

Prism Lab License

Overview

A Prism Lab License is a subscription license that allows you to activate Prism on a set number of computers and use Prism for a specified period of time (usually a year).

Each time your Prism Lab License is installed and activated on a computer, the details of that activation will appear on your account page, and your available activation count is reduced.

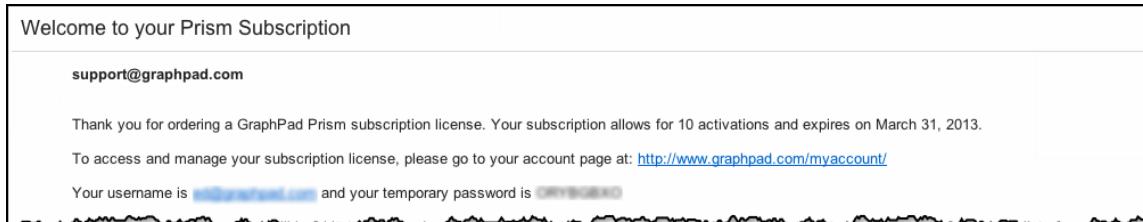
Note that it is not possible to restore an activation to the available pool when Prism is uninstalled, and it is not possible to transfer an activation from one computer to another. We know that you will sometimes need to reinstall Prism (such as when computers “die” or are stolen), so we provide grace activations at no charge (30% of the total purchased).

When you renew your license, you are provided with new serial numbers and your available activation count is reset. The new activations can then be distributed to your users (the same users or new ones) at your discretion.

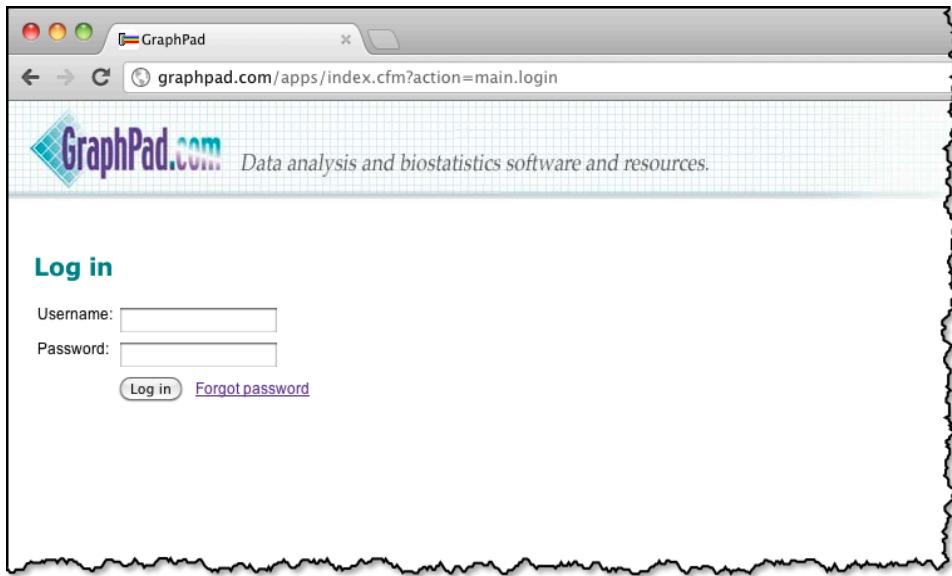
With your Prism Lab License, we provide you with an online account management page where you can monitor your activation history. From this page you can download your software, designate who you wish to allow to activate Prism under your subscription, and monitor user activations. This document provides instructions for using the online account management page.

Begin Administering Your Prism Account

After purchasing (or renewing) a Prism lab license, you will receive a welcome email from support@graphpad.com with the subject line “**Welcome to your Prism Subscription**”. This is what the email will look like:



The welcome email contains a username, a temporary password, and a link to the account management page (<http://www.graphpad.com/myaccount/>). This page allows you to access your account information and manage your user list. This is the login page:



Administer your Account

The My Account page is a central location where you can access and update your user information. This page lets you download installers, look up your serial numbers, edit the list of your users who can activate Prism, and review the list of users who have activated Prism. This is a screenshot of the My Account page:

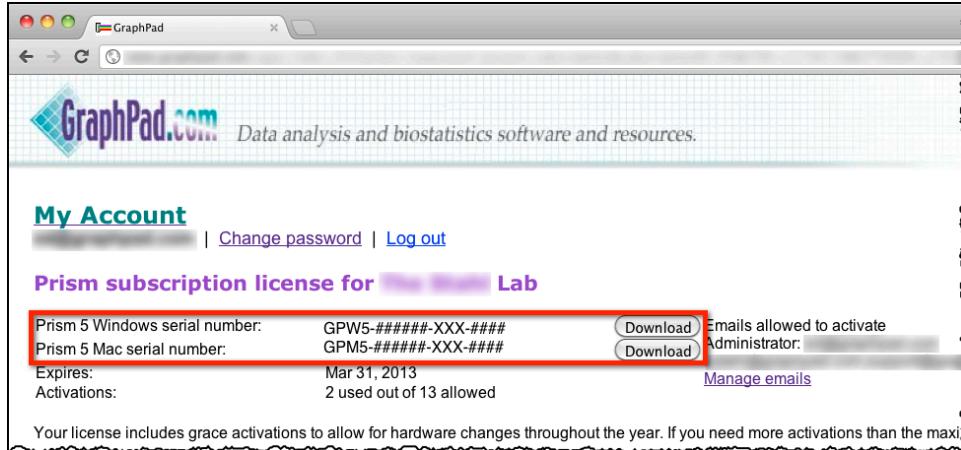
A screenshot of the GraphPad.com My Account page. The top navigation bar includes 'My Account' (highlighted in blue), 'Change password', and 'Log out'. The main content area is titled 'Prism subscription license for [REDACTED] Lab'. It shows serial numbers for Windows and Mac, an expiration date of 'Mar 31, 2013', and activation counts ('2 used out of 13 allowed'). It includes download links for 'Emails allowed to activate' and 'Administrator', and a 'Manage emails' link. A note states: 'Your license includes grace activations to allow for hardware changes throughout the year. If you need more activations than the maximum above, you will need to purchase them.' Below this is an 'Activations' section with tables for 'Prism 5 for Windows' and 'Prism 5 for Mac', both currently empty. A link 'Download activation report' is available. At the bottom, there is a question about support: 'Questions? Contact us at support@graphpad.com'.

Serial numbers and Installer files

The My Account page lists the serial numbers for your account. There is one Windows and one Mac serial number. All computers on your license will use those same two serial numbers. However, each computer will receive a unique activation code after Prism is installed.

The page also provides links to download the installer files for both versions of Prism (using the download buttons). These links will always be for the most up-to-date version of Prism. You may

save these installer files and distribute them, at your discretion, within your group. The red box, in the screenshot below, highlights the links to download each version of Prism along with the serial numbers:



GraphPad.com Data analysis and biostatistics software and resources.

My Account | [Change password](#) | [Log out](#)

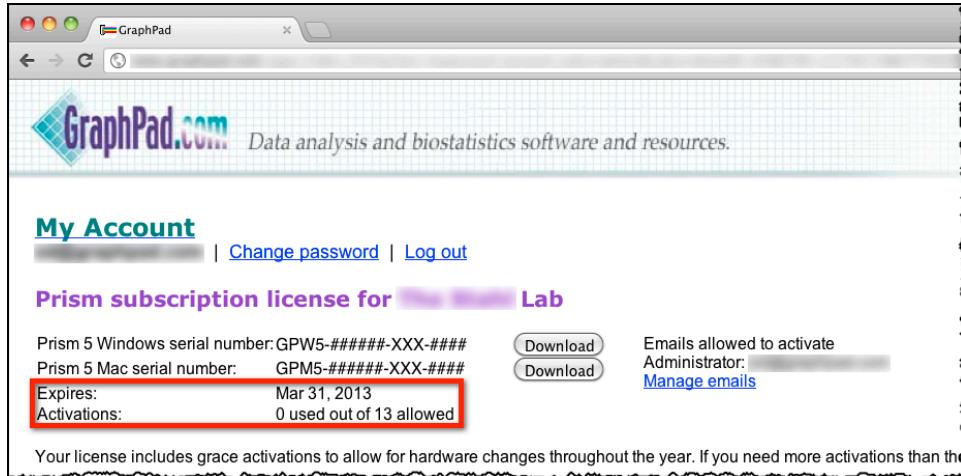
Prism subscription license for [REDACTED] Lab

Prism 5 Windows serial number:	GPW5-#####-XXX-####	Download	Emails allowed to activate
Prism 5 Mac serial number:	GPM5-#####-XXX-####	Download	Administrator: [REDACTED]
Expires:	Mar 31, 2013		Manage emails
Activations:	2 used out of 13 allowed		

Your license includes grace activations to allow for hardware changes throughout the year. If you need more activations than the maximum, please contact support.

Expiration and Activation Information

Below the serial numbers, on the My Account page, the expiration date and the activation record are displayed. Lab licenses have a finite number of activations. The number of activations that have been applied to your account and the total number available are displayed here. The red box highlights the expiration date and activation tally:



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My Account | [Change password](#) | [Log out](#)

Prism subscription license for [REDACTED] Lab

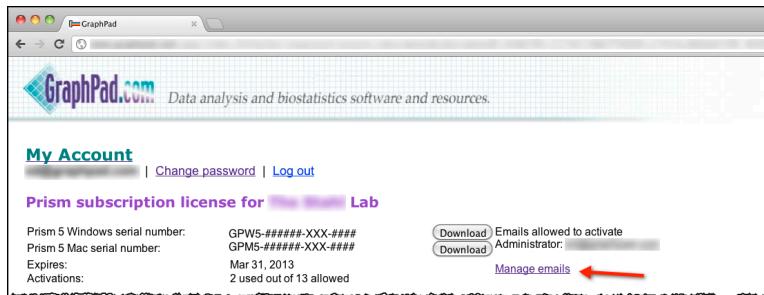
Prism 5 Windows serial number:	GPW5-#####-XXX-####	Download	Emails allowed to activate
Prism 5 Mac serial number:	GPM5-#####-XXX-####	Download	Administrator: [REDACTED]
Expires:	Mar 31, 2013		Manage emails
Activations:	0 used out of 13 allowed		

Your license includes grace activations to allow for hardware changes throughout the year. If you need more activations than the maximum, please contact support.

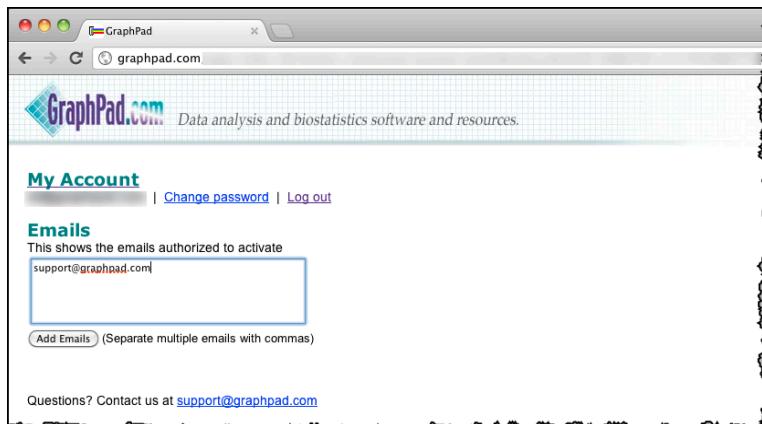
Note: The tally defines the total number of activations available. The total includes the additional 30% grace activations that are included when the licenses are bought. For example, a license with 10 activations will indicate that 13 total activations are allowed on the account. Each activation can be used either on a Windows computer or a Mac. You don't have to specify the ratio of Windows to Macs in advance.

Permission to Activate

The two main functions of the My Account page are to allow you to manage the list of users who have permission to activate Prism using your lab license and to monitor who has activated Prism. Permission to activate Prism is granted to users by adding their email address to the list of authorized users. On the right side of this page you will see the [Manage emails](#) link, labeled by the red arrow in this figure:

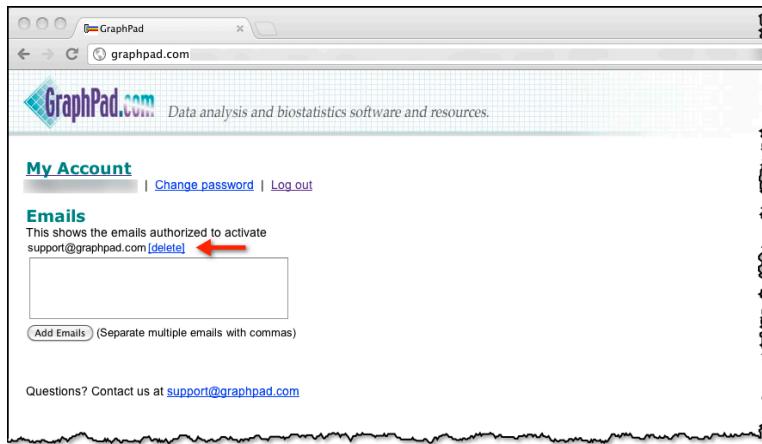


This link takes you to a webpage where you can edit the list of authorized users who are permitted to activate Prism. Enter the email addresses of authorized users into the text box and click the Add Emails button, as shown in this figure:



Putting someone's email on this list merely permits that person to activate Prism. The activation doesn't count (the number of available activations is not decremented) until that person actual goes through the activation process.

After you have clicked the Add Emails button, the page will update to show a list of email addresses that are permitted to activate Prism on your account.



To remove email addresses, click on the **[delete]** link next to the email address that you would like to remove (highlighted by the red arrow above).

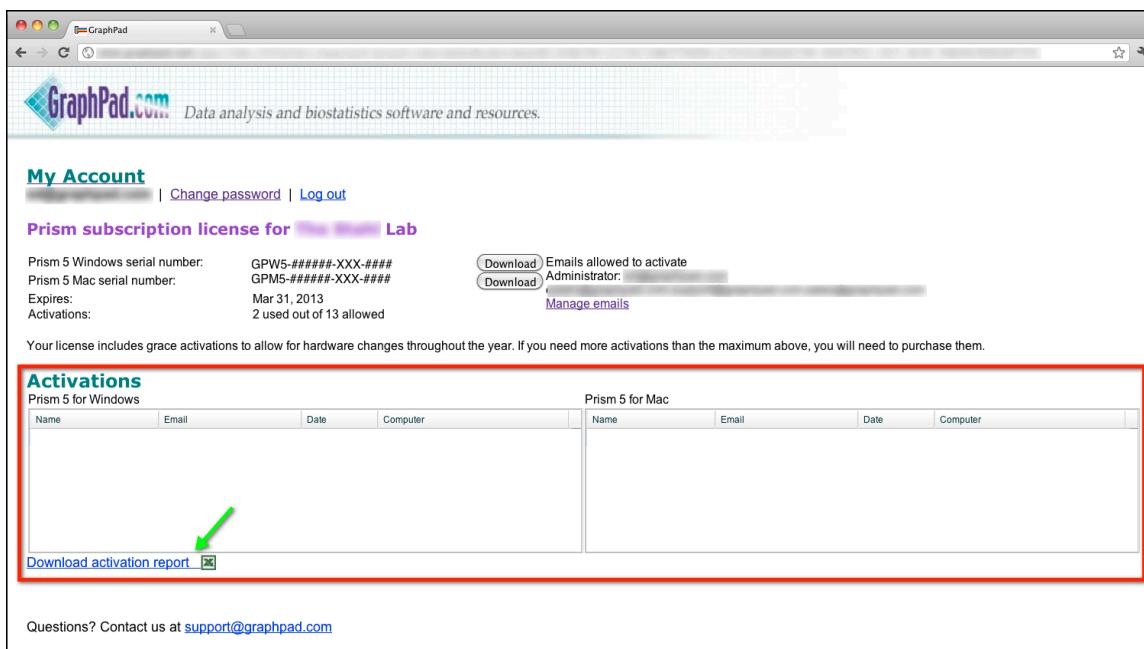
User Activation

When users run Prism for the first time on a computer, they will be asked to complete a quick registration form, and they will receive an activation code for that computer via email. Activation is only required the first time they use the new serial number (which is updated annually), and should take less than a minute. Each time Prism is activated on a computer, this activation counts toward the total number allowed. The activation process can be reviewed here:

<http://www.graphpad.com/faq/viewfaq.cfm?faq=1681>

Monitor Your Account

The My Account page also allows you to monitor the number of activations applied to your account. The page provides a list of both Windows and Mac activations (highlighted by the red box below). You can download an Excel spreadsheet containing a list of activation information by clicking on the [Download activation report](#) link (highlighted by the green arrow).



The screenshot shows the 'My Account' page on the GraphPad.com website. At the top, it displays 'Prism subscription license for [REDACTED] Lab'. Below this, it shows serial numbers, expiration date (Mar 31, 2013), and activation counts (2 used out of 13 allowed). To the right, there are download links for 'Emails allowed to activate' and 'Administrator' with a 'Manage emails' link. A red box highlights the 'Activations' section, which contains tables for 'Prism 5 for Windows' and 'Prism 5 for Mac'. A green arrow points to the 'Download activation report' link at the bottom of this section.

Deploying Your Prism Lab License

For existing lab licenses: There is no need to reinstall. When a user launches Prism, after the licenses expires, they will be prompted to enter the new serial number (again, these are listed on your My Account page). Users may update the serial number before it expires by selecting the option **Enter New Serial Number** on the Prism Help menu. This can be done at any time.

For new lab licenses: The serial numbers and installers can be distributed to users in the manner that works best for you. Prism should be installed locally on each user's machine.

In either case, when users run Prism for the first time on a computer, they will be asked to complete a quick registration form, and they will receive an activation code for that computer via email. Activation is only required the first time they use the new serial number (which is updated annually), and should take less than a minute. Each time Prism is activated on a computer, this activation counts toward the total number allowed. The activation process can be reviewed here:

<http://www.graphpad.com/faq/viewfaq.cfm?faq=1681>

Frequently Asked Questions

Q: Does the user need admin rights to activate?

A: For Windows: No. The user does not need administrative rights in order to activate Prism. For Mac: Yes. The user does need administrative rights to activate, but this will be changing with Prism v6.

Q: How often does Prism need to be activated?

A: Prism only needs to be activated on a machine when the serial number is updated. This means Prism will need to be activated each time the license is renewed.

Q: What if I have to reinstall Prism?

A: If you have to reinstall Prism, you may or may not need to activate the software again. Activation would be necessary if the computer's hardware has changed. Otherwise, Prism should recognize that the computer has not changed and should not need to be activated again. It may be necessary to go through the activation process again, however, if no hardware changes are detected the activation process will produce the same activation code and this activation will not count against the total available for the license.

Q: Does each user on a computer need to activate Prism?

A: No, Prism is activated once on each computer. After Prism is activated on a computer, it will work for all users of that computer.

Q: Who can activate Prism?

A: Any eligible user can activate Prism. User eligibility is established when you renew your license.

Q: Can I view or control who activates Prism?

A: Yes, please visit the My Account page.

Q: Does the lab license allow a user to activate on multiple computers?

A: This depends on if you allow the user to use multiple activations. The lab license provides a specific number of available activations; each computer on which Prism is activated counts as one activation. You decide who gets to use those activations, and how many.

Q: What if I run out of activations or need more?

A: We offer the ability to buy more activations. The price of additional activations is prorated based on how long it will be until the license expires.

Q: What if someone only needs to use Prism for a few days for a special project? Do I have to use up an activation?

A: No, that person can use our free 30-day demo. This can be downloaded here: <http://graphpad.com/demos/>

Q: What happens when someone leaves my institution – can we transfer the activation to a different computer?

A: No. You cannot transfer an activation from one computer to another.

Q: Once I get an activation code, can I use it on multiple computers?

A: No, the activation code links your serial number to a particular computer. It will not work on other computers.