

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

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

May 8, 2019

Dear Colleagues & Staff,

Effective Wednesday, May 8th, 2019, our new company, ECLIPSE EHR Solutions (EES) has taken over all sales & support operations for ECLIPSE. Remember, our business has *not* experienced 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. Briefly, here's what you need to know...

- John Waskowitz is the new CEO. John has 30 years of experience with ECLIPSE, was the first technical support specialist ever hired, ran technical support services for years, and has been the Senior Vice President of GalacTek for almost two decades.
- The entire existing technical support team at GalacTek has joined EES.
- **EES will be able to honor your existing subscription with GalacTek. GalacTek has provided EES with your “paid thru” date. As a result, you will NOT need to provide us with proof of your most recent payment when we contact you to get CC information.**
- In order to complete transfer of your subscription, we will be contacting you so we can associate your credit card information with your subscription. Alternatively, we will take this information before we provide technical support or updates to your office.
- You will have direct control over your subscription via the password & user id associated with your ECLIPSE license.
- The phone #'s you've been using for years have been forwarded to EES. However, please start using our new #: **1.352.488.0081**. *It may take days or weeks for the phone company to manage the transfer.*
- The GalacTek website will transition over a period of months to maintain compatibility with current versions of ECLIPSE. We suggest you update your software frequently.
- The online ticketing system remains the same. We will soon be upgrading it.

If you have outstanding checks to GalacTek, we suggest you cancel them. GalacTek has agreed to turn these over to us and may not deposit them after May 7th 2019. We will destroy your checks & contact you for CC information.

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.