How to receive your
MULTI Installation Package

Congratulations! You've acquired the world-leading MULTI Integrated Development Environment

Thank you for choosing Green Hills Software. You've made the right choice by acquiring the world-leading MULTI Integrated Development Environment. Let us support you in reducing your time to market and lowering your development cost by slashing your debugging time!

How to receive your MULTI Installation Package

You can download your MULTI IDE Installation Package from our Support Site.

If you already have a Support Site Account:
- Just visit our Support Site at https://support.ghs.com. You'll find the latest version of our MULTI Integrated Development Environment available at https://support.ghs.com/downloads.

If you do not have a Support Site Account yet:
- You can easily register your individual account by visiting our Support Site at https://support.ghs.com. Make sure to use your own work email address. Upon registering you'll receive an email with a request to provide your full contact details.

Please allow up to two business days for your Account to be approved. After your Account is approved, you'll receive instructions on how to proceed. You will then be able to log in and find the latest version of our MULTI Integrated Development Environment available at https://support.ghs.com/downloads.

Frequently Asked Questions

Q: What information is required when creating a Support Site Account?
A: The required information is:

Company name	Contact person
Address	email address
Postal Code	Phone number
City	
State	PO number
Country	

The above information is required and should refer to your company's address and contact details. Non-corporate email addresses (e.g. Outlook.com, Gmail, Yahoo) are not accepted.

Q: Multiple people in my team need access to the Support Site. Can I request a Group Account?
A: The Support Site Account is an individual account. If your colleagues require access to our downloads or technical support, each of them should create and use their own Support Site Account. You cannot request an Account using a group email alias or mailing list alias.

Q: Multiple people in my team need a Support Site Account. Can I request Accounts on their behalf?
A: Yes, it is possible to request multiple Support Site Accounts. Simply send an email to our Support Administrators at support@ghs.com. Include the full contact details of each individual (see above for the information required). Our Support Administrators will update this information and within two business days your colleagues will have access to the site.

Q: Why does it take up to two business days for a new account to be approved and activated?
A: Green Hills Software LLC is subject to US laws and regulations related to international trade. You and your company must be screened and approved before we can provide access to our Installation Package. Due to time zone differences, this may take up to two business days.

Q: What if I need a specific release of the MULTI Integrated Development Environment rather than the latest release?
A: If you need a specific release of the MULTI Integrated Development Environment, contact our Technical Support Team, through eurolicensesupport@ghs.com. Our Support Administrators will make the required version available in your Support Site Account.

Q: What if I need support during the installation of MULTI or when setting up my License Manager?
A: If you require our support when installing your MULTI Integrated Development Environment, your License File, the 3rd party Dongle Driver, or while setting up your License Manager, feel free to contact our Technical Support Team, through eurolicensesupport@ghs.com.

If you need any further assistance, please contact our Technical Support Team at eurolicensesupport@ghs.com

Green Hills® SOFTWARE