

HOW TO UPDATE SUPERVEND & RE-REGISTER A CODE



NOTE:

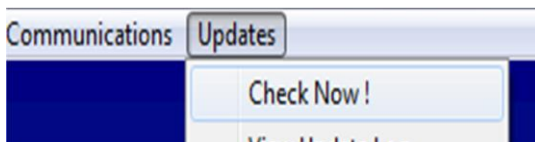
*Before you continue, ensure you have received an email with your new registration code.
If you have not received this email, please contact the helpdesk on
1300 360 669 before you continue.*

There are two ways you can update SuperVend. The first and simplest way is to use the auto update feature in SuperVend.

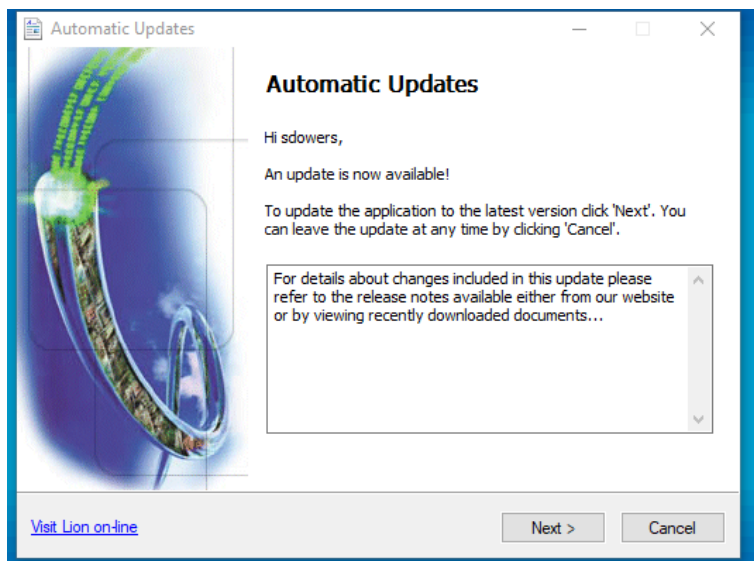
If you own a handheld, make sure you have uploaded the day's work before starting this update. There is no handheld update at this stage so if you run a handheld your current handheld version will work with this update.

OPTION 1 - Auto Update Feature

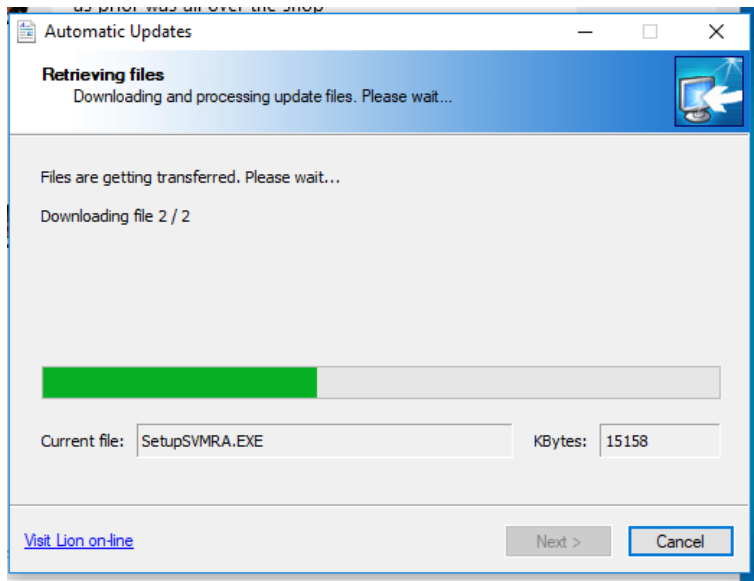
1. Open SuperVend.
2. From the Blue Screen select **Updates |Check Now!**



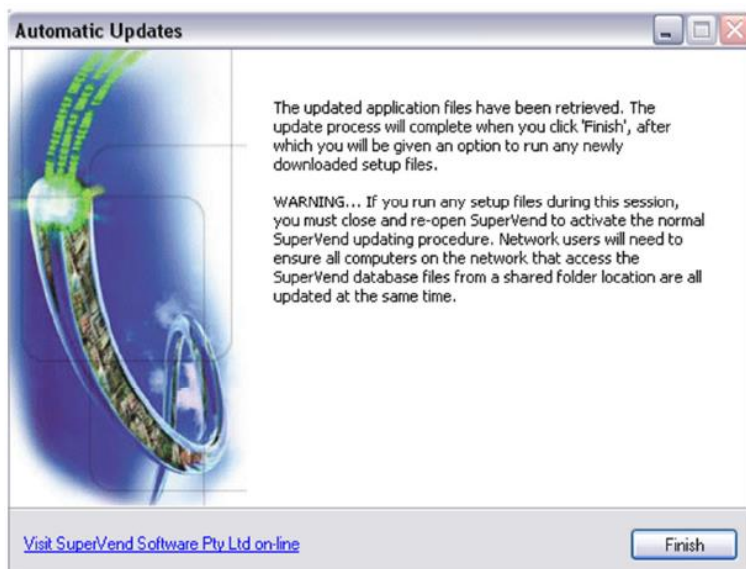
3. A message will display like the example below (you will be informed if you are running the latest version)



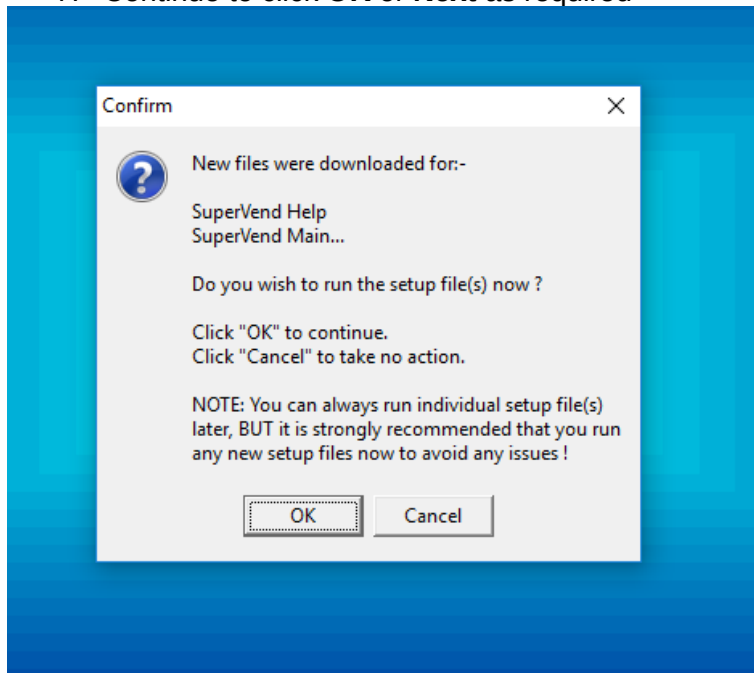
4. Select **Next**
5. The update files will start downloading. This may take a few minutes depending on your connection.



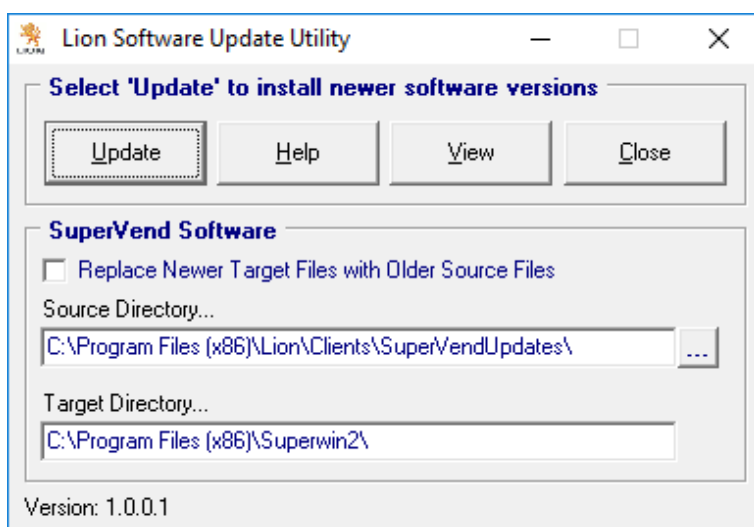
6. Once the files have finished downloading the below message will appear – select **Finish** to start the update procedure



7. Continue to click **OK** or **Next** as required



8. This completes downloading the latest version.
9. When you close and re-open SuperVend, you will receive a message stating that one or more files require updating. Select **Update** when the below screen is displayed



10. SuperVend will open with the message "**Registration code validation has failed**". Select **OK**
11. The Franchisee / Distributor registration box will display. Enter the new code and select **Accept**.
12. The database will auto update when **Data Entry** is selected. This will only occur on the first computer accessing the database.

Franchisee/Distributor Registration

SUPERVEND for WINDOWS

Franchisee / Distributor Details

Company
ABN
Street
Suburb
Phone
Fax

Registration Code...

8027520B920903

Search

Accept Change Cancel

Option 2 – Website Download & Install

1. Go to the website <https://np.lionco.com>
2. Enter your Username and Password to access the website.

 **LION** Dairy & Drinks

Network Portal

Username

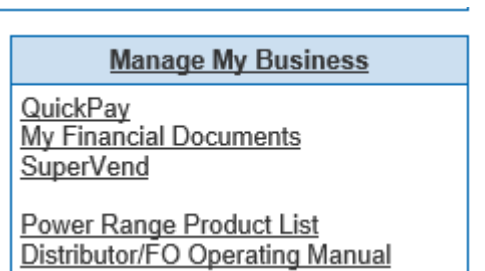
Password

[Forgot your password?](#)

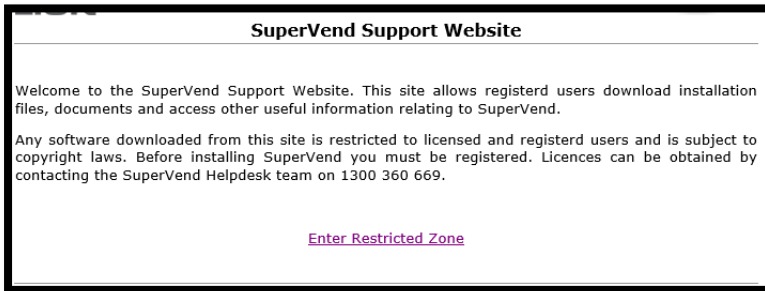
Contact Lion Service Centre directly on 1800 000 570

(If you do not know your password, call the helpdesk on 1300 360 669)

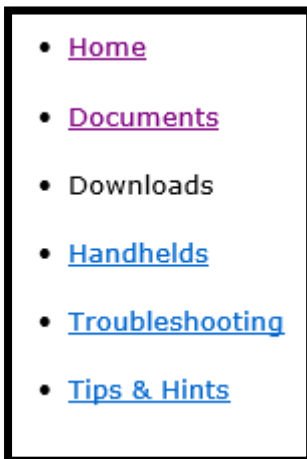
3. Once you have logged in, under *Manage My Business*, select the **SuperVend** Link.
This will take you to the Supervend Website



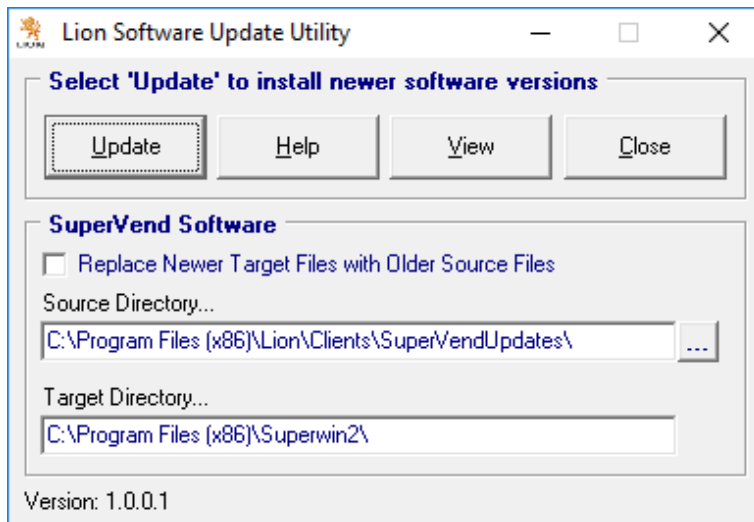
4. Select **Enter Restricted Zone** to continue.



5. Select **Downloads**



6. Select either the Patch (updating) or Full (new PC install) link to download
7. Select **Save**. Check that the **Save in** box has *Desktop* selected.
8. Select **Save** located at the bottom right of the box.
9. Ensure SuperVend is closed.
10. Double click file downloaded on your desktop - then select **Run**.
11. Select **Next** throughout the prompts to update your SuperVend until **Finish**
12. Open *SuperVend*. A message will display stating that one or more files require updating. Select **Update** when the below screen is displayed



13. SuperVend will display message "**Registration code validation has failed**". Select **OK**
14. The Franchisee / Distributor registration box will display. Enter the new code and select **Accept**.
15. The database will auto update when **Data Entry** is selected. This will only occur on the first computer accessing the database.

Franchisee/Distributor Registration

SUPERVEND for WINDOWS

Franchisee / Distributor Details

Company

ABN

Street

Suburb

Phone

Fax

Registration Code...

8027520B920903

Search

Accept

Change

Cancel

END