

ASSIST™

Scoring and
Reporting System

ASSIST™ Software Frequently Asked Questions General

How do I check for updates in my ASSIST software?

The newer ASSIST programs are designed to download updates periodically provided you have an internet connection.

- To force an auto-update within the program, click on the Help menu and choose Check for Updates. On newer builds, you are also able to change the auto-update schedule between: Never, Daily, Weekly, and Monthly.
- If you receive an error message when trying to update, your organization may have a technology department that has a proxy-server set up to filter or restrict access to certain web sites. They need to be informed to add the web site www.agssupport.com (IP address is 209.249.12.219 on port 80) to the exception list of the proxy server so the auto-updates for the program are able to go through.
- If you do not have an internet connection, but know of another computer that does, you can [download the update and instructions](#) to a CD or USB thumb drive in order to transfer the information to the other computer.
- If you do not have internet access, contact Software Technical Support at (800) 627-7271 to request an update CD.