



Software that works
Support that really helpsSM
1-800-321-7826

DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

September 2007

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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 8/28/07.](#)

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

2007/2008 DrugPak Classroom Training

Scanlon Associates is pleased to announce three DrugPak Classroom Training sessions. 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.

Getting Ready for Version 6: The DrugPak 6 Learning Center



A new web page has been posted to collect all of the available resources for DrugPak users updating to version 6, the [DrugPak v6 Learning Center](#).

Why all the hoopla?

Some user ask, "Should I be nervous about version 6?" Fundamental changes have been made to the operation of DrugPak, DP Billing, DP Informer and DP Live. The basic look of DrugPak is different. That is enough to make some people reluctant at first. But soon they discover there are many great tools and features in this new version.

Generally, there is nothing to be anxious about. If you have no custom utilities or reports related to DrugPak, then experience suggests that the update will go smoothly and you will quickly adapt to the new ways. If you have custom software, then it becomes more important that you consult with the [DrugPak Support Desk](#).

It is much better to explore and test the new features. Some DrugPak users will be able to automate office procedures in a way they have never imagined. Your data processing and reporting capabilities will have a fresh, new look--and for some, it's time to consider what DrugPak can *REALLY* do for you.

Scanlon Associates is encouraging you to take a few minutes to review the information that we have made available. Then, when you do perform your upgrade, you

- October 17, 18, and 19, 2007 at Scanlon Associates' offices in **State College, PA.**
- 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

can do so with a high level of confidence. You might learn about something that will simplify your upgrade, or just familiarize yourself with the new interface. Either way, your time will be well invested in reviewing this essential information. Some of the documents at the Learning Center are included in the CD packet that is being mailed to DrugPak users.

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.
- [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.

Join DrugPak at DATIA's Sept Workshop

DATIA is holding a one-day workshop on September 14th outside of Washington, DC. You can learn more at datia.org. Scanlon Associates is proud to sponsor this workshop, titled "Creating a Safe and Drugfree Workplace."

[Visit DATIA's web site for more information](#)



Retiring version 5.3

Out with the old and in with the new. Scanlon Associates will discontinue support for version 5.3 at the end of October 2007. Version 5.3 was released in February of 2004, and has long since been replaced with



- Organizing documents
- Best practices for scanning and linking 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

Registration for the State College, PA class is very limited and available on a first-come first-served basis.

Computers will not be made available to attendees at

version 5.5, released in February of 2005.

If you have not yet updated to version 6, then you are most likely using DrugPak version 5.5. In general, that is sufficient to run the update to version 6. If you are running DrugPak version 5.3 you must first run the FULL INSTALLATION to v5.5 before updating to version 6.x (read the "[Notice to Legacy Users](#)" for more information).

Support for version 5.5 will continue through the spring of 2008. While it is not necessary that you upgrade to version 6 immediately, you should plan on having already updated your DrugPak to version 6 before May of 2008.

Please verify your current version by checking in DrugPak. In the Help menu select "About." A pop-up window will display a few facts, including the current version. If you are currently using version 5.3, it is necessary that you [update to version v5.5](#) at your earliest convenience. *The end-of-life for this version is a certainty. Scanlon Associates will not support v5.3 past October 31, 2007.*

September Webinars

Introduction to Version 6 - Main Module

2 sessions!

DrugPak version 6 has now arrived at over half of our customers. 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 Version 6 - 90 minutes - \$69
Friday, September 7th 1:00 PM Eastern Time*
Tuesday, September 18th 2:00 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.*



the Albuquerque, NM and Greenville, SC classes, but because every aspect of the lecture will be displayed on a large screen, a computer is not necessary. However, if you want to bring a your own portable computer, assistance is available to make a temporary DrugPak copy to utilize in class.

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 an opportunity every company should 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](http://drugpak.com)

**phone : 800-321-7826
fax : 814-237-4193
support@drugpak.com**

**Intro. to Version 6 - DP Billing - 90 minutes - \$69
Wednesday, September 19th 11:00 AM Eastern Time

Introduction to Version 6 - DP Informer

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 new "Contacts" database, report scheduling, and what to expect after you update to version 6. *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 cannot afford to miss.*

**Intro. to Version 6 - DP Informer - 90 minutes - \$69
Thursday, September 20th 12:00 noon 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. *This webinar has been updated for Version 6.*

**DrugPak Random Selection - 90 minutes - \$69
Friday, September 21st 1:00 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.

Using Procomm to Download from Quest

A number of DrugPak users who download data from Quest Diagnostics use a program called Procomm to retrieve their files. Procomm uses a modem and telephone line to transfer files. In the past Scanlon Associates has offered

some assistance in configuring Procomm as part of the installation of the Quest QTN lab layout for MRO Management. Quest has been transitioning to newer Internet technologies for some time and as a result, Scanlon Associates will no longer provide assistance with configuration or trouble-shooting Procomm.

Quest Diagnostics now makes client data available through an excellent service called Hypersend. This Internet-based secure file transfer system is easy to configure and is a very reliable tool.

The DrugPak Support Desk has only limited experience with configuration of Hypersend, but technical contacts at Quest Diagnostics are fully versed and should be able to help you configure a Hypersend account and route the appropriate data to you. *If you are using ProComm to download results from Quest, we recommend you make arrangements with Quest to switch to the more reliable and currently supported Hypersend as soon as possible.*

If you have questions about this, or any topic regarding DrugPak, please contact the [DrugPak Support Desk](#).

Think About It

"Everything should be made as simple as possible, but not one bit simpler."

--Albert Einstein, Physicist (1879 - 1955)

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