

From the desk of Dr. Karen Walters, D.C.

MPN Software Systems, Inc. • Upper Saddle River • New Jersey • 07458

April 17, 2019

Dear Colleagues & Staff,

We have exciting news to share & hope you'll take the time to read this thoroughly & contact us with any questions.

We introduced ECLIPSE to the chiropractic profession & later partnered with GalacTek to provide assistance with sales & support. As of April 16, 2019, we provided 90 days' notice to GalacTek that we are terminating our relationship. Thus, after July 15, 2019, GalacTek can no longer sell, access, update, or even use the ECLIPSE software.

As of July 16, 2019, our new company, **ECLIPSE EHR Solutions**, will serve as the exclusive ECLIPSE distribution agent and provide exclusive sales & support services to ECLIPSE users nationwide.

What does this mean for your office? For the moment, business as usual! Later on, we hope it means much, much more! We expect to honor your outstanding ECLIPSE subscriptions, so you should experience no interruption in the availability of ECLIPSE updates or support. Since thousands of you will receive this notification simultaneously, please do not reach for a phone to call us! As we continue to work out details of this transition with GalacTek, we will do our best to keep you informed directly & via the ECLIPSE Help menu link noted below – which you can check regularly for updates. If thousands of you contact us simultaneously, we will not be able to manage your calls in a timely manner.

From your **ECLIPSE Help** menu, please select **Contact us online for suggestions / non-technical issues** to learn more about automating your ECLIPSE subscription fees, using the new client portal to access your account & update information, various ways to contact us, and more as we do our best to create as smooth a transition as possible. We have exciting plans for ECLIPSE too – inclusive of a soon-to-be released account statement generator that will allow you to create custom patient statements.

ECLIPSE EHR Solutions has streamlined operations so you can handle all your subscription & purchasing needs online. Of course, we'll have people available to help you get started. You, in turn, will have online access to your accounts & will be able to manage your subscription & upgrades directly from our website.

In order to download updates or receive support from ECLIPSE EHR Solutions, you will need to setup your subscription in our online system. *If you already have an active subscription, we will need to complete this process manually via phone to ensure that you don't start getting billed until the end of your current subscription period.* More information is available via the links on our website.

Regarding any questions you may have about the continued provision of support services by GalacTek through July 15, 2019, or any amounts which you may have prepaid for services expected to be rendered after that date, please contact GalacTek directly.

Remember, our business is *not* undergoing a change of ownership! We are still the same chiropractor led company that has helped thousands of chiropractors nationwide manage their practices across their entire careers. And of course, we recently implemented a ticket-based support system that you can use in addition to telephone support. The Help system has been in use since July 2018.

Sincerely,

Karen Walters

Dr. Karen Walters, D.C.
Vice President

To learn more: From your **ECLIPSE Help** menu, please select **Contact us online for suggestions / non-technical issues**. Then, follow the **FAQ** link at the top of the web page.