

LifeBank Download Instructions

You have the option of downloading the application to either your computer or laptop (for use of LifeBank on it) or a data key (either the LifeBank one or your own).

Note and Warning

You will be able to use the **data key** on different computers from the one to which you downloaded the application. You will *not* be able to make a copy of the application downloaded for use on your computer to another computer. This has been done as a security-measure.

Any USB you intend using should be cleaned of any software or items on it - and freshly formatted.

Formatting

Windows Users: If you are using your own USB, you should transfer any files currently on it elsewhere - and only then format it. To format a USB, locate the plugged-in USB drive in your file manager on your computer, right click it using your mouse, select “Format” then FAT32. Click “OK” from the pop-up box.

Mac Users: If you are using your own USB, open the Disk Utility in your Applications folder, select the USB device, use MS-DOS for the erasure and click the “Erase” button.

Downloading

You will have received 2 emails from LifeBank – one containing the License Key, and one containing the Download instructions and link. First open the License Key email and press the “Confirm” button. This will confirm to us that you’ve received the emails, and that your email address is valid.

Once you have completed the confirmation step, you’re reading to complete the download. Open the Download email and click the “Download” button (whichever is applicable to you - either Mac or Windows). The download process will then commence (you may see a spinner with a percentage counter in the Installation window which will have opened) installing the application on your computer or laptop.

Once that is done you will need to locate the downloaded installer file (ie. lifebank-installer.exe) on your computer (in the case of an Apple user, the file will be have gone into the Download Folder in the Dock) then double click or otherwise run the downloaded file. You may be alerted that the application you are attempting to open is from the internet, and asked whether you are sure you want to open it. To proceed with the installation you will need to agree.

You will be presented with a screen requiring 3 things - your email address which the emails were sent to, the Licence Key which you received in the email from LifeBank, and the drive you want to install the app on. Take care to enter the exact email address and licence key, without any additional spaces.

Should you get a message "Invalid Credentials" you may have entered incorrect information or accidentally entered extra spaces if you used cut and paste. Retry entering the information not using cutting and pasting.

The third line asks for the drive you wish to install to, and there will be an icon of a Folder to the right of that line. Click on the icon and choose where you want application to be installed - either on your computer / laptop or the LifeBank data key supplied to you or your own USB.

The Installer will likely have already found the correct drive (usually E: or F: in the case of those using a PC) and you can simply accept the suggested drive. If that is not the case in your situation you will need to select the correct drive for the installation to proceed.

You will see a spinner in the window showing the installation of the application on to your computer / laptop or USB data key (the LifeBank supplied one or your own) is underway. This may take anything from a few seconds to a few minutes, depending on the speed of your internet connection.

Once the installation has finished, you should navigate to the drive you selected, and locate the LifeBank icon appropriate to your download. Clicking on that icon will open the LifeBank application ready for activation.

The first time the application runs, for security you may be asked to confirm that you are willing to run the application from a directory on the USB drive. Select the appropriate drive (usually E: or F:) and the top level directory. You will also have to enter your email address and licence key to confirm activation. These actions only need be taken the first time the application is run. You will then proceed to provide a password and confirming it and your email address before being able to open the application.

Those using a Mac will need to proceed through the process of entering their email address, license key, name and password on various windows before being able to open the application.

For further assistance click the "Help" button within the application or visit the LifeBank website.

For further help email **LifeBank** at support@lifebanksystems.com