

Express Plus Downloading Software Upgrade From the Web

The following instructions will guide you through the process of downloading the latest upgrade for Express Plus. Please be sure to download and print the Express Plus CEDI Script and the Express Plus CEDI Connection and Login instructions.

If you experience any problems updating your Express Plus communications or if you have any questions, please contact the CEDI Help Desk at:

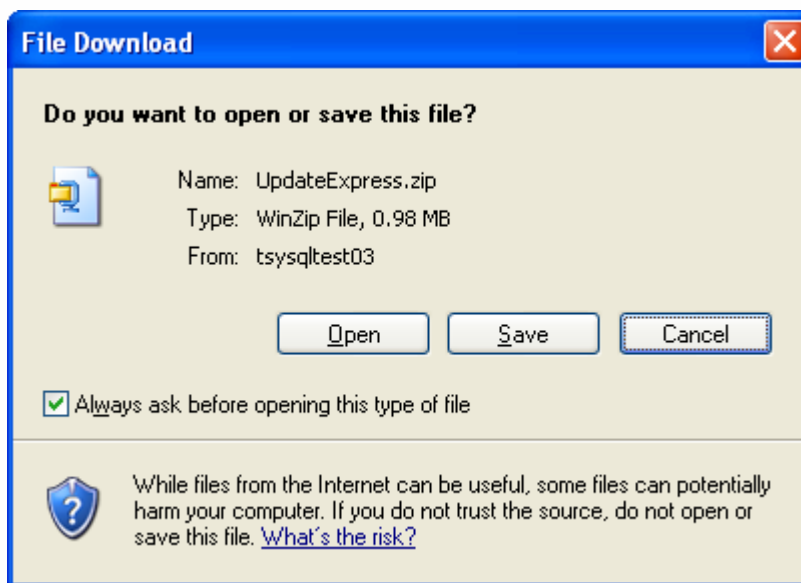
ngs.cedihelpdesk@wellpoint.com

- OR -

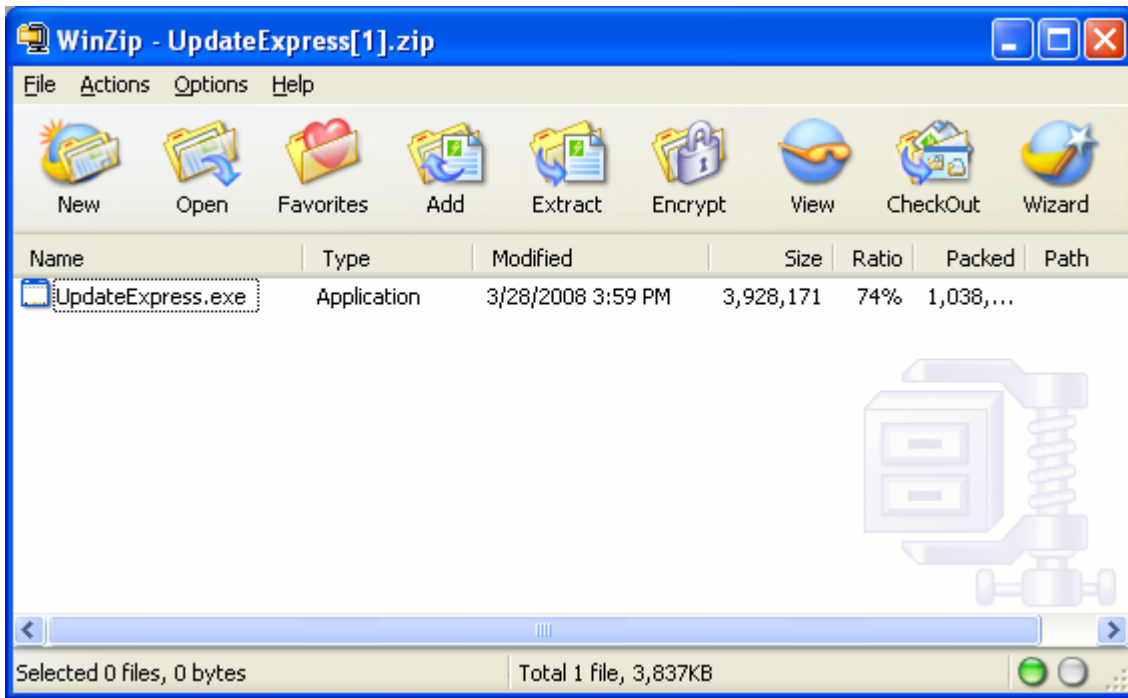
866-311-9184

The CEDI Help Desk is available from 9:00 a.m. to 7:00 p.m. (ET) Monday through Friday.

1. Make sure your Express Plus software is closed before you start the upgrade process.
2. Go to the CEDI Web site www.ngscedi.com
3. Click on the "Express Plus Upgrade Download" link.
4. A "File Download" box will display.
Click on "Open"



5. A “Win-Zip” box will display showing the upgrade file (UpdateExpress.exe).

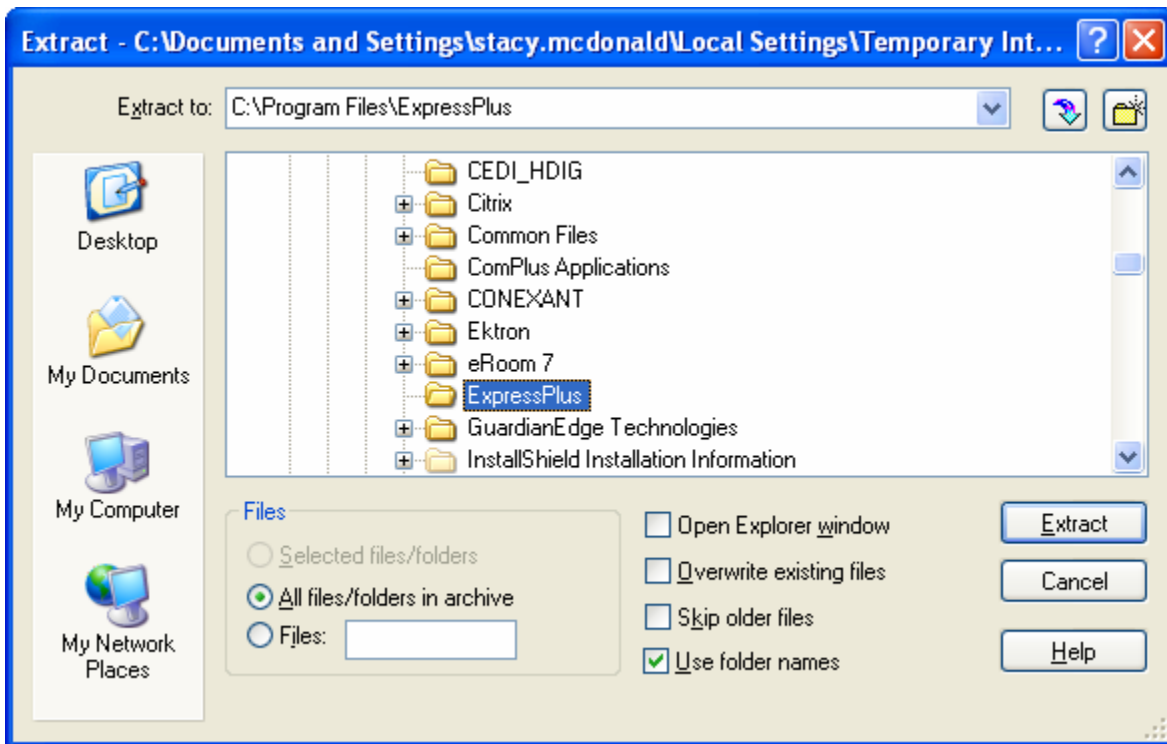


6. Click on “Actions” and then “Extract” or click on the “Extract” icon.

7. Select the drive and folder where Express Plus is located. The software should be loaded to C:\Program Files\ExpressPlus as shown below. If you loaded the software to a different folder, enter the path/folder where you have the Express Plus software loaded.

NOTE: If you are unsure of where the Express Plus software is loaded:

- Click on the **Start** button at the bottom left hand side of your screen.
- Under the Search field, type in "Express Plus.exe" and Click on search.
- The path or folder that displays under "In Folder", is the path you should enter under "Extract to:" shown on the screen below.

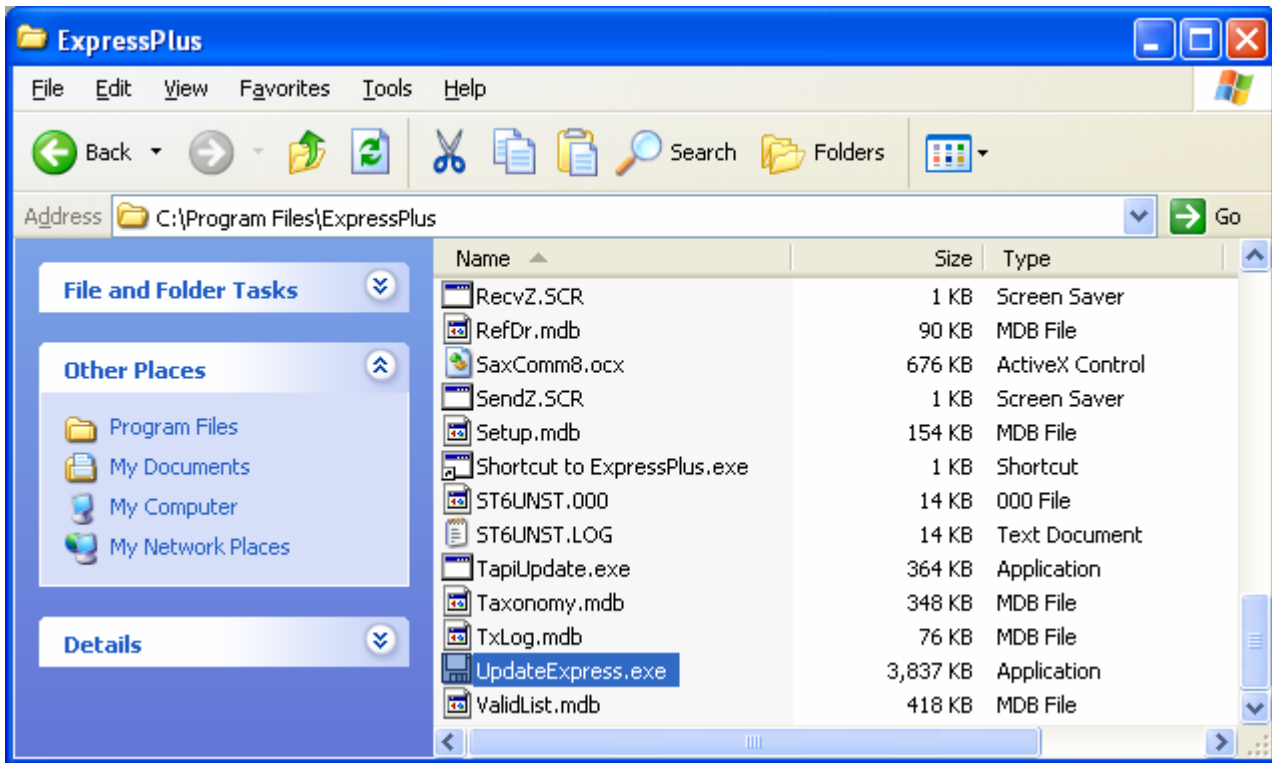


8. Click on "Extract"
 9. Close the "Win-Zip" window.
 10. Close your Internet browser.
 11. Go to "My Computer" through the shortcut on your desktop screen, or go to "Start" and select "My Computer".
 12. Open the folder C:\Program Files\Express Plus
- ** If Express Plus is located in a different drive and/or folder, go to that folder.

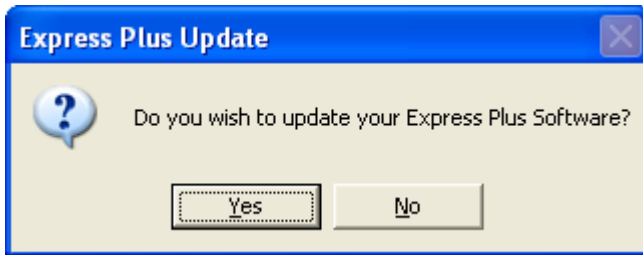
NOTE: If you are unsure of where the Express Plus software is loaded:

- Click on the **Start** button at the bottom left hand side of your screen.
- Under the Search field, type in "Express Plus.exe" and Click on search.
- The path or folder that displays under "In Folder", is the path you should enter under "Extract to:" shown on the screen below.

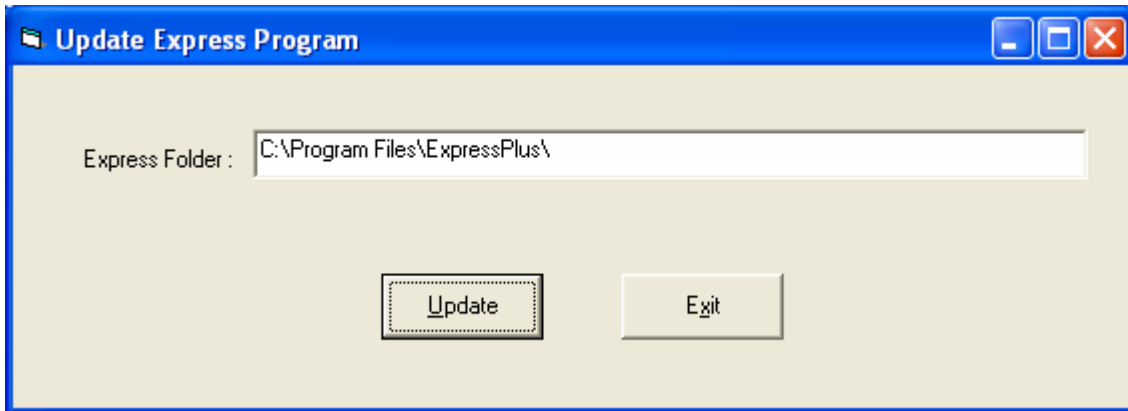
13. Locate the file "UpdateExpress.exe" and double click on the file to run the upgrade.



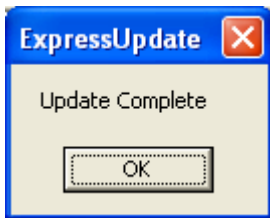
14. A box will display with the prompt, "Do you wish to update your Express Plus software?." Click on "Yes".



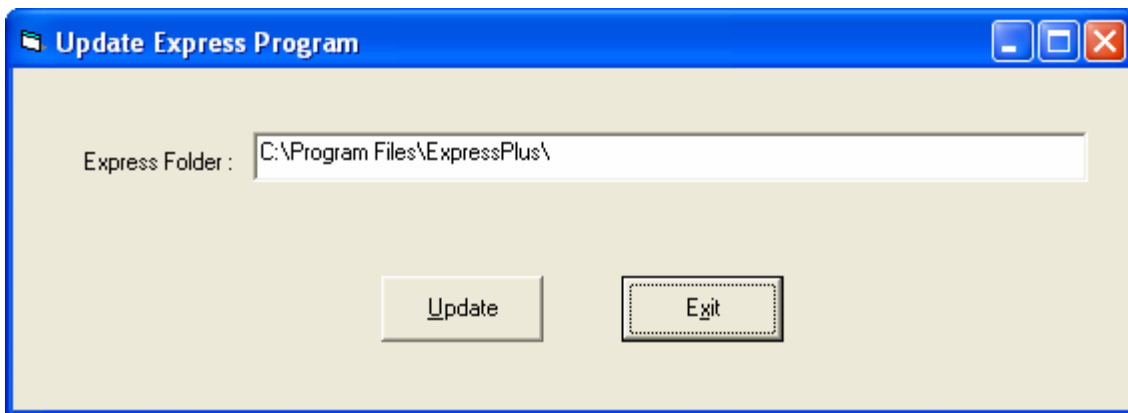
15. A box will display for you to specify the folder on your PC where Express Plus is installed. In most cases, this directory will be "C:\Program Files\Express Plus". Click on the "Update" button.



16. A box will display with the message, "Update Complete". Click on "OK". (You may need to do this twice.)



17. You will now be back at the "Update Express Plus" screen. Click on "Exit".



18. Exit from the My Computer screen and you may begin using the latest version of Express Plus.

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