

1on1

Install for the First Time

Step-by-step instructions

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Estimated Time: between 2 to 4 minutes, depending on internet connection
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You must have MS Windows administrator privileges to install any software, but most people should be able to load enhancements and activate their software.

- Close OUT of the 1on1 Sales Mgr Tool before proceeding (also close out of the Activation screen and any subscreens, if open)
- Go to our website at: www.1on1co.com
- Click on "Customer Login" (left-hand side of screen)
- UserName: " _____ " (small letters)
- Password: " _____ " (small letters)
(have your administrator contact us for changes to your UserName and Password)
- Click on "Install for the First Time"
- Click "Run" (it typically takes between 30 to 60 seconds)
- Click "Run" again at the message that the publisher could not be verified (Microsoft does not recognize small publishers like us).
- Answer the on-screen prompts (accept all defaults)
- Important: After you finish installing the program (after clicking the "Finish" button), then you will also need to click the button called "Activate (update expiration date)" and select either 32bit" or 64bit.

Note 1: ERAccess: If you need to add the shortcut icon (yellow pencil icon) at the top of the ERA screen to download data: Right-click above the blue part of your ERA screen (in an open gray area). Left-click on the option for "Queries".

Note 2: ERAccess may (or may not) require changing your Queries folder. If your queries are not present, then they are probably in the previous ERALink32 folder. You can change the folder by doing the following within ERAccess: Click Setup / Applications / Folders. Then scroll down and click Queries, then Modify. Click Browse Folders. Change the folder location to "my documents \ eralink32 \ queries".

Note 3: Windows 7 and Windows Vista: After installing the 1on1 software, if the user receives a message that the data could not be downloaded, this typically means that you may need to change "read-write" permissions for a specific sub-folder. To do this, please click the following link:
http://www.1on1co.com/custom_reports/files/misc/1on1_install_techystuff_1.pdf

Note 4: If you logged into Microsoft Windows as "administrator" (in order to install the software), then you will need to manually copy the queries into a specific folder for each "user" on this computer. The files you need are currently in the folder: "c:\program files \ 1on1 \ 1on1fi \ queries". These files should be copied to each user's folder: "my documents (for each user) \ ERAccess \ queries".

Note 5: Many of our customers request to install the software on additional computers. No problem. You are licensed to install the "1on1 Sales Mgr Tool" on as many computers as needed within your dealership.

Please forward this document to any manager at your dealership that also needs to update his/her 1on1 Reporting Tool? Please call us at 800-847-3111 if you have any questions.

Thank you,
One-on-One Consulting