

# Conners Performance Suite End of Software (USB) Sales and Support FAQ

MHS is ending sales on **December 15, 2024**, and support on **December 30, 2025**, of the following software (USB) products:

- Conners Continuous Performance Test™ 3rd Edition (Conners CPT™ 3)
- Conners Continuous Auditory Test of Attention® (Conners CATA®)
- Conners Kiddie Continuous Performance Test™ 2nd Edition (Conners K-CPT™ 2)

*Below, you will find answers to the most frequently asked questions regarding the end of sale and support for the Conners CPT-3, Conners CATA, and Conners K-CPT 2.*

## End of Software (USB) Sales - December 15, 2024

### What will happen after December 15, 2024?

- You will not be able to purchase any of the products mentioned above in software (USB) format. If you have already purchased these products from MHS or our distributors, you will continue to receive ongoing support from MHS for them, including replacement for defective keys, until December 30, 2025.

### I recently purchased a USB key for one of the CPT Suite software products listed above. Can I return it for a refund or credit?

- Products may be returned, subject to the [terms and conditions outlined in our Return Policy](#).

### Why are you no longer selling the software (USB)?

- The software version of this CPT Suite was launched in 2014. We have received feedback from customers asking for a more modern experience. Many practitioners can't use the software as laptops and computers may no longer have USB ports, or they may have a macOS device. We understand these challenges and want to bring practitioners a modern and convenient experience that enables them to use these assessments in their practice. These measures can be used across different operating systems and browsers. Stay tuned for news on the release of these assessments in an online format.

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## **I have the pay-per-use software. Can I continue to buy uses after December 15, 2024?**

- No. You will not be able to purchase any additional uses for the software (USB) after December 15, 2024. Please ensure you purchase additional uses before December 15, 2024, or upgrade to the Connors CPT Online Suite when it launches at the end of 2024.

## **End of Software (USB) Support - December 30, 2025**

### **How long will MHS support the software (USB) version of the Connors Performance Suite products?**

- MHS will continue to offer support for the USBs until December 30, 2025. After that, no additional support will be provided.

### **Will MHS replace USB keys after December 30, 2025?**

- No, replacement USB keys will not be provided after December 30, 2025.

### **Will MHS continue to support new activations after December 30, 2025?**

- No, we will not support any new registration or activations of the USBs after this date.

### **Will MHS support moving the software to a new device after December 30, 2025?**

- No, we will not support or transfer the software to a new device after this date.

### **Can I continue to use the software (USB) version of these products until December 30, 2025?**

- Yes. If you are already using the software (USB) version of these products, you can continue to do so. These programs will continue to operate, and we will support them until December 30, 2025.

### **How long can I continue to use the software (USB) version of these products after December 30, 2025?**

- If you are using the software (USB) version of these products, you can continue to do so even after December 30, 2025. These programs will continue to operate. However, we will not be able to offer support should the software stop working after **December 30, 2025**. This includes new USB registration, activation, program deactivation, software migration to a different device, and replacing USBs.

### **Why are you ending support for the CPT Suite software on USB?**

- The software version of the CPT Suite was launched in 2014. We have continued to invest and maintain the software. However, this is no longer feasible given the legacy technical foundations of the software and the evolution of devices. Stay tuned for news on the release of these assessments in an online format.

*Updated: 2024-08-26*

# Transition to Online CPT Suite - 2024-2025

## How can I purchase the CPT Suite products if they are no longer available in software (USB) format?

- MHS is soon launching new online versions of the following products:
  - Conners Continuous Performance Test™ 3rd Edition Online (Conners CPT™ 3 Online)
  - Conners Continuous Auditory Test of Attention® Online (Conners CATA® Online)
  - Conners Kiddie Continuous Performance Test™ 2nd Edition Online (Conners K-CPT 2™ Online)

These measures will be accessible digitally via the MHS Online Assessment Center+ (MAC+).

## How can I make the transition from the software to the online versions?

- Transitioning from conducting assessments using software to an online assessment platform can feel like a big task. However, over the coming months, we will help make this process as seamless as possible through resources designed to help you understand the benefits of assessing online and the ease of use and utility of MAC+. Start by [learning more about our online assessment portal here.](#)

## Can I move my data from the software to MAC+?

- No, there is no connection between the software (USB) product and our online portals. You will not be able to “move or migrate” any of your software data to the MAC+ online portal.

## How can I access my historical data from the USB once I move online to MAC+?

- Historical reports from the software (USB) can be regenerated in your software application, and are stored locally within your devices. We recommend that you securely save a copy of this data as required **before December 30, 2025**. Access to these records will be available if the software application is installed and functioning on your computer. If the USB does not function, MHS will not be able to assist with any USB registration, replacements, or activations after the support period ends on December 30, 2025, so ensure that you have access to all your data.

## I am new to digital assessments and do not have a MAC+ account. How can I set up an account?

- Upon the release of Conners CPT 3 Online, Conners K-CPT 2 Online, and Conners CATA Online, you will be able to purchase these assessments online through the MHS storefront and create your new MAC+ account at checkout using the email address you want associated with your new account.
- Once your purchase is complete, your MAC+ account will be created. Please note that this process takes between 1-2 business days to complete.
- When your account is created, you will receive an email from [NoReply@MHS.com](mailto:NoReply@MHS.com) with resources to help you get started. Please double-check your spam folder if you haven't received this email within the abovementioned timeframe.

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- When your account is created, you will receive an email from [NoReply@MHS.com](mailto:NoReply@MHS.com) with resources to help you get started. Please double-check your spam folder if you haven't received this email within the abovementioned timeframe.

## **I already have a MAC+ account. How can I access the CPT Online Suite?**

- If you or your organization already have a MAC+ account, you can buy inventory for the Conners CPT 3 Online, Conners K-CPT 2 Online, and Conners CATA Online as they become available to purchase on the MHS storefront. You'll be able to use the same email address already associated with your MAC+ account to complete the purchase and your assessment uses will be deposited in your account.
- Alternatively, you can also purchase inventory directly from MAC+. To purchase inventory, go to the Account Balance page by selecting Manage Inventory > Account Balance in the left menu.

## **MHS' MAC+ will be used to administer and score the Conners CPT Online Suite. Does this platform meet HIPPA, FERPA, COPA, etc., and does MHS have certification to support this?**

- MHS is committed to establishing a framework of trust with our users. This trust is built on four related practices: Ethics, Transparency, Stewardship, and Accountability. [Read more about our commitment to digital trust here.](#)
- We believe individual privacy to be of primary importance, and we are committed to maintaining confidentiality and safeguarding all personal information collected. Our privacy policies are inclusive of all MHS online platforms, including our commercial website, application products, and assessment portals. Learn more by reviewing our [compliance policy here](#) and review our [privacy policy here](#). MHS has earned and maintains stringent industry certifications, which show our commitment to you and our work, including ISO/IEC 27001:2013, SOC 2, FERPA Certification, CCPA/CSPC Compliance, and others.
- You can also access further resources, including our [self-service agreement documents and security FAQs](#) for our product and platforms.
- We proactively review and update our platforms and systems to ensure data security. This approach allows us to stay ahead of ever-evolving digital threats and remain in compliance with regulatory standards, providing you with a sense of reassurance.

## **When I transition to using MAC+, do I need to purchase inventory to use these measures?**

- To administer, score, and generate reports for the Conners CPT 3 Online, Conners CATA Online, and Conners K-CPT 2 Online, you will need to purchase inventory through our storefront or through your MAC+ account. Inventory on the MAC+ are also called Uses and are separate for each measure. Enjoy the flexibility and convenience of managing your usage and inventory directly through the online platform.

## **Does the purchase of the CPT Online Suite provide unlimited uses?**

- No. The Conners CPT Online Suite does not offer unlimited uses. You will need to purchase inventory, which will be consumed when you score and generate a new report. You can purchase as little or as much inventory as you need for your practice. This inventory can also be shared between practitioners on the MAC+ portal.

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**I have the unlimited use software USB. Will I be refunded for the purchase price or given unlimited online uses on the MAC+ if my USB stops working after December 30, 2025?**

- No. MHS will not offer unlimited uses for the Connors CPT Online Suite for past purchases of the unlimited USB software. However, we will provide an opportunity to help you upgrade to the online version. Stay tuned for the details of the upgrade plan in early 2025.

**Have more questions?**

*Reach out to our Customer Service Team*

**Email:** [CustomerService@MHS.com](mailto:CustomerService@MHS.com)

**Telephone:** US & INTL: 1.800.456.3003 | CAN: 1.800.268.6011

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