

Instructions for Updating Conners 3[®] and Conners Behavior Rating Scales (CBRS) Scoring Software and MHS Online Assessment Center Records

Software Customers

This free update is available via the easy-to-use update feature in your Conners 3 or CBRS Scoring Software.

Check your Software Version is Current:

Open the scoring software. Select Help at the top and click on About Scoring Software. Check which version of scoring software you are currently using. If you are not operating Version 5.3, you will need to update it at <http://downloads.mhs.com/conners/csetup.exe>

If you are already using Version 5.3 software:

- a) Connect to the internet.
Note: You will need to have 'Administrator' level access and ensure no firewalls/security settings are blocking internet downloads from a Canadian-based server.
- b) Plug your Conners 3 or CBRS scoring software USB key into your computer and launch the scoring software.
- c) From the **Help** menu, select **Check for Updates**. Your scoring software will check that the DSM-5 update is available. You may be required to register your software at this time (see attached instructions).
- d) Click download from the Installation Wizard, then follow the procedures provided to install the DSM-5 update.

Online Customers

Conners 3 and CBRS online users can simply:

1. Login as usual to [MHS Online Assessment Center](#).
2. Administer the Conners 3 or CBRS as usual.
3. Before generating a report, select the appropriate scoring option – DSM-IV-TR or DSM-5.

To Register the Scoring Software:

- 1) When you first start up the software, you will see the screen below.
- 2) Please enter information for the Name, Company/Organization and Email

The screenshot shows a web browser window titled "Registration" for MHS Scoring Software. The page header includes the MHS logo and the text "Scoring Software Product Registration". Below the header, it states "Registration is required to access customer and technical support". A note indicates that users have 7 days to use the software before registration is required. The form contains several input fields: "Name" (filled with "Amy Johnson"), "Company/Organization" (filled with "ABC Company"), "Email" (filled with "amyjohnson@email.com"), "City", "Country" (a dropdown menu), and "State/Province" (a dropdown menu). There is also a dropdown menu for "How did you find out about this product?". A checkbox for "Don't send me promotional offers" is present. At the bottom, there are two buttons: "Register Now" and "Register Later". A message below the buttons says "You have 7 days left to register" and "Internet connection required to register". At the very bottom, there is a "Can we help?" section with contact information for customer service.

- 3) Please Click on Register Now
- 4) If the computer cannot detect an internet connection, a link appears telling them to Click here if no internet connection is available.
- 5) Please click on the link and it will give them a computer identifier

This screenshot shows the same registration page as the previous one, but with a message indicating that an internet connection is not detected. The message states: "An internet connection is not detected. If you are unable to connect to the internet, call Customer Support and provide the computer identifier below to register. (9am-5pm EST)". It provides contact information for USA and Canada (1-800-496-8324) and International (+1-416-492-2627). Below this, there are two input fields: "Computer identifier" (filled with "R24381-451222-2014210") and "Registration code". At the bottom, there are two buttons: "Register Now" and "Register Later". The "Can we help?" section at the bottom remains the same as in the previous screenshot.

- 6) Please email support@mhs.com with the following information: Name, Email, Organization name and computer ID
- 7) We will return the email with a Registration code
- 8) Please enter the registration code and click on Register Now.