

## Expert Code Renewal

### How to obtain a new Expert Code for JaltestSoft

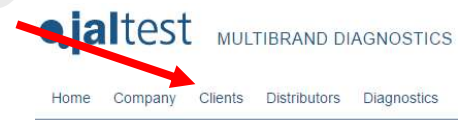
**NOTE:**

The Expert Code is not stored anywhere, the code is unique to each Jaltest Link and is generated when required. The email and text you get are the only stored form of the code.

If you require a new Expert Code, you will need to request this code from the Jaltest website which is located at <https://www.jaltest.com/en/client/privatearea/>. This can be done from any device that has internet access, Desktop computer, mobile phone or tablet.

The Expert code is valid for 12 months only and must be renewed with the first release of the new software of the year.

Got to the Jaltest web page, link as above, this can be done from any internet enabled device. Once you are on the Jaltest web site, select “Clients” from the top menu bar as shown, right.



### Client Access

The image shows a login form with two input fields: 'User:' and 'Password:'. Both fields have asterisks indicating they are required. Below the fields is an 'Enter' button.

Enter your Jaltest login details on the next screen. These will be in the form of your username (**email address**) and a password. These would have been self created during the update 18.2.

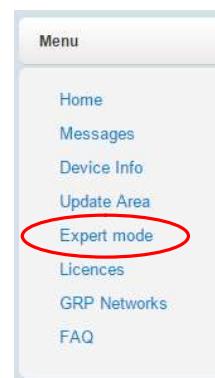
Once logged in you will see a menu on the left of the screen as on the right. Select “Expert mode”, as marked.

You will now see the Expert mode screen. Check that any details are correct and fill in any empty required fields and follow the instructions.

**NOTE:**

**When entering your mobile number, do not put in the first “0”, otherwise the code will not be sent.**

The new code will be sent to your entered phone number by text and email address.



Select the correct version of software from the dropdown. To find your current version, start Jaltest Soft, once on the main screen, you will find the version in the bottom left of the screen, such as “19.1.1.1”

Versión Software 15.1.X.X ▼

## FAQs

Q: *I have forgotten my password.*

A: *Use the link on the Jaltest web site client area “Have you forgotten your password?” to reset it.*

Q: *Do I need to do this from my Testpad?*

A: *No, the code can be requested from any internet enabled device.*

Q: *I have just updated my JaltestSoft and now my Expert code no longer works*

A: *The code is only valid for a period of 12 months and must be renewed with the first new software release of each year.*



When entering your mobile phone number please remember to omit the leading “0” as this is an international system.

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If on the customer details screen you see details other than your own, please call Eclipse IT on the number below before continuing any further.

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Should you still be experiencing issues or having difficulty, then please connect your Jaltest Link to your Testpad and be connected to the internet as above and contact the Eclipse IT help desk on 03454 666699 option 2

## NOTES:

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