



## DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

November 2007

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### [Program Updates](#)

You can check for updates any time in DrugPak. Open the Help menu and select Program Updates.

[Updates to version 6 have been posted as recently as 10/17/07.](#)

[Updates to version 5 have been posted as recently as 7/3/07.](#)

## 2007/2008 DrugPak Classroom Training

Scanlon Associates will be hosting two DrugPak Classroom Training sessions in the next few months. The dates of these three day classes are:

### 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.

### Using Version 6: Program Updates



Our programmers remain as busy as ever, even after the release of DrugPak Version 6. Several issues have been identified and resolved, and updates are available on [drugpak.com](http://drugpak.com) for download.

Several issues have been addressed including modified reports and remedies to technical issues. You can review the release notes at the [update page](#).

It is recommended that you make a back-up of your DrugPak installation before applying any update. If you are not clear on the process of making a back-up, please refer to the back-up topic in the DrugPak user manual.

You can verify your version number by clicking "Help" at the top, and then "About." You can always access the DrugPak update web page in DrugPak by clicking "Help" at the top, and then "Program Updates."

Come visit Scanlon Associates collection of on-line resources for DrugPak users updating to version 6, the [DrugPak v6 Learning Center](#).

### [The Version 6 Learning Center](#)

- [Read Me First](#)  
Basic installation instructions. Included in the CD packet.
- [Multi-Module Conversion Guide](#)  
Suggestions for successful updates to complex installations of DrugPak.
- [What's New in DrugPak 6?](#)  
The essential guide to new features.

- December 10, 11 and 12, 2007 in **Albuquerque, NM.**
- February 11, 12 and 13, 2008 in **Greenville, SC.**

The DrugPak Training Class is a comprehensive course that includes instruction on the entire DrugPak Software Suite.

**These classroom sessions will focus on DrugPak version**

**6.** Receive instruction on topics including:

#### Main Module

- Basic DrugPak concepts
- Daily data entry best practices
- Working with filters
- Setting up and running random selections
- Basic and advanced reporting
- Using preferences and options

#### MRO Management

- How is data transferred into DrugPak
- Resolve common translation exceptions
- Using preferences to control automation
- Custom exceptions  
\*NEW\*

#### Document Manager

- Organizing documents
- Best practices for scanning and linking

- [DrugPak 6 Upgrade Guide](#)  
Technical installation steps included in the CD packet.
- [Important Notice to Legacy Users](#)  
Special information for users upgrading from version older than 5.5
- [DrugPak User Guide](#)  
The complete DrugPak Help document in PDF.
- [Creating a Test Environment](#)  
Steps for testing the update on test platform.
- [6.0 Training Videos](#)  
Short videos designed for new and experienced users focusing on specific topics.
- [Training Schedules](#)  
Up-to-date classroom and webinar schedules.

## DrugPak Version 6 Classroom Training

The next DrugPak Classroom Training session will be happening **very soon**. The deadline for discount hotel reservations for our next training has been extended to **November 18!**



The October DrugPak Classroom Training session held in State College received high marks for being useful and informative from experienced users and new users alike. Don't miss out on this opportunity to expand and update your understanding of DrugPak.

Check out the side-bar article to the left, or visit [www.drugpak.com/training.shtml](http://www.drugpak.com/training.shtml) for more information.

## Windows Vista Alert

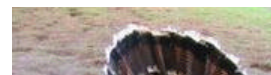
An issue has been identified with the way that Windows Vista executes DrugPak when the DrugPak application folder (DP50) is stored in the "Program Files" folder.

The behavior, intended to protect the "Program Files" folder from malicious activity, re-routes data to an alternate folder instead of using the data files in the DP50 folder. This causes a variety of major and minor problems.

If you intend to upgrade to Windows Vista, this situation is easily avoided by making sure that your DP50 folder is NOT stored in a folder called "Program Files".

A typical installation of DrugPak saves the program to C:\Scanlon\DP50, and if your DrugPak is saved in that location then you will not be effected by this issue. You can verify the location of your DrugPak application folder by clicking "About" in the Help menu in DrugPak.

## Scanlon Associates November



documents via MRO Management, Main Module, and DP Live

#### DP Billing

- Setting up and using billing profiles
- Advanced price setup
- Billing rules
- Calculating and processing invoices

#### DP Informer

- Automate email and fax reporting
- Customize fax email cover messages
- Understanding hardware setup
- Facts-on-Demand options

#### DP Live

- Visitor rights and restrictions
- User features in DP Live
- Skin options and settings

#### Service Manager \*NEW\*

- Daily data entry best practices
- Basic and advanced reporting

Because every aspect of the lecture will be displayed on a large screen, a computer is not necessary. However, if you want to bring your own portable computer, assistance is available to make a temporary copy of your DrugPak that you can bring with you to class.

#### **Holiday Schedule**

Good friends and customers like you make our business successful all year long. We wish to express our sincere gratitude for your confidence and support.

This year, so we can spend time with our families and loved ones, our offices will be closed on Thursday November 22nd and Friday November 23rd in observance of the American Thanksgiving holiday. If your office requires special services during this holiday closing, arrangements can be made in advance. Please contact us to discuss your requirements.

From all of us at Scanlon Associates who create and support the DrugPak Software Suite, please accept our warmest wishes that you and your families have a Happy Thanksgiving!

#### **November Webinars**

##### **Introduction to Version 6 - Main Module**

DrugPak version 6 has now been sent to all customers with a support agreement. Now is the time to learn about the core changes to the Main Module of DrugPak in version 6, steps for upgrading, and ways you can plan to take advantage of new features. *This webinar is a great introduction for anyone who uses the DrugPak Main Module. It also contains essential information for any customer who has more than one DrugPak module.*

**Introduction to Ver. 6 - 90 minutes - \$69**  
**Friday, November 9th 3:00 PM Eastern Time\***

##### **Introduction to Version 6 - DP Billing**

Flexible, versatile, and powerful ... If you loved DP Billing in version 5, then you will be crazy about the new features in version 6. If you were frustrated by limitations in version 5, then you might find that DP Billing in version 6 has the features you need to create invoices exactly the way you need them. This class will address the new price structure, using the new interface, and billing rules. *The changes to DP Billing in Version 6 are quite extensive. This webinar is highly recommended for anyone who will use or configure DP Billing in the new Version 6.*

**Intro. to Ver. 6 - DP Billing - 90 minutes - \$69**  
**Monday, November 12th 2:00 PM Eastern Time \***

##### **Introduction to Version 6 - DP Informer**



*A classroom environment offers "full immersion" into the DrugPak experience. It gives your key team members a chance to interact with other DrugPak users and learn how they use DrugPak in their businesses. It is a totally different training experience--away from the distractions of the office. It's a valuable opportunity for any organization that uses DrugPak to take advantage of.*

Click on the link below to learn more and then call (800)321-7826 x202 to register.

[Visit the DrugPak Training web page at drugpak.com](#)

phone : 800-321-7826  
 fax : 814-237-4193  
[support@drugpak.com](mailto:support@drugpak.com)

Email and/or fax more reports with more options through DP Informer in version 6. In the new version you can use Informer to send result letters, random selection reports, DP Billing invoices, DOT MIS reports--nearly every report that DrugPak can produce. You can also specify more options for individual reports. This class will address the expanded "Contacts" database, report scheduling, and what to expect after you update to version 6. *DP Informer is one of the most significantly enhanced aspects of DrugPak version 6. If you use DP Informer (or plan to start using it soon), this is a webinar that you should attend.*

**Intro. to Ver. 6 - DP Informer - 90 minutes - \$69  
 Tuesday, November 13th 12 noon 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  
 Tuesday November 20th 3:00 PM Eastern Time\***

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

Seats are limited and DrugPak webinars fill up quickly.

**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.

### **Think About It**

"Everything I did in my life that was worthwhile I caught

hell for."

--Earl Warren, U.S. Supreme Court Chief Justice

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DrugPak Software Suite | Scanlon Associates | 123 Hoy St. | State College | PA | 16801