



**Helper<sup>®</sup>**

## **Installing from the Internet**



email: [www.helper.com](http://www.helper.com)

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## Downloading and Installing Helper Software from the Internet

This document answers frequently asked questions about how to download and install the Helper Software from the Internet.

### Where do I get the Helper Software installation files and which files do I need?

You can obtain all of the files needed to install Helper Software from our web site at [www.helper.com](http://www.helper.com).

- ❖ To install a demonstration version of Helper Software, you need the Helper Software installation file. To acquire this file, go to our website and click **Free Trial** and then click the Therapist Helper 7.4 link. You'll need to fill out some information and then you will be directed to the download link. The file will be named Helper74demo.exe.
- ❖ To install the Helper Software on more than one computer on a network, you will need the Helper Software and the Helper Software Database Server installation files. Follow the instructions above to locate the Helper Software Client. You can download the Helper Software Database Server from the **Downloads** section of the **Support** page of our web site. To get this file, go to our website and click **Support** at the top of the Home Page and then click on the "Upgrade" button and click the **Helper 7.4 Database Server** link. This file is named **HelperServer74.exe**.
- ❖ To install the Helper Software Upgrade, you will need the Helper Software Upgrade installation file. To get this file, go to our website and click the **Support** link at the top of the Home Page and then click the "Upgrade to 7.4" download link. This file is named Helper74Update.exe.

### How do I download a file from the Internet?

1. Click the link of the file you would like to download.
2. When the file download dialog box appears, click the **"Save"** button and select a location on your computer to save the file.
3. After the download is complete, find the file on your computer and double click it to install the software.
4. Follow the on-screen instructions in the installation wizard.

### Are the Helper Software Installation Instructions different when I download from the Internet?

Yes, installing Helper Software from a file you have downloaded from the Internet is slightly different than installing from the Helper Software Installation CD.

- ❖ To install a file you have downloaded from the Internet, double click the file to start the installation process.
- ❖ If you are reading the installation instructions when installing a file you have downloaded from the Internet, you can skip to the section that starts by describing the Installation Wizard. This is where your installation will start when installing a file from the Internet.
- ❖ When you install from the Helper Software Installation CD, a wizard automatically starts on your computer when you place the CD in your CD drive to help you chose the correct program to install. This does not occur when you download an installation file from the Internet.