

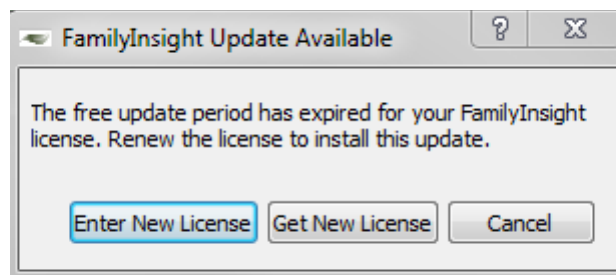
Update Licenses

What is an Update License?

When you first purchase FamilyInsight you are given a full year of free updates. After that you can continue to use any version that was created during your year of free updates or before. There will be some features that will become non functioning as **FamilySearch** makes changes to their website and updates are needed to connect. This is happening currently (March 2010) as they change their website and all affiliate programs must make changes in order to connect to the new **FamilySearch** website. An Update license adds a year of updates that you can download from the time that the update license is purchased. You do not have to update immediately after your free year of updates ends but only when you want to get one of the later versions of FamilyInsight.

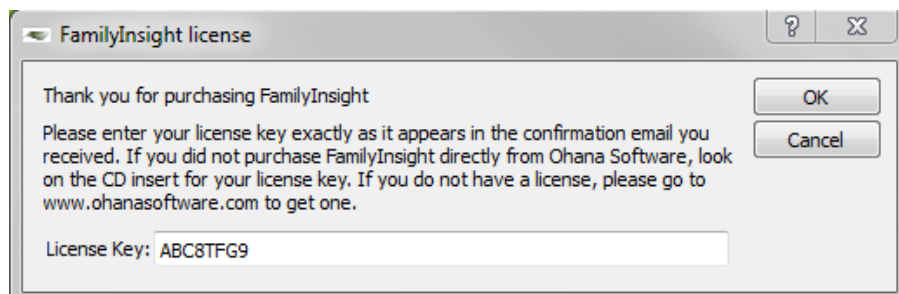
How do I know if I need an update license?

When you try to install a version that is outside of your update period, FamilyInsight will show a small window that says “ The free update period has expired for your FamilyInsight license. Renew the license to install this update.”

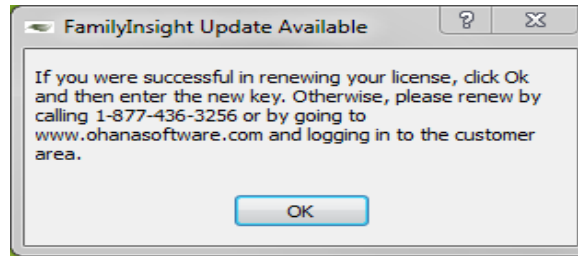


You will have three choices

- **Enter New License** – If you have a new license already click on this button and enter your new license information.



- **Get New License** – This will take you to the customer area on our website.



- **Cancel** – This will stop the install process and you can continue using the current version you have.

Who can purchase an update license?

Anyone that has ever had a non trial PAF Insight or FamilyInsight license can purchase an update license.

How do I get an update license?

- To purchase an update license you should go to www.ohanasoftware.com
- Click on the “My Account” menu on the bar near the top of our website.
- Choose “Login/Register” from the dropdown list.
- On the Customer Login page enter your Customer Area Login or the email address that you registered with on our website.
- Enter your Customer Area password. (this is NOT your FamilySearch password or your license key for any product we carry)
- If you do not know your password, you can click on the button on this page and request that it be sent to you.
- Click on the Login button
- Click on the “Purchase Update License” button.
- The next page will show any license that you can purchase an update license for.
- Click on the dot to the left of the product you want to update if there is a choice of more than one.
- Scroll to the bottom of this webpage and click on “Continue”
- Choose your method of payment.
 - Credit card – Enter your credit card information in the form that will be provided and click on “Confirm Payment”. As soon as your payment is confirmed your new license key will be shown on the screen
 - PayPal – Click on the Go to PayPal button and complete your payment there..
 - Check/Mail Order – Click on Finish and print the page shown and mail it with your check or international Money order (All amounts must be made out in

USA dollars)to the Hawaii address shown on the form.

- Phone Order – Call 1-877-436-3256 and finish your order through our automated phone purchasing system.
- When your payment has completed an email will be sent to the email address in your records.
- Please make sure that support@ohanansoftware.com and support_agent@ohanansoftware.com are allowed through your email filtering system.

Does my program automatically know that I have updated?

You will need to enter the new license key into your program once you have received it in order for it to be recognized by FamilyInsight.

What if I purchased my license at a conference and my records do not show any licenses I can update?

If you registered when you first started using FamilyInsight on your computer, your information will be in our records. You can call us at 1-877-436-3256 and we can generate a manual update licenses that you can use and renew in the future if desired.

For lessons , Free Webinars and more information visit
www.ohanansoftware.com

For support send an email to support@ohanansoftware.com
or call our toll free support number 877-436-3256 (877-Genealogy)