



ADE Incorporated In Touch

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For staff, phone or address changes, please call 1-800-334-1918 or email [support@saskatoon@aideincorp.com](mailto:support@saskatoon.aideincorp.com).

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ADE Incorporated Unveils New Website

ADE Incorporated is pleased to announce the unveiling of our new ADE website! Several new and exciting features have been added to provide our customers with the best web experience possible. Web users will appreciate the Live Support, User Forums and Feedback

features that have been added to the ADE collection of available services. Live Support is an online chat session designed with you, the customer,

in mind. Current and potential customers have the ability to click on a Live Support icon and speak with members of the ADE Incorporated team. Customers can request assistance with program questions, product specifics, and even chat with ADE management, in real time.

Immediate responses to your questions and concerns allow you to return to work quickly, with minimal interruption to your routine. It is ADE Incorporated's desire to provide superior customer service and support to our customers through the most efficient channels possible. We believe that Live

Support is a great addition for all ADE web-based customers. User Forums provide an interactive environment for stimulating discussion amongst or between our customers and the ADE team. Conversation threads might range from best

practice deliberations to legislative changes to industry news to support discussions. User Forums also encourage interaction between visitors to the ADE website, allowing for exchange of potentially valuable business and operational information. It is ADE's wish to

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encourage dialogue between our various customers. We believe that User Forums will allow for the positive and useful exchange of customer information. Customer feedback is essential to providing exemplary customer service.

ADE Incorporated team members believe that honest and timely input from our customers allows us to improve our services and support. The Feedback

questionnaire is designed to gather customer specifics in a quick and efficient manner, while still providing necessary details for ADE customer service personnel. We believe that our customers will provide feedback that will allow us to provide the best quality service and support available.

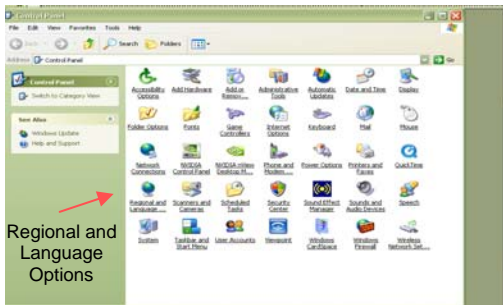
Of course, you can still find all of the resources you have come to expect from our website, including: sample reports, product details, demo sign-ups and more.

SETTING REGIONAL and LANGUAGE OPTIONS

We have received a few calls to our office regarding the inability to view assessment reports after processing a SALCE survey. The solution to this is actually quite simple, however, in several cases it will require contacting IT personnel in your individual Regional Health Authorities.

The setting that is preventing the report from processing is located in the Regional and Language Options, within the Control Panel. The program was written in the United States and requires the Language Setting to be English (United States) rather than (English (Canada)). The short date setting requires the formatting to adhere

to the MMDDYYYY pattern. English (Canada) short date is set to DDMMYYYY, which does not fit the required date structure to work within the ADE software.



To make the necessary change, click on Control Panel, Regional and Language Options, select English (United States) from the pull-down menu. Confirm that the short date fits the MMDDYYYY format and click APPLY and OK.

It may require restarting the computer for the settings to take hold.

Once the Settings are properly applied, the survey can be entered and processed. Unfortunately, the survey cannot be saved, until the date settings are in the MMDDYYYY format.

Thank you to those of you who have called and allowed us to help you with these types of questions. Our Customer Support staff is happy to assist you. Just call and let us know what we can do!



ADE Incorporated is a respected provider of assessment and case management software for substance abuse programs.

ADE Incorporated is dedicated to the development and support of quality products designed to meet the evaluation, assessment, tracking and reporting needs of professionals working in the field of substance abuse evaluation and assessment.

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