



Frequently Asked Questions

Table of Contents

For the Software	2
How do I license the software?	2
Where is all my client data stored? How do I make a back up of this file?	2
What are the hardware and software requirements for this application?	2
Can I use NutriDiet Pro on a MAC?	2
I bought a new computer and need to move my data over:.....	3
I don't remember my license key.	3
For the Ebook.....	3
What is an Ebook?	3
Do I need any special software to read an Ebook?.....	3
General Questions	3
Will I get an instant download of my purchase?	3
I cannot download my purchase! What shall I do?	3
Which methods of payment do you accept?.....	3
What is the difference between NutriDiet Pro's three products: Software, E-books, and Database Licensing? ...	4

For the Software

How do I license the software?

A license key will be emailed to you at the time of purchase. When you receive the license key, you will need to perform the following steps:

- i. Install NutriDiet Pro on your computer
- ii. On the desktop, double click on the “pear” that reads “NutriDIET Pro”
- iii. Enter the license key as it was mailed to you
- iv. Press the “Submit Key” button to license the software
- v. NutriDiet Pro will open automatically after the “Submit Key” license button was pressed.

Where is all my client data stored? How do I make a back up of this file?

- a. Your client data is stored in a file Nutridietpro.mdb. We recommend that you make backups of this file often. To make a back up follow these steps.
- b. Save the changes within NutriDiet Pro
- c. Close NutriDiet Pro completely
- d. Access My Computer from the Start menu/open Local Disk/Open NutriDiet Pro/Copy the “NutriDIETPro.mdb” to a flash drive/CD. It is important to backup these two files to an external media.

What are the hardware and software requirements for this application?

- ✓ Microsoft Windows 2003, XP & Vista
- ✓ Pentium processor 166 MHz (300 or better recommended)
- ✓ 64 MB RAM (128 MB RAM recommended)
- ✓ 225 MB available hard drive space to install
- ✓ CD-ROM drive (not needed if app is downloaded)
- ✓ SVGA monitor and video card that supports at least 800 x 600 pixels and 256 colors
- ✓ HP or compatible laser printer

Can I use NutriDiet Pro on a MAC?

If you are a MAC user then there are some PC emulator software options available that you can use. Using any of these will let you run our software applications.

Boot Camp at <http://www.apple.com/macosx/features/bootcamp.html>

According to their website:

Boot Camp supports the most popular 32-bit releases of Windows XP and Windows Vista. When you use either operating system on your Mac, your Windows applications will run at native speed. Windows applications have full access to multiple processors and multiple cores, accelerated 3D graphics, and high-speed connections like USB, FireWire, Wi-Fi, and Gigabit Ethernet.

After you’ve installed Windows OS using Boot Camp, you can start up your Mac using either operating system. Simply hold down the Option key when you power up and choose one or the other.

I bought a new computer and need to move my data over:

Apply the following to the old system:

- vi. Access My Computer from the Start menu/open Local Disk/Open NutriDietPro/Copy the “NutriDIETPro.mdb” to a flash drive/CD.

Apply the following to the new system:

- i. Install NutriDietPro fresh on the new system
- ii. Access Start/ My Computer/ open Local Disk/Open NutriDietPro/Copy the “NutriDIETPro.mdb” that were backed up on the old system, overwriting an existing “NutriDIETPro.mdb” databases on the new system.
- iii. Launch NutriDietPro from the desktop’s shortcut.
- iv. It will ask you for the license key. Refer to your original license key provided at the time of purchase and reenter.
- v. Confirm that the custom information was successfully transferred by opening Client Profile window/accessing File/Open and pressing the “All Clients” button.

I don't remember my license key.

The license key was provided to you at the time of purchase. If you cannot locate your license key please email us at support@nutridietpro.com

For the EBook

What is an Ebook?

The term Ebook stands for electronic book. It is basically a book in digital form that can be read on your PC. They come in many formats including PDF, exe and Word.

Do I need any special software to read an Ebook?

Most Ebooks can be read using the default software of your computer. For Ebooks in PDF format, you will need Acrobat Reader which can be obtained from www.adobe.com if you don't already have one. You may also need extracting software such as Winzip (www.winzip.com) to unpack your purchase from the ZIP folder that it will arrive in.

General Questions

Will I get an instant download of my purchase?

Yes. After you have made your payment, you are then redirected to a page where you can download your purchase straight away.

I cannot download my purchase! What shall I do?

Simply contact us at sales@nutridietpro.com and we will help you.

Which methods of payment do you accept?

For fast and secure payment processing we use Google Checkout.

What is the difference between NutriDiet Pro's three products: Software, E-books, and Database Licensing?

NutriDiet Pro Software – is a program that allows you to customize, track and print client information for weight management as well as provide you with 380 printable pre-designed menu plans including over 275 healthy recipes. Handouts on popular topics like heart health, diabetes and weight management are also included, making it easier to print and share these health tips with your clients and friends.

NutriDiet Pro E-books – are colorful and printable books in PDF that include weekly meal plans based on varying calorie levels, from 1200 to 3000, and popular cuisines such as Eating Out, Asian and Vegetarian. There are 16 different E-Books to choose from, including ethnic cuisines like Spanish, Italian and Indian as well as diet, lifestyle and health specific books like Heart Healthy, Diabetic Friendly, High Protein and Vegan. Wholesome recipes are also included as well as tips for making food substitutions within the meal plans.

NutriDiet Pro Database Licensing – is the software's database and is for people who want to create custom applications, such as websites or software, and want to utilize the raw data from NutriDiet Pro's software. This will not allow you to customize menus, but will give you the flexibility to use the nutrition information provided in the database to create your own custom application.