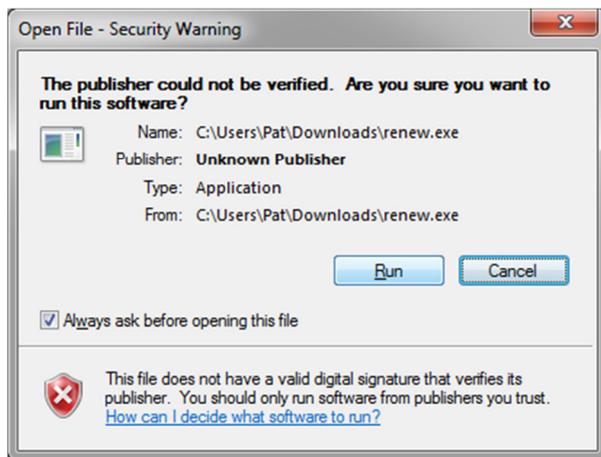


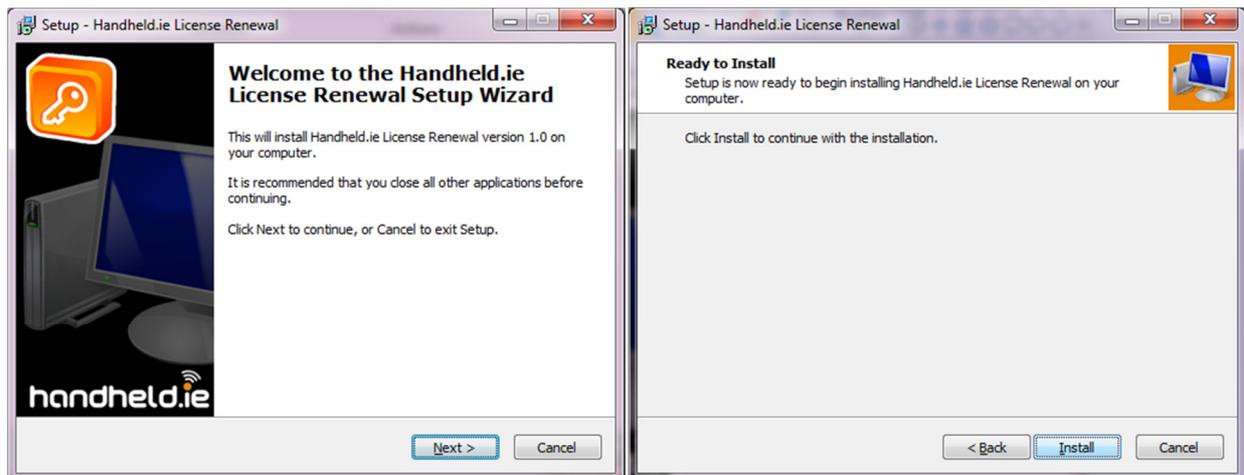
<b>Date:</b>	6-Dec-12	<b>Created by:</b>	Pat	<b>Product:</b>	MASC
<b>Solution No.:</b>	506789	<b>Version:</b>	Desktop		
<b>Title:</b>	Renewing your MASC License				
<b>Web:</b>	<a href="http://www.handheld.ie/dl/renew.pdf">www.handheld.ie/dl/renew.pdf</a> for a copy of these instructions <a href="http://www.handheld.ie/dl/renew.exe">www.handheld.ie/dl/renew.exe</a> for the program				

To renew your MASC /WRAP or Wheelie Bin license download the license program from our web site [www.handheld.ie/dl/renew.exe](http://www.handheld.ie/dl/renew.exe)

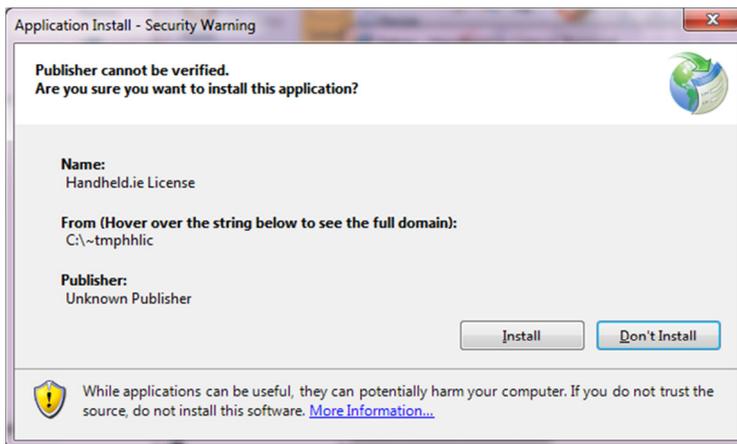
When the file is downloaded open the file , you may be presented with screen security warning click Run



The following screen will be displayed click next then click install



When the following screen is displayed click install

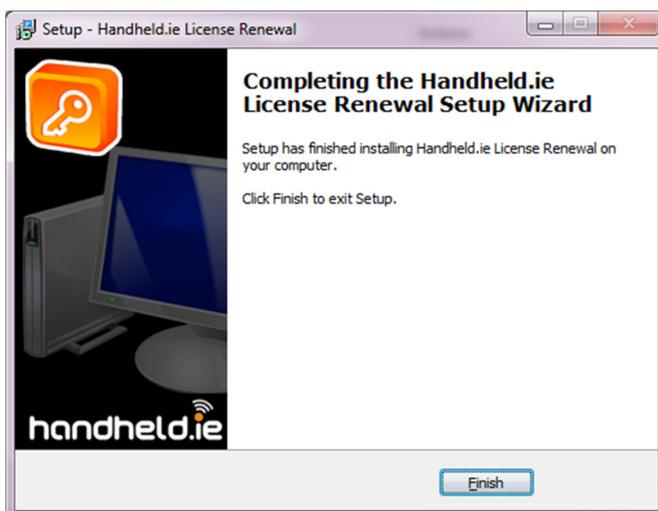


Once the install is complete you will see the License Renewal Screen – Click Renew License



The program will renew your license , if your company name cannot be found on the database then you will get a message to contact our office 051 391338

When the install is complete you can then click complete on the following screen





If you need to run the license program again you will see an icon on your desktop

Click on this icon and the license program will start – you can then click the renew license button

## Getting Support

### Office

If you have any issues please contact our office 051 391338

### Support Ticket

You can also log a support ticket and we will call you to resolve the issue -  
<http://www.handheld.ie/helpdesk/open.php>

### Remote Support

You may need a copy of remoteus on your PC, you can download the program from here  
[www.handheld.ie/dl/rem2010.exe](http://www.handheld.ie/dl/rem2010.exe)

To see how to install this software click on this link <http://www.handheld.ie/demo/remoteus.html>