**TO RENEW THE MCI YOU NEED TO RUN THE SET UP AND UPDATE FILES (This will not effect your patient files)**

**INSTRUCTIONS FOR INSTALLING GREEN’S PROGRAMS FROM OUR WEBSITE**

**FIRST, LOGIN TO THE SUPPORT SECTION OF OUR WEBSITE IF YOU DO NOT HAVE A USB/CD TO USE**

1. Go to [www.greenspublishing.com](http://www.greenspublishing.com)
2. Click on “Support” from the top menu bar
3. Enter your email address and contact us for the password
4. Click on “Login” and then click “Continue”

**MCI (Memory Complaints Inventory)**

1. Click on “MCI” from the g*reen, horizontal* *menu* that appears underneath where it says “Support”
2. Right-click on the blue link that says “MCI -Setup”. Choose “Save As”, “Save Target As” or “Save Link As”. Choose a location to save this file (i.e. your Desktop).
3. Minimize your internet browser window, and open the folder where you saved the MCI Setup file.
4. Right-click on the Setup File (it should be named “mci-nowmt.exe”)
5. Select Troubleshoot Compatibility. Select Try Recommended Settings. Click on “Start the program” or “Test the program”. . This will launch the installation setup wizard.
   1. If the setup wizard is not shown, look for a little shield flashing on your taskbar at the bottom of the screen. Click on this shield and it will ask you if you want to allow the program to install. Select Yes.
      1. If the setup wizard is still not shown, look for this icon  or this icon  on your taskbar and click on it to open the setup wizard
6. Follow through the steps of the setup wizard. When asked for a Name & Registration Code, please contact us to obtain a code (see contact information above).
7. When asked for a password, choose your own password. This password will be needed to open the program. Ask us for our suggested password. You must **use at least 5 letters for the password, and they must only be lower case**. Do not use uppercase letters, numbers or symbols.
8. Once the setup wizard closes closes return to the Compatibility Troubleshooter window and click on “Next”, then “Yes, save these settings for this program”. Once that is done click on “Close” when it shows at the bottom.
9. After the setup wizard is complete, return to the Support section of our website. Right click on the blue link that says “MCI - Update”. Choose “Save As”, “Save Target As” or “Save Link As”. Choose a location to save this file (i.e. your Desktop).
10. Minimize your internet browser window, and open the folder where you saved the MCI Update file.
11. Right-click on the Update File (it should be named “mci-update.exe”)
12. Select Troubleshoot Compatibility, click on Try Recommended Settings, then click on “Start the program” or “Test the program”. to launch the update setup wizard. Follow through the steps of the update setup wizard until complete.
13. Once the update wizard closes return to the Compatibility Troubleshooter window and click on “Next”, then “Yes, save these settings for this program”. Once that is done click on “Close” when it shows at the bottom.
14. For any of the programs that you install on your computer please go to the C: drive and select Program Files (x86).  In that folder you will find folders for the individual Green's Programs.  Please right click on each of them and go to "properties" then "security".  Once there click on the edit button and select "users" in the top block and check off "full control" in the lower one.  Then click "apply" and hit "ok".  This process needs to be completed on all of the programs that you install from Green's Publishing.  After it is completed please open and close the programs once to ensure that they are still functioning properly.  If this causes issues please contact us (236-420-4351) and we will assist with correcting it.

**INSTRUCTIONS FOR INSTALLING GREEN’S PROGRAMS FROM CD/USB**

1. Right-click on “MCI-Setup”. Select Troubleshoot Compatibility. Select Try Recommended Settings. Click on Test The Program. This will launch the installation setup wizard.
   * If the setup wizard is not shown, look for a little shield flashing on your taskbar at the bottom of the screen. Click on this shield and it will ask you if you want to allow the program to install. Select Yes.
   * If the setup wizard is still not shown, look for this icon  on your taskbar and click on it to open the setup wizard
2. Follow through the steps of the setup wizard. When asked for a Name & Registration Code, please call us toll-free at 1-(844)-889-4538, or at +1 (236) 420-4351 to obtain a code. When asked for a password, choose your own password. Make sure it is at least 5 lower case letters. Do not use uppercase letters, numbers or symbols. This password will be needed to open the program. Ask us for our suggested password
3. Once the setup wizard closes closes return to the Compatibility Troubleshooter window and click on “Next”, then “Yes, save these settings for this program”. Once that is done click on “Close” when it shows at the bottom.
4. Return to the window listing the files on the Green’s Publishing USB
5. Right-click on “MCI-Update”. Select Troubleshoot Compatibility, click on Try Recommended Settings, then click on Test The Program to launch the update setup wizard. Follow through the steps of the update setup wizard until complete.
6. Once the setup wizard closes closes return to the Compatibility Troubleshooter window and click on “Next”, then “Yes, save these settings for this program”. Once that is done click on “Close” when it shows at the bottom.
7. For any of the programs that you install on your computer please go to the C: drive and select Program Files (x86).  In that folder you will find folders for the individual Green's Programs.  Please right click on each of them and go to "properties" then "security".  Once there click on the edit button and select "users" in the top block and check off "full control" in the lower one.  Then click "apply" and hit "ok".  This process needs to be completed on all of the programs that you install from Green's Publishing.  After it is completed please open and close the programs once to ensure that they are still functioning properly.  If this causes issues please contact us (236-420-4351) and we will assist with correcting it.
8. After the MCI is installed, double click on the "Green's MCI" icon on your desktop to launch the MCI program.