the DrugPak Support Desk is e-mail. Many DrugPak non-urgent support issues are resolved quickly and efficiently via e-mail such as update password requests, requests for clarification of feature functions, and in some cases even error messages. Everyone who uses e-mail knows how convenient it is. It lets the sender and recipient work at their own pace, yet correspondence is nearly instantaneous.

Scanlon Associates encourages that you use whatever mode of communication saves you time and effort, email or phone, but we do have some recommendations as to which to use in certain circumstances.

- If your support issue is timely or urgent, please call. Phone calls are taken immediately. If you must leave a message for a call back, we will attempt to return your call within two hours (usually calls are returned

used for much more than just COC forms. You can store any document that you might want to access in the future such as invoices, MRO notes, telephone recordings, notices, correspondence, maps-- anything!

Contact our sales team today to learn more. Take advantage of our 30-day no obligation trial. Like all DrugPak modules, you can "try before you buy" to be sure Document Manager will meet your needs. Call 800-321-7826 x203 today and harness the productivity of Document Manager!

[Visit DrugPak.com for more information about MRO Management](#)

in only a few minutes). If you have to leave a message, please leave as much detail about your situation as possible. It will help us route the call to the best person to handle your issue. A message like, "Please call, we have a problem," doesn't allow us to provide you with the best support options possible.

- Please send your request for support to support@drugpak.com. From there your e-mail will be routed to the best person to handle your request and we will reply within one business day. (Again, this is the worst case scenario. Most e-mails are usually replied to within a few hours of receipt.)
- If you have to correspond with a particular individual on our support team and you do so by e-mail, please understand that the person you wish to contact could be on vacation, working on a programming assignment, out of the office at a customer site, acting as primary phone support, or involved in training. Because of this we cannot guarantee any response time for an e-mail addressed to an individual staff member.
- Avoid addressing your e-mail support requests to multiple staff members. This can lead to confusion as to who is actually responsible for responding and, because everyone who receives it may think someone else will respond, e-mails with multiple addresses may result in no response at all! Again, use support@drugpak.com and your request will receive the proper attention.
- E-mail requests for support are almost always replied to via e-mail. So if you have an urgent or complex issue, call.
- Please call us if there is no reply to an e-mail after one business day. It is likely that spam filters, mis-entered addresses, or other mysteries-of-the-Internet caused the email not to be delivered.

Remember that e-mail is not the same as a registered letter from the Postal Service. Unfortunately, there is no guarantee that because you sent it, it was received. Too often a client thinks we are ignoring their requests for help. If you did not get a response, the best assumption is that we did not get your e-mail support request!

[Click here to learn more about our technical support policies and services.](#)

- **February Webinars**

DOT MIS Form

Learn how to best prepare and generate the DOT MIS Form



directly from DrugPak. Understand how participant records, random selections, and result records combine to produce the MIS report. This helps ensure accurate numbers and printing. Grouping options can get your reports generated quickly. This is critically important now for accurately reporting client year-end results.

DOT MIS Form - 60 minutes - \$59

Tuesday February 6th 1:00 PM Eastern Time*

Basic Filter Building

In this short summary of Symbolic Logic 101, learn the basic concepts for building and using filters in a variety of situations. Filters can be used to handle the special situations for viewing and retrieving data in the unique ways your clients demand. After learning about filters, people have made comments like "The doors of DrugPak have really opened for me after I learned how to do this." The Basic Filters class is a prerequisite for additional advanced webinars that will be offered in the future (Using Custom Billing Features and Advanced Data Export). However, anyone can take it now and learn how to implement filters in DrugPak right away even if you don't intend to participate in the advanced webinars. **Basic**

Filter Building - 90 minutes - \$69

Thursday, February 8th 1:00 PM Eastern Time*

Random Selection Webinar

Learn how to use DrugPak's Random Selection Expert to quickly and easily perform random selections. In-depth coverage of random selection profiles, the random selection expert and random selection program statistical analysis.

DrugPak Random Selection - 90 minutes - \$69

Tuesday, February 20nd 3:00 PM Eastern Time*

Support Plan members receive an automatic \$10 discount on all webinars!

Contact Scanlon Associates today to make your advance reservations. Call (800) 321-7826 x202.

Attendees are welcome to have one computer connected to the on-line portion and one phone connection to the conference call, but have as many people view and listen in your office as you wish. Advance payment is necessary to reserve your place and includes the cost of the web connection and the toll-free conference call.

***Please note: all times for webinars are Eastern.**

Adjust for your location accordingly and please be prompt!

There is a limited number of "seats" available for each webinar. Please be considerate of others who may wish to attend. In the event you cannot attend a webinar for which you have registered, kindly give at least one day notice that you will not attend. We will be unable to give refunds or reschedule webinars unless we receive your cancellation at least one day before the scheduled webinar start time.

support@drugpak.com
<http://www.drugpak.com>

(800) 321-7826

[Click here for the complete webinar schedule.](#)

- **Think About It**

"Prepare for the unknown by studying how others in the past have coped with the unforeseeable and the unpredictable."

--General George S. Patton

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