

# NONMEM / PDx-POP FAQs

- **How do I obtain a NONMEM / PDx-Pop License?**  
You can obtain a NONMEM license by e-mailing [IDSSoftware@iconplc.com](mailto:IDSSoftware@iconplc.com) and completing the NONMEM License Agreement which will be sent to you. Once you have completed all documents and submitted payment, your software will be mailed to you via FedEx. By e-mailing the e-mail address above, you can request a PDx-Pop order form. When the completed order form and payment is received by ICON Development Solutions, the software will be mailed to you via FedEx.
- **How long is a license good for?**  
A NONMEM and PDx-Pop license is good for one year.
- **Do I have to have NONMEM installed on my computer in order to be able to use PDx-Pop?**  
Yes
- **How do I renew my NONMEM & PDx-Pop Licenses?**  
About 120 days prior to your renewal date, ICON Development Solutions (IDS) will send you a renewal quote, which will be followed by an invoice.
- **How do I get a PDx-Pop license renewal key?**  
After submitting payment for your license, IDS will e-mail you the license renewal key.
- **Do I have to complete another NONMEM License Agreement every time I want to purchase additional NONMEM licenses? Even if my entity has issued an approved purchase order?**  
Yes and Yes
- **When am I supposed to submit payment for the new license term?**  
You submit payment for your renewed license term prior to the start of the term or at the beginning of the renewal term, not at the end.
- **What methods of payment does ICON Development Solutions accept?**  
IDS accepts payment by check, wire transfer, ACH, and credit card (MasterCard, VISA, and American Express).

## Customer Support

### Purchase/renew license

Contact: NONMEM Customer Service (Sales, Licensing, etc.)  
Telephone: +1 410-696-3100  
Fax: +1 215-789-9549

### Technical Support

E-mail: [nmconsult@iconplc.com](mailto:nmconsult@iconplc.com)  
Telephone: (410) 696-3098. Please leave a message and your call will be returned.